

Multicultural Policy 2016-20

Background Paper



April 2015 (updated March 2016)

Acknowledgements

This paper was compiled by the Strategy and Advocacy Department. For further information contact the Hobsons Bay City Council on 9932 1000 www.hobsonsbay.vic.gov.au

Council acknowledges all language groups of the Kulin Nation as the traditional owners of these municipal lands. We recognise the first people's relationship to this land and offer our respect to their elders past and present.

Council acknowledges the legal responsibility to comply with the *Charter of Human Rights and Responsibilities Act 2006* and the *Equal Opportunity Act 2010*. The Charter of Human Rights and Responsibilities is designed to protect the fundamental rights and freedoms of citizens. The Charter gives legal protection to 20 fundamental human rights under four key values that include freedom, respect, equality and dignity.

Executive summary

The purpose of this background paper is to review Council's work and progress with implementation of the Multicultural Policy 2012-15, review the changing demographics and community needs since the development of this policy, review changes to legislation, and present recommendations for the next steps.

People from culturally and linguistically diverse (CALD) backgrounds have made significant contributions to Hobsons Bay and continue to shape the character of the municipality. However, people from CALD backgrounds may also experience structural and social barriers to accessing employment, support services, secure housing, education and skill development opportunities, as well as recreation and social activities.

Local government has a legislative responsibility to foster community cohesion and ensure its services and facilities are accessible and equitable. More generally, it has a responsibility to maintain and improve health and wellbeing within Hobsons Bay. It also has a leadership role in promoting cultural diversity, confronting racism and responding to issues on behalf of local CALD communities. The current Multicultural Policy 2012-15 has guided Council's work in service delivery, planning, advocacy and community development for local culturally diverse communities.

Demographic profile

Hobsons Bay is home to people from over 130 countries, with almost 31 per cent of the population born overseas. Over 90 languages are spoken in the municipality and more than 4,400 people (over 5 per cent of the community) are not fluent in English.

There is an ageing European born population (most notably Italian, Maltese and Greek), many of whom arrived during the 1950s and 1960s. There is also a rapidly growing Indian born population which trebled in size between 2006 and 2011. A small number of refugees and asylum seekers also live in Hobsons Bay, including a growing Karen community in and around Laverton.

Many factors influence the health and wellbeing of local CALD communities, and the data presents a complex picture. House ownership is relatively high within established communities, but large proportions of recently arrived people live in rented accommodation. Similarly, high proportions of overseas born people have tertiary qualifications, yet a relatively large proportion did not proceed past year eight or attend school at all.

Victorian data indicates that participation rates in sport and physical recreation are lower for overseas born people, particularly women, girls and people from a non-English speaking background (NESB). Statewide data also highlight higher incidences of diabetes (type 1 and 2) and psychological distress. While local data is not currently available, Hobsons Bay is likely to face similar challenges.

Policy and legislative context

International policy frameworks establish the broad principles for protecting human rights, including for refugees and people from CALD backgrounds. Examples include the Universal Declaration of Human Rights and the Office of the United Nations High Commissioner for Refugees.

Commonwealth legislation, policy frameworks and institutions provide direction on migration and citizenship matters (including refugee and asylum seeker claims), anti-discrimination practices, support service provision and human rights promotion. Examples include the *Migration Act 1958*, National Anti-Racism Strategy and the Department of Immigration and Border Protection.

Victorian legislation, policy frameworks and institutions complement the Commonwealth system for human rights promotion, anti-discrimination practices and support service provision. They also direct the role of local government in supporting cultural diversity and, more broadly, community health and wellbeing. Examples include the *Multicultural Victoria Act 2011*, Victoria's Advantage (Victoria's Multicultural Affairs and Citizenship Policy) and the Victorian Equal Opportunity and Human Rights Commission.

Hobsons Bay City Council's policies, programs and networks respond to the needs of local CALD communities through health and wellbeing planning, advocacy and accessible service delivery. Examples include the Multicultural Policy 2012-15, Racism It Stops With Me Campaign and the Multicultural Advisory Group (MAG).

Evaluation

The Hobson Bay Multicultural Policy 2012-15 supports Council's vision for a municipality which understands, respects and celebrates its cultural diversity. The evaluation of this policy indicated that a total of 154 actions were identified over the three years. These actions were aligned with the plans four strategic directions. The following table presents the key achievements, challenges and opportunities under each of the policy's strategic directions.

Strategic direction	Key achievements	Challenges and opportunities
1. Recognising and Respecting Diversity	Cultural Diversity Week Journeys to Australia publication	Defining and measuring key concepts such as intercultural dialogue and the community's understanding of diversity
2. Integrated Planning and Culturally Appropriate Service Delivery	Hobsons Bay Settlement Network Staff Cultural Diversity Training	Whole of Council approach to culturally appropriate service delivery Limited advocacy activities
3. Building a Sense of Belonging	Racism It Stops With Me campaign Refugee Welcome Zone declaration	Raising internal awareness of Charter of Human Rights and Responsibilities Limited focus on sport and recreation
4. Communication and Information	Hobsons Bay Language Line Translation of key materials such as immunisation packs	Many documents still available in English only Limited focus on culturally appropriate avenues to Council

Through its key achievements, the Multicultural Policy 2012-15 appears to have made progress towards establishing Hobsons Bay as a community which better understands, respects and celebrates its cultural diversity.

Feedback provided by the MAG and internal Multicultural Policy Working Group indicated that the policy helps to support change and demonstrates Council's commitment to cultural diversity. The groups also suggested that the future policy should be shorter, more accessible and supported by promotional activities and practical guidance.

Consultation

Targeted consultation was specifically undertaken to inform the development of the Multicultural Policy 2016-20. Various activities such as focus groups and surveys provided options for a range of people to have their say, including established communities, new and emerging communities, young people, women, service providers, faith leaders and Council staff.

Consultation identified a range of strengths within CALD communities and current service provision; gaps, challenges and issues for CALD communities; and solutions to make Council and the community more accessible and welcoming. Seven priority areas for the Multicultural Policy 2016-20 were identified, based on the analysis of consultation results and key issues.

Hobsons Bay City Council also implements an Annual Community Survey to seek community satisfaction of Council services as well as their perceptions of 'liveability' in Hobsons Bay. This survey is a statistically representative sample of the municipality and therefore also allows Council to develop a better understanding of the needs of residents from CALD communities.

In 2014, respondents from a non-English speaking background identified public transport as a key issue, and ranked various issues slightly higher than the broader community, including financial stability, social connections and participation in physical exercise. The 2015 Survey revealed that a relatively small proportion (just under 10%) of all respondents had witnessed and/or experienced discrimination because of skin colour, ethnic origin or religion. It also revealed strong and broad support for cultural diversity in Hobsons Bay.

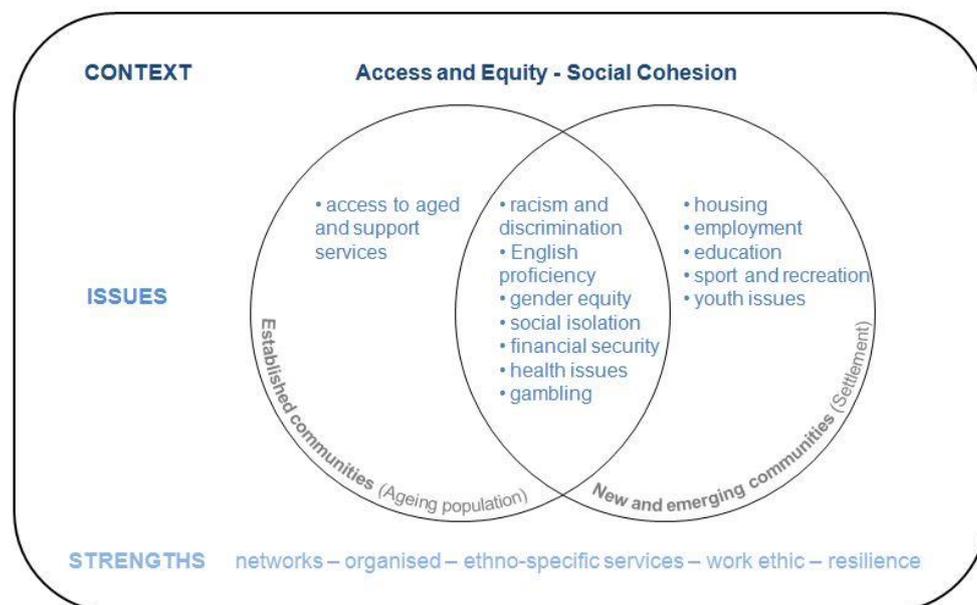
A few other consultation activities have occurred since the release of the Multicultural Policy 2012-15. In 2013, the Hobsons Bay Settlement Network initiated a consultation project on settlement issues, which identified three overarching challenges: secondary settlement, lack of local services, and disparity of support between refugees and asylum seekers. The Hobsons Bay Multicultural Forum also explored ideas for how Council could support opportunities for intercultural and intergenerational learning.

The Victorian and national surveys released through 2013 and 2014 provide evidence on the incidence of race-based discrimination and community attitudes to cultural diversity. These surveys provide a sense of local community views, as well as a reference point for further investigation.

While some consultation has occurred over the past three years, as per the recommendation of the background paper, additional targeted consultation is needed to test the findings of the background paper as well as engage with hard to reach community members.

Key issues

Hobsons Bay's CALD communities are faced with numerous challenges and opportunities. The research presented in this background paper has identified a number of issues that may emerge as priorities for the future multicultural policy (see list below). The CALD communities also have important strengths that can support health and wellbeing, including close community and family networks and high levels of personal resilience.



Broad context

Access and equity – identifying and addressing structural and social barriers to access, as well as building individual and group capacity.

Social cohesion – maintaining contact between culturally diverse groups and the broader community, as well as continuing to build meaningful exchanges.

General issues

Racism and discrimination – people from CALD background experience negative health and wellbeing outcomes when subjected to racism and discrimination.

English proficiency – people not fluent in English experience communication barriers when information is not provided in their preferred language or via an interpreter.

Gender equity – gender equity acknowledges that women, girls, men and boys have different opportunities and access to resources based on gender. Gender inequities are present in both CALD communities as well as the wider community. Through applying a gender equity approach it attempts to recognise these differences and address the underlying causes.

Social isolation – recently arrived people, older people and young women from CALD backgrounds are at a higher risk of experiencing social isolation, leading to mental health and other issues.

Health issues – people from CALD backgrounds experience higher incidences of particular health issues which at times need specific tailored prevention strategies as well as adaptive health services.

Financial security – people born overseas are more likely to live on a weekly income of less than \$400, creating financial pressures to meet accommodation and other expenses.

Gambling – although participation rates are similar within CALD communities, gambling is increasingly integrated into social activities and becoming more available in neighbourhoods with higher proportions of overseas born people.

Established communities

Access to culturally appropriate services – there is an increasing demand for culturally appropriate aged care and support services within ageing CALD communities.

New and emerging communities

Settlement – recently arrived people face significant challenges, including difficulties with secondary settlement, lack of local services and disparity of support between refugees and asylum seekers.

Housing – while house ownership rates are relatively high within established communities, recently arrived people face considerable challenges securing and maintaining access to appropriate rental properties.

Employment – there are a range of additional barriers to employment, including recognition of overseas qualifications, lack of local experience, and the increased likelihood of employment in unskilled roles which are decreasing e.g. the declining unskilled roles in the manufacturing sector.

Education – there are a range of additional barriers to education, including recognition of previous study, access issues (transport, finance, language), unfamiliar teaching methods, and competing family priorities, particularly for women.

Sport and Recreation – participation levels are relatively low for people from CALD backgrounds (particularly for women and girls).

Youth issues - young CALD people face similar issues as the wider youth population but experience additional challenges such as lower English proficiency and tensions between traditional values and new ways of life.

Recommendations

With the review of previous work and changes within the community, the following recommendations are suggested as Council's next steps:

1. undertake targeted consultation to test key issues and identify priority areas for action
2. develop the Multicultural Policy 2016-20
3. clarify Council's role in settlement
4. investigate opportunities to increase participation in sport and recreation
5. acknowledge Council's population health approach
6. maintain and prioritise a partnership approach
7. maintain and prioritise advocacy activities
8. review the implementation process for the Multicultural Policy
9. prioritise evaluation in the future policy

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Acronyms

ABS	Australian Bureau of Statistics
AHRC	Australian Human Rights Commission
AMES	Adult Migrant English Services
BVE	Bridging Visa E
CALD	Culturally and linguistically diverse
CHWP	Community Health and Wellbeing Plan
CYPP	Children and Young People’s Plan
CMT	Corporate Management Team
DIBP	Department of Immigration and Border Protection
DSS	Department of Social Services
ERP	Estimated Resident Population
ESB	English speaking background
ESL	English as a Second Language
FYROM	Former Yugoslav Republic of Macedonia
GLBTIQ	Gay, Lesbian, Bisexual, Transsexual, Intersex, Questioning
HACC	Home and Community Care
HBSN	Hobsons Bay Settlement Network
IAAAS	Immigration Application Advice and Assistance Scheme
LEAD	Localities Embracing and Accepting Diversity
LGA	Local Government Area
MAG	Multicultural Advisory Group
MAV	Municipal Association Victoria
MPWG	Multicultural Policy Working Group
NECYLP	New and Emerging Communities Youth Leadership Program
NESB	Non-English Speaking Background
OMAC	Office of Multicultural Affairs and Citizenship
RAC	Regional Advisory Council
SEIFA	Socio Economic Index for Areas
TIS	Translating and Interpreting Service
UN	United Nations
VEOHRC	Victorian Equal Opportunity and Human Rights Commission
VICHEALