



Randwick City
Council
a sense of community

Cultural Diversity Policy

Effective Date:	11 September 2001
Contact Officer:	Manager Community Development
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Objectives

- To ensure that Council services are appropriate and accessible to all members of the community, and address cultural and linguistic barriers that disadvantage some sectors of the community.
 - To demonstrate Council's support of the NSW Charter of Principles for a Culturally Diverse Society and the Federal Government's "A New Agenda for Multicultural Australia", aimed at maximizing the participation and contribution of all individuals, to achieve an inclusive and democratic society.
 - To ensure that Council's commitment to the principles of this Policy is implemented through the functions identified in the **Cultural Diversity Action Plan**. The Policy objectives and guiding principles will be used to inform the preparation of Council's major strategic and corporate planning documents.
- understanding of Council's role and responsibilities and are able to participate in Council's decision making processes.
 - Acknowledges that its funded services should be available to everyone who is entitled to them and should be free of any form of discrimination on the basis of a person's country of birth, language, cultural race or religion.
 - Services should be developed and delivered on the basis of fair treatment of clients who are eligible to receive them
 - Will consider the use of a variety of strategies to inform eligible clients of services and their entitlements and how they can obtain them. Where appropriate, consultation will be held with major stakeholders about the adequacy, design and standard of services provided by Council.
 - Will strive to be sensitive to the needs and requirements of clients from diverse language and cultural backgrounds, and responsive as far as practicable to the particular circumstances of individuals
 - Will strive to optimise the use of available public resources through a user-responsive approach to service delivery which meets client needs.

Guiding Principles

1. Randwick City Council has a critical role to play in fostering a climate of mutual respect by promoting and maintaining community harmony. As Australia moves into the new millennium, major issues will include those of cultural diversity and shared values. The challenge is for Council to contribute towards a common understanding and appreciation, that cultural diversity is one of the defining characteristics of a united, modern and progressive City.
2. Randwick City Council is committed to developing a community focused on social justice and equality for all. Therefore Council
 - Will maintain and promote cultural diversity within Randwick City, as well as continue to develop a richer understanding of emerging needs and issues of the different local cultural and linguistic communities.
 - Will continue to recognise, support and celebrate cultural diversity within the Randwick local area.
 - Will ensure that all residents are informed of and have an
3. Council's Equity and Diversity Committee will be responsible for monitoring the implementation of the Cultural Diversity Policy. This committee was established in December 1999 as an amalgam of the Local Ethnic Affairs Policy Statement (LEAPS) and Equal Employment Opportunity (EEO) Committee and includes representation from all Council departments. The Community Development Department will provide quarterly reports to the committee on the implementation of the Action Plan and facilitate dialogue with the more broadly focused Multicultural Advisory Committee.
4. The Council's cultural diversity initiatives or outcomes will be reported on an annual basis through its corporate reporting framework; Council is also required to indicate performance outcomes, in the Annual Report in relation to access and equity strategies, which includes multicultural services.

DCD Report Minute No. 19/2001
Meeting Date: 11 September 2001

CULTURAL DIVERSITY POLICY – ACTION PLAN JULY 2001 TO JUNE 2002

OBJECTIVE 1: To develop an understanding of the cultural diversity within the Randwick City Council and of the needs and issues of cultural and linguistic communities

