

# Ethnic Affairs Policy Statement



2008 - 2011  
February 2008

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# ETHNIC AFFAIRS POLICY STATEMENT

## 2008-2011

### **1. BACKGROUND**

The Ethnic Affairs Policy Statement (EAPS) 2008-11 is the third EAPS developed by Newcastle City Council.

The initial EAPS was adopted in 1999 after an extensive community consultation process involving local culturally and linguistically diverse (CALD) community representatives, council staff and councillors. Many of the actions in the 1999 EAPS focused on equitable access to Council services.

Newcastle City Council resolved that Newcastle become a Welcome City for Refugees on 26 November 2002 (see Appendix A). Council has been actively promoting community harmony outcomes, and in particular the facilitation of community driven initiatives. A key focus for the previous EAPS (2004-2007) was developing community acceptance of diversity so that more migrants would be attracted to Newcastle in the future.

### **2. AIM**

In acknowledgment of the valuable contribution of culturally and linguistically diverse (CALD) communities in Newcastle, the aims of the Ethnic Affairs Policy Statement (2008-11) are to:

1. Ensure that people from CALD backgrounds have equitable access to Council services and to participate in Council's planning processes; and,
2. Ensure that Newcastle is a 'Welcome City' to new and existing migrants, including refugees and international students.

The strategies identified in the new EAPS will be included in the Management Plan, to be implemented and reported upon, across all Council Groups.

### **3. OBJECTIVES**

As recommended under the *Community Relations Commission and Principles of Multiculturalism Act 2000* and the *Local Government Act 1993*, Council's Ethnic Affairs Policy Statement (2008-11) is based on delivering outcomes against four key objectives:

#### **Objective 1: Develop leadership capacity**

Newcastle City Council will ensure that its leaders:

- ◆ Promote the benefits of a cohesive and harmonious multicultural society;
- ◆ Promote recognition of cultural diversity as an essential part of planning, developing and implementing Councils' policies and programs; and
- ◆ Seek to achieve consensus and generate better understanding of diverse views and values.

## **Objective 2: Promote community harmony**

Newcastle City Council will foster a climate of mutual respect by:

- ◆ Increasing awareness of the contribution of ethnic communities; and
- ◆ Celebrating multiculturalism.

## **Objective 3: Facilitate social justice**

Newcastle City Council will:

- ◆ Ensure that resources are distributed on an accessible and equitable basis;
- ◆ Ensure that CALD communities are consulted about decisions relating to policy development and development applications where relevant;
- ◆ Facilitate processes that enable services to effectively meet the needs of the members of CALD communities; and
- ◆ Promote the need for the rights and responsibilities of all people to be recognised.

## **Objective 4: Encourage economic and cultural opportunities**

Newcastle City Council will promote the benefits of multiculturalism and use the cultural and linguistic assets of the population:

- ◆ to maximise the economic life of the City; and
- ◆ to enhance the cultural diversity and life of the City.

The 3 year Action Framework (attached at Appendix B) outlines the activities that will be undertaken by Council to meet the above objectives. Community initiatives are also encouraged and facilitated by Council where they meet the EAPS objectives.

## **4. CONTEXT**

### **4.1 Council Environment**

The Newcastle City Council 'Vision for the Future' is aiming for a 'Great Place with a Great Lifestyle and a Great Future' for Newcastle in 2010. The role of a vibrant, cohesive and committed community is clearly recognised and acknowledged as essential to achieve Council's vision.

A strategic priority of Council is to be a 'Compassionate Community'. This strategic priority is implemented by the Community Plan (2005-2010) of which a key strategy is the review and ongoing implementation of an EAPS for Council. Aboriginal people are not part of the EAPS.

A number of policies have been developed by NCC to ensure that all social groups within the broader community have equal access to its facilities and services. These policies include:

- ≈ Access Policy;
- ≈ Disability Action Plan;
- ≈ Commitment to Youth; and
- ≈ Position Statement on Public Space.

The development and regular review of an EAPS helps to ensure that the rights of the CALD sector as an integral part of the community are promoted by Newcastle City Council. Council

continues to actively support a range of programs, projects, events and policies, which promote culturally and linguistically diverse communities.

The Community Development Policy (2005) identifies the key roles for Council in the community as:

- ≈ Planner;
- ≈ Capacity builder/ facilitator;
- ≈ Provider of services/ facilities;
- ≈ Advocate; and
- ≈ Partner.

These key values and roles will underpin the implementation of the EAPS 2008-11. In the performance of these key roles and implementing policy, Council is reliant on the development of collaborative partnerships and contributions from other government, non-government and private sector agencies.

A directory of ethnic services is also available at Newcastle City Council's website - [www.ncc.nsw.gov.au/my\\_community/community\\_directory](http://www.ncc.nsw.gov.au/my_community/community_directory)

#### **4.2 CALD Demographics**

The 2006 Census recorded 141,752 persons in the Newcastle LGA, an increase of 3.2% (4,445 people) since 2001. The CALD population (born in a country other than Australia) in Newcastle in 2006 was 16,092 persons (11.4% of the LGA population), an increase of 602 persons from 2001 and a reversal of a previously downward trend. The percentage increase is also larger than the general population increase. The NSW CALD population is 23.8% of the State population of 6,549,178 persons.

The top ten CALD countries of birth for the Newcastle LGA are listed at Table 1. Emerging communities, such as the African communities, come from a number of countries within Africa, are numerically relatively small and would be included in the '*Born Elsewhere*' category. It is also important to recognise the linguistic and cultural diversity amongst African people. More detailed 2006 demographic analysis will be placed on Council's website when it becomes available.

| <b>Birth Country</b> | <b>Number</b> | <b>% LGA pop.</b> | <b>% NSW pop.</b> |
|----------------------|---------------|-------------------|-------------------|
| United Kingdom       | 3,871         | 2.7               | 4.1               |
| New Zealand          | 1,353         | 1.0               | 1.6               |
| Italy                | 820           | 0.6               | 0.8               |
| Macedonia            | 741           | 0.5               | 0.3               |
| Germany              | 601           | 0.4               | 0.5               |
| China                | 554           | 0.4               | 1.7               |
| Philippines          | 468           | 0.3               | 0.9               |
| Greece               | 462           | 0.3               | 0.5               |
| Poland               | 436           | 0.3               | 0.2               |
| India                | 356           | 0.3               | 0.9               |
| Born Elsewhere       | 2,590         | 1.8               | 4.2               |

**Table 1:** Top 10 countries of birth in the Newcastle LGA for the CALD population as compared to NSW. Source ABS 2006, Census Table – Country of Birth, web accessed 2.07.07.

Amongst the 2006 CALD population, 10,174 people speak another language at home. The top ten languages spoken at home are listed at Table 2. In 2006 the Tagalog (164 speakers at home; 0.1%) and Filipino (111 persons; 0.1%) languages have been identified individually. In 2001, they were classed as one language. Emerging languages within Newcastle include Chinese, Arabic, Korean and Hindi. Some African languages and dialects are included in the 'Other' category (1,928 persons: 1.4%) and more detailed language information is not yet available.

| Language        | Number | % LGA pop. | % NSW pop. |
|-----------------|--------|------------|------------|
| Chinese (total) | 1,131  | 0.8        | 3.4        |
| - Cantonese     | 456    | 0.3        | 2.0        |
| - Mandarin      | 592    | 0.4        | 1.5        |
| Macedonian      | 1,300  | 0.9        | 0.4        |
| Italian         | 1,039  | 0.7        | 1.3        |
| Greek           | 929    | 0.7        | 1.3        |
| Polish          | 469    | 0.3        | 0.2        |
| Arabic          | 355    | 0.3        | 2.5        |
| German          | 313    | 0.2        | 0.3        |
| Spanish         | 262    | 0.2        | 0.8        |
| Serbian         | 253    | 0.2        | 0.3        |
| Vietnamese      | 246    | 0.2        | 1.1        |

**Table 2:** Top ten NESB languages spoken at home in the Newcastle LGA 2001 compared to NSW. Source ABS 2006, Census Table – Language Spoken at Home, web accessed 2.07.07.

The majority of the CALD population in Newcastle state they spoke English (54.7%) or spoke English well (36.2%). Of those people who have arrived in Australia over the past decade, and spoke another language as well English, only 2.3% (373 persons) stated that they did not speak English well. For persons who had arrived in Australia prior to 1996, 5% (1,609 persons) stated that they did not speak English well. This latter group are predominantly the ageing East and Central European migrant groups.

| Religion            | Number  | % LGA pop. | % NSW pop. |
|---------------------|---------|------------|------------|
| Christianity        | 100,367 | 70.8       | 67.7       |
| No religion         | 23,095  | 16.3       | 14.3       |
| Religion not stated | 14,114  | 10         | 10.1       |
| Buddhism            | 1,273   | 0.9        | 2.6        |
| Islam               | 640     | 0.5        | 2.6        |
| Hinduism            | 458     | 0.3        | 1.1        |
| Judaism             | 108     | 0.1        | 0.6        |

**Table 3:** The main religious groups in the Newcastle LGA as compared to NSW. Source ABS 2006, Census Table –Religious Affiliation, web accessed 2.07.07

Christianity (70.8%) remains the main religious affiliation for Novocastrians; however 26.3% of Novocastrians do not have a religious affiliation. An emerging religious preference is Buddhism which has continued to grow significantly since 2001.

The CALD population is broadly diverse within their own communities (youth, aged, gender, belief systems, values, etc) and distributed throughout the Newcastle LGA. Emerging communities have tended to settle in areas that are close to public transport and services. The University of Newcastle attracts higher percentages of people with linguistic diversity,

particularly in Asian and Middle Eastern languages, as community members in the Jesmond and Wallsend areas.

## **5. POLICY DEVELOPMENT PROCESS**

### **5.1 Methodology**

The review of the 2004 EAPS commenced in late 2006 with the establishment of the EAPS Reference Group. The Reference Group consisted of representatives from the CALD community sector and Council staff. The Reference Group provided input on the key themes of the background paper, core areas for Council involvement and the potential role of Council in addressing these issues.

The EAPS Reference Group considered the need for an external consultation process during the development of the third EAPS. There have been a number of ongoing consultative processes that have occurred or are still underway in the Newcastle area over the past 3 years, which have looked at a number of specific CALD issues. These include:

- ≈ the Community Relations Commission (CRC) Hunter Taskforce (facilitated by the NSW Premiers Department);
- ≈ CRC state-wide African Settlement Needs Inquiry;
- ≈ the 2006 Centrelink African Liaison Unit 2 day education and consultation sessions with the community sector (Charlestown);
- ≈ the DADHC review of aged care services, which includes CALD aged groups;
- ≈ ongoing DIAC consultation rounds that seek comment from the sector; and
- ≈ ongoing Multicultural Interagency and Refugee Network meetings.

It was acknowledged that it is possible to “over consult” or “over survey” target groups, particularly when the issues have already been highlighted in a number of forums. Findings from the above local consultations have been taken into account in preparing the issues paper.

### **5.2 Monitoring**

This document will be reported on annually as recommended under the *Community Relations Commission and Principles of Multiculturalism Act 2000* and local government responsibilities as a public authority for access and equity initiatives. The *Local Government Act 1993* also requires local councils to include in their management plans the proposed access and equity activities to meet the needs of local residents.

Review and evaluation mechanisms were established and implemented in both the 1999 and 2004 EAPS. A CALD stakeholders group and Council have met annually to review the implementation of the EAPS 2004-2007 and develop an annual workplan. This has ensured that Council has remained fully accountable to both the local community and the State Government and a similar process will continue during the EAPS 2008-2011 implementation.

### **5.3 Key Issues**

The *Ethnic Affairs Policy Statement Background Discussion Paper* (2007) which can be found on Council's website has highlighted a number of key issues:

- ≈ The ageing of certain CALD groups, particularly those groups from the East and Central European migrant groups eg Polish, Italian, Macedonian, Greek. These groups continue to face challenges such as a declining community base and resources. There is an ongoing advocacy role to ensure that culturally

- appropriate and flexible service models are available for these groups to maintain equitable access to services.
- ≈ The classification of Newcastle as a regional or metropolitan area remains inconsistent at State and Federal levels of government; and continues to impact on the availability of funding for local social infrastructure. One of the problems with this is that Newcastle cannot equitably access the available pool of skilled migrants. Council has a significant facilitation, partnership and advocacy role in working with the business sector to attract skilled migrants that will help to address the existing skills gap.
  - ≈ International students are a growing market for the University of Newcastle that offers some significant opportunities for local and regional economic development strategies and opportunities in which Council has a facilitation role. Council also has an advocacy role in social equity outcomes for students in areas such as public transport concessions and school fees.
  - ≈ Refugees as emergent communities in Newcastle are broadening the cultural diversity of our youth however refugee youth have a number of issues across education, health and establishing a sense of identity and community connectedness.
  - ≈ Community harmony, that is reflective of a culturally diverse and accepting city, is a fundamental objective of multiculturalism and an increasingly important social concept for innovative cities and communities. Committed and ongoing civic leadership is actively sought by the broad community to facilitate and promote community harmony outcomes across a number of areas.

Local government has a significant contribution to make within local communities, to all levels of government, the business community and the community sector. This role is dependent on our capacity to anticipate, challenge and respond to emerging issues and forces that shape our local community.

**APPENDIX A**

**NOTICE OF MOTION - NO. 37 OF 26 NOVEMBER 2002**

**NEWCASTLE AS A REFUGEE WELCOME CITY**

RESOLVED: (Councillors B Gaudry/P Scobie)

Newcastle City Council adopts the motion that Newcastle becomes a Welcome City for Refugees and resolves to:

- Support a tangible and visible policy of welcome, acceptance and hope to people classed as refugees in Australia today
- Be an ongoing partner in a wide community forum that discusses the needs and treatment of refugees and asylum seekers in Australia today
- Endorse and promote the development of a community strategy to identify, support and welcome refugees within the Newcastle community.

This Declaration is a Commitment in spirit to:

- Welcome refugees into our community
- Uphold the human rights of refugees
- Demonstrate compassion for refugees
- Enhance cultural and religious diversity in our community.

Newcastle also welcomes migrants to our City.

## EAPS 2008 - 2011 - ACTION FRAMEWORK

The Ethnic Affairs Policy Statement (2008-11) aims to:

1. Ensure that people from CALD backgrounds have equitable access to Council services and to participate in Council's planning processes; and
2. Ensure that Newcastle is a 'Welcome City' to new and existing migrants, including refugees and international students.

### Key Objective 1: Leadership

| Priority   | Strategy  | Implemented by   | Timeframe | Notes   |
|--|---|--|-----------|---|
| Promote the benefits of a cohesive and harmonious multicultural society. | Actively promote the value of CALD communities to the Newcastle community at Council and other community meetings.  | Councillors/staff  | Ongoing   | The EAPS 2008-2011 Discussion Paper is on the NCC website as a reference resource.  |
|  | Council's Community Awards to reward initiatives by business, learning and community organisations that contribute to making Newcastle a 'Welcome City' for refugees and other migrants.  | Councillors/ MRC / Business interest groups  | Ongoing   | Overseen by Community Partnerships. The Community Awards may become a biannual event.   |
|  | Explore the feasibility of sponsorship opportunities to encourage the participation of CALD youth in recreational activities.   | NCC Advisory Panel   | 2008-09   | Recreation Plan (KRA10: p 28) notes the need to "explore the development of a 'sponsorship/support model to increase participation of people who cannot afford to participate in organised sports". |
|  | Encourage community initiatives promoting CALD and refugee issues to be co-ordinated around dates such as <ul style="list-style-type: none"> <li>➤ Harmony Day (21 March)</li> <li>➤ World Refugee Day (20 June)</li> <li>➤ Other culturally important days.</li> </ul> | Councillors/ Council secretariat/ Community Development/ community groups/ Council staff | Annually  |   |

**Ethnic Affairs Policy Statement 2008 - 2011 – Action Framework**

| Priority  | Strategy  | Implemented by  | Timeframe                     | Notes  |
|---|---|---|-------------------------------|--|
| <p>Promote recognition of cultural diversity as an essential part of planning, developing and implementing Councils' policies and programs.</p> | <p>Advocate for and promote Newcastle as an attractive regional location for migrants.</p> <p>Facilitate working groups that aim to advocate equitable access to employment opportunities for CALD groups and appropriate employment related programs that promote cultural diversity in the workforce.</p>   | <p>Councillors/staff/<br/>HEDC</p> <p>Councillors/<br/>Strategic &amp;<br/>Sustainable<br/>Planning</p> | <p>Ongoing</p> <p>Ongoing</p> | <p>Advocate to relevant State and Federal Ministers and Departments as opportunities arise.</p> <p>The Lord Mayor's Office (LMO) to facilitate working groups.</p> |
| <p>Seek to achieve consensus and generate better understanding of diverse views and values within the community.</p>                            | <p>Promote community initiatives and events that acknowledge, promote and celebrate the active role of Newcastle citizens in resolving refugee issues locally and overseas to increase community awareness of these complex issues.</p> <p>Promote community initiatives and events that acknowledge, promote and celebrate the commonalities between all groups of people.</p> | <p>Councillors/<br/>Community<br/>Development</p> <p>Councillors/<br/>Community<br/>Development</p>     | <p>Ongoing</p> <p>Ongoing</p> | <p>Follow up outcomes from Project Abraham.</p>  |

**Key Objective 2: Community Harmony**

| Priority  | Strategy  | Implemented by   | Timeframe        | Notes  |
|---|---|--|------------------|--|
| <p>Increasing awareness of contribution of CALD communities to the Hunter Region.</p> | <p>Further develop the website to strengthen links and provide information about the local CALD communities.</p>  | <p>Council/<br/>CALD<br/>Organisations</p>                             | <p>Ongoing</p>   | <p>EAPS Discussion Paper, policy and demographic data on NCC website as well as links to other relevant websites.</p>                                    |
|   | <p>Explore the feasibility of developing photo gallery of CALD community events.</p>  | <p>Communications</p>  | <p>June 2008</p> |  |
|   | <p>Support community initiatives that promote migrant and refugee stories.</p>  | <p>Community<br/>Development/<br/>Communications</p>                   | <p>Ongoing</p>   | <p>Library able to promote and display stories as they become available.</p>   |
|   | <p>Continue to promote library services that serve CALD communities.</p>  | <p>Library</p>   | <p>Ongoing</p>   | <p>Library continues to build their community language and English as a Second Language (ESL) collections.</p>   |
| <p>Celebrating multiculturalism.</p>  | <p>Encourage and support local art exhibitions, programs, functions and community initiatives that celebrate multiculturalism and related issues.</p>   | <p>Community<br/>Development/<br/>CALD community<br/>stakeholders</p>  | <p>Ongoing</p>   | <p>The Public Art Officer can provide advice to community organisations about the appropriate process for the development of community art projects.</p> |
|   | <p>Explore the feasibility of introducing CALD related themes within cultural events.</p>   | <p>Community<br/>Development/<br/>CALD community<br/>stakeholders</p>  | <p>Ongoing</p>   | <p>A potential cultural event could be the Newcastle Poetry Prize.</p>   |
|   | <p>Major local events that receive Council sponsorship be encouraged to develop and include activities that welcome all new residents to Newcastle.</p> | <p>Community<br/>Development/<br/>CALD Community<br/>Organisations</p> | <p>Ongoing</p>   | <p>Council is facilitating strategic outcomes with key community members.</p>  |

**Ethnic Affairs Policy Statement 2008 - 2011 – Action Framework**

| Priority   | Strategy  | Implemented by   | Timeframe                                      | Notes  |
|--|---|--|--|--|
|  | Continue to support citizenship programs.   | Community Partnerships   | Ongoing  | This activity is currently resourced by Community Partnerships. Frequency of functions may be reviewed to ensure a more efficient service provision. |
| Promotion of community safety outcomes for CALD communities. | <p>Promote the need for additional transport inner city services, particularly at night.</p> <p>Promote the provision of transport services information to CALD communities.</p> <p>Promote the community safety needs of relevant CALD groups in the development of the NCC Crime Prevention Plan.</p> | <p>Community Partnerships</p> <p>CALD Community Organisations/ relevant stakeholders</p> <p>Community Partnerships/ CALD Community Organisations</p> | <p>Ongoing</p> <p>Ongoing</p> <p>June 2008</p> |  |

**Key Objective 3: Social Justice**

| Priority  | Strategy   | Implemented by  | Timeframe            | Notes   |
|---|--|---|----------------------|---|
| <p>Access to Information on:<br/><br/>Council services, activities, facilities, elected representatives, contact details etc.</p> | <p>Provide ongoing review and support for the NCC website as a first port of call for information for all new residents to Newcastle.</p>  | <p>Communications/<br/>CALD community organisations</p>                                   | <p>June 2008</p>     | <p>New residents information currently on the NCC website. Cluster CALD web information and strengthen links to other relevant sites eg University, library services.</p>       |
|   | <p>Investigate the feasibility of using audio media in key CALD languages for new residents and emerging communities.</p>  | <p>Communications/<br/>Youth Venue</p>  | <p>December 2009</p> |   |
|   | <p>Explore the feasibility of using alternative media presentations for submissions to the Community Awards and similar.</p>   | <p>Community Partnerships</p>   | <p>2008-09</p>       | <p>Guidelines that seek only written submissions can exclude the nominations from CALD groups.</p>  |
|   | <p>NCC maintains current support and provision of specific Newcastle information and promotional literature to the University Marketing Team to support their current overseas marketing activities.</p> | <p>Strategic &amp;<br/>Sustainable Planning /<br/>University Newcastle Marketing team</p> | <p>Ongoing</p>       | <p>NCC provides significant resources for the University Marketing team for their overseas promotions. Literature provided is extensive and includes eg the Visitors guide.</p> |
|   | <p>NCC website is kept up to date with current policies and services.</p>  | <p>All Groups</p>   | <p>Ongoing</p>       |   |
|   | <p>Note on website that translations or translators are available if required.</p>   | <p>Communications</p>   | <p>June 2008</p>     |   |
|   | <p>Maintain and promote a directory of community services available online (NCC website).</p>  | <p>Library/ Human Services</p>  | <p>Ongoing</p>       | <p>2006-07 the Community Directory went online and continues to grow.</p>   |
|   | <p>Use the NCC Internet Homepage to advertise Council sponsored multicultural events and news.</p>   | <p>Community Partnerships</p>   | <p>Ongoing</p>       | <p>Update relevant links as available.</p>  |

**Ethnic Affairs Policy Statement 2008 - 2011 – Action Framework**

| <b>Priority</b>   | <b>Strategy</b>   | <b>Implemented by</b>  | <b>Timeframe</b> | <b>Notes</b>   |
|---|---|--|------------------|--|
|   | Council sponsored activities should be promoted through ethnic media, community radio, community newsletters and free press.                | Communications/<br>Ethnic community organisations                            | Ongoing          | Need to confirm appropriate contacts – MRC to assist – SBS & 2NUR.                                     |
|   | Use plain English in documents (where possible) rather than jargon.   | All Groups   | Ongoing          | Communications are developing a 'Plain English Writing Guide' by June 2008.                            |
| Provision of a distribution point for materials produced by ethnic agencies | Website to provide links to existing groups that can provide services for migrants and refugees.  | Communications   | Ongoing          | NCC to review existing links and update eg provide a link to the Northern Settlement Services website. |
|   | Customer Enquiry Centre and Libraries provide space to disseminate information.   | CAC, Library, VIC  | Ongoing          | A range of service providers can provide brochures.  |
| Availability of a list of local CALD Communities as a resource for Council. | Directory to be produced describing all communities, agencies, contacts etc.  | CALD Community Organisations   | Ongoing          | Northern Settlement Services produces and regular updates a CALD directory.                            |
| Consultation/Liaison with Ethnic Organisations and Community.               | Council representation at CALD Inter-agency Meetings to allow for input on relevant issues.   | Strategic & Sustainable Planning/Human Services/CALD community organisations | Ongoing          | Community Planning staff regularly attend meetings.  |
|   | Encourage the practice of inviting ethnic community participation in all planning processes (as required by Council's Consultation Policy). | All Council Groups   | Ongoing          | Communications provide regular reminders that the Policy should be complied with.                      |
| Use of Interpreters.  | Provide information and training to staff on use of interpreters.   | Human Resources  | Ongoing          | Part of EEO Management Plan Review 2007-08.  |

**Ethnic Affairs Policy Statement 2008 - 2011 – Action Framework**

| Priority  | Strategy   | Implemented by  | Timeframe   | Notes  |
|---|--|---|---|--|
|   | Ensure availability of Translation and Interpreting Service (TIS) signage for customers.   | Human Resources   | June 2008   | Part of EEO Management Plan Review 2007-08.  |
|   | Develop procedures for use of Council's bilingual workers.<br><br>Use universal pictorial signs at community recreation areas e.g. danger signs, no diving.  | Human Resources<br><br>Asset Management/<br>Recreation and Greening | Ongoing<br><br>Ongoing                            | Part of EEO Management Plan Review 2007-08.<br><br>Council adopted a Policy of using universal pictorial signs in 2003. Stage 1 implemented. Stage 2 not yet commenced.  |
| Translation.                                      | Targeted translations should be made available for documents such as Council's development requirements, tree preservation orders, companion animal acts, health regulations and safety warnings in key languages.   | All Groups  | December 2008                                     | Each Group to determine need for translations and whether they are generically available. Centrelink consultation 2006 noted that African literacy is often in European languages.   |
| Staff Training.                                   | HR staff to undertake cultural awareness training for new staff, as well as courses for specific work areas.<br><br>HR to explore the feasibility of broadening staff cross-cultural awareness training to reflect emerging CALD communities.<br><br>Ensure cultural awareness package is included in new staff induction process. | Human Resources<br><br>Human Resources<br><br>Human Resources       | Ongoing<br><br>December 2009<br><br>December 2009 | Human Resources to promote availability of Northern Settlement Services to run cultural awareness training for specific work areas.<br><br>Staff to develop a broad self awareness and acceptance of cultural diversity.<br><br>HR currently developing a Diversity module for an orientation day for all new staff. |
| Culturally sensitive service provision for staff. | HR to promote awareness and recognition of significant cultural practices for staff.   | Human Resources   | Ongoing   |  |

**Ethnic Affairs Policy Statement 2008 - 2011 – Action Framework**

| Priority  | Strategy   | Implemented by                                 | Timeframe     | Notes   |
|---|--|--|---------------|---|
| Culturally sensitive service provision for the community. | Council sections to give consideration to requests from CALD groups for specific access to services. (e.g. special needs of women from some ethnic backgrounds).   | All Groups                                     | Ongoing       | The consideration of public furniture could include the design and location of eg picnic tables, which encourage the use of public facilities by large extended families as well as more traditional nuclear families |
| Emergent CALD communities.                                | Facilitate partnerships with schools, community and sporting groups to encourage access to recreational opportunities for emergent CALD groups.  | Facilities Management/<br>Parks and Recreation | December 2009 | Recreation Plan (KRA10: p 28) notes the need to “explore the development of a ‘sponsorship/support model to increase participation of people who cannot afford to participate in organised sports”.                   |
|   | Facilitate access to a diverse range of arts and cultural activities for emergent CALD groups.   | Youth Venue                                    | Ongoing       | Recent projects include the African Project, African Awareness day and the production of RIOT.  |
| Improving library access.                                 | Promote to CALD communities the Library’s <ul style="list-style-type: none"> <li>• Capacity to obtain material in languages other than English through the interlibrary loan system;</li> <li>• general services;</li> <li>• Home library service to housebound clients of CALD Background;</li> <li>• ESL learning resources for individual study;</li> <li>• Outreach programs including orientation tours of library for ESL students.</li> <li>• Provide a facility in which mentoring and other learning programs can occur.</li> <li>• Access to computers.</li> </ul> | Library  | Ongoing       |   |

**Ethnic Affairs Policy Statement 2008 - 2011 – Action Framework**

| <b>Priority</b>                       | <b>Strategy</b>  | <b>Implemented by</b>   | <b>Timeframe</b> | <b>Notes</b>  |
|---------------------------------------|--|---|------------------|---|
| Ageing CALD population.               | Advocacy to State agencies to promote access to culturally appropriate and flexible service models for ageing CALD groups. | Strategic & Sustainable Planning / Human Services CALD community organisations  | Ongoing          | DADHC review of aged care services underway in 2007.  |
|                                       | Facilitate the implementation of a Senior Novocastrian policy in relation to ageing CALD communities.                      | Human Services  | June 2008        |   |
| Access to childcare.                  | Continue to promote and maintain cultural diversity within the provision of Family Day care.                               | Strategic & Sustainable Planning / Human Services/ CALD community organisations | Ongoing          |   |
|                                       | Promote the provision of information on access to childcare services in Newcastle on the NCC website.                      | Human Services  | Ongoing          |   |
| Equitable access to public transport. | Advocate for the provision of public transport concessions for international students and their children.                  | Strategic & Sustainable Planning / CALD community organisations                 | Ongoing          | Ongoing submissions are currently underway within the legal system following a decision by the Anti-Discrimination Board in 2006. |
| Need for affordable housing.          | Promote the provision of a diverse range of affordable and adaptable housing choices.                                      | Strategic & Sustainable Planning  | Ongoing          | Affordable Housing Strategy adopted May 2005.   |

**Key Objective 4: Economic and Cultural Opportunities**

| Priority   | Strategy   | Implemented by   | Timeframe | Notes  |
|--|--|--|-----------|--|
| Supporting multicultural events.                 | Council provides support in line with the relevant guidelines eg Sponsorship policy.   | Community Development  | Ongoing   |  |
| Promotion of community diversity and acceptance. | Implementation of the Cultural Framework 2005-2010.  | Cultural Planner   | Ongoing   |  |
| Improved employment opportunities.               | Incorporate EAPS actions into review of Council's EEO Policy.  | Human Resources  | June 2008 | Part of EEO Management Plan Review 2007-08.  |
|  | Human resources to investigate the development of an Affirmative Action Policy.  | Human Resources  | June 2009 |  |
|  | Facilitate increased business community involvement with the purpose of developing more awareness and a higher profile of the CALD population skills base by; <ul style="list-style-type: none"> <li>• promoting the role of HEDC as the Regional Certifying Body for skilled migrants</li> <li>• facilitating the introduction of skilled migrants and international students to local business groups eg HBC</li> <li>• Facilitating the development of potential volunteer roles/ programs for skilled migrants and international students by local business groups</li> <li>• Investigate promoting the importance of the establishment of effective mentoring models for new migrants to Newcastle</li> </ul> | Strategic & Sustainable Planning/ Business interest Groups/LMO/ University | ongoing   | Lord Mayoral Working Party "Enriching Newcastle's Diversity" has been active throughout 2005-07. |