STRATEGIES	TIME FRAME	RESPONSIBILITY	OUTCOMES	PERFORMANCE INDICATORS
Assessment of CALD resident's use of services using census, user data and customer satisfaction surveys/focus groups.	2 years	Manager Performance Improvement, Manager Community Services	Clearer view of the needs of CALD residents and their access of Council Services.	Report published.
Regular updates of the profile of people from the CALD community in Randwick.	12 months (on going)	Manager Strategic Planning	Improved planning framework, responsiveness to needs.	Updated Profiles of CALD communities in Randwick available as a resource.
Investigation of key barriers to access in the major ethnic groups with reference to culturally specific expectations, needs.	6 months	Manager Community Services & Manager Strategic Planning	Clearer idea of cultural obstacles to service provision.	Report published and findings disseminated throughout Council.
Project to identify location of specific CALD communities and organisations in LGA.	18 months	Manager Community Services & Manager Strategic Planning	Improved planning, targeting of information and services.	Project completed, report published.
CALD communities profile to be used in briefing sessions and I induction of new staff.	6 months (on going)	Manager Human Resources	Staff more aware of CALD residents in the area and of their particular needs.	Number of briefing sessions held and material used in inductions.
Inform staff of availability of language aids and telephone interpreter service and conduct specialised inductions for Language Aids.	3 Months (on going)	Manager Human Resources	Staff aware of resources to assist in the efficient delivery of services to CALD residents.	Use of Language Aids and Interpreters reflected in the statistics of usage kept by Customer Service and statistical returns completed by Language Aids.
Recording of use of interpreters and Languages Aides.	3 months (on going)	Manager Human Resources.	Clearer knowledge of language needs. Appropriate planning.	Number of forms processed and collated. Report to MANEX.
Conduct cross-cultural training of public contact staff.	2 years (on going)	Manager Human Resources	Cross-cultural training of council staff. In particular, those involved in public contact and projects with CALD residents.	Cross-cultural communications training sessions held.

OBJECTIVE 2: To recognise, support and celebrate cultural diversity within the Randwick local area.

STRATEGIES	TIMEFRAME	RESPONSIBILITY	OUTCOMES	PERFORMANCE INDICATORS
Council representatives to participate and contribute to community events organised by ethnic communities in the area, to ensure access to Council infrastructure.	Quarterly update of calendar of events.	Manager Communications.	Recognition of ethnic community's contribution to the local area.	Number of activities/events supported by Council.
To increase participation of ethnic communities in events organised by the Council e.g. Australia Day, Citizenship Ceremonies, etc. by consulting them about these events.	On going	Manager Community Services.	Events reflect the cultural diversity of the area.	Increased participation by ethnic communities.
Council participates in Carnivale celebration.	Yearly	Manager Community Services.	Support celebration of cultural diversity in the community.	Numbers of events organised. Monitoring of attendance.
Install telephones at customer service and public contact areas to allow use of Telephone Interpreter's Service (3 way communication).	3 months	Manager ITS	Improved access to services for residents with limited English proficiency.	Telephones installed, number of times telephones are used.
Council funded and /or coordinated grants programs to incorporate access and equity principles	Yearly	Manager Community Services	Number of applicants demonstrating how they will target CALD residents	Better participation of CALD residents in groups and programs in the community.
"Welcome" and information signs in English and key community languages at all appropriate council locations.	3 months	Communications Manager	A welcoming atmosphere for CALD residents.	Number of signs displayed.
Council facilities acknowledge resident from a CALD background by displaying multilingual material.	3 months (on going)	Manager Communications	Posters and multilingual signs, leaflets, etc. displayed include CALD residents as part of the local community.	*Number of posters and multilingual sign displayed. *Increase in CALD clientele reflected in survey of users.

OBJECTIVE 3: To ensure that all residents from a non-English speaking background are informed of and have an understanding of Council's role and responsibilities and that all members of the community are able to participate in Council's decision making processes.

STRATEGIES	TIMEFRAME	RESPONSIBILITY	OUTCOMES	PERFORMANCE INDICATORS
Review community consultation processes to ensure they are accessible to residents from a CALD.	6 months	Performance Improvement Manager	Policy on consultations with ethnic groups on all departments and use of interpreters in consultations.	Number of ethnic groups involved in consultations. Number of times on-site interpreters are used in consultations.
Host orientation days at Council targeting CALD residents. Target specific ethnic groups to visit and understand Council.	6 months (on going)	Communications Manager	CALD communities better informed about Council's role and their responsibilities.	Number of orientations held.
Update information pamphlets in community languages explaining council's role and services.	12 months	Manager Community Services	Better understanding of role of Council and residents responsibilities. Better access to services.	Numbers of CALD residents using council's services reflecting demographics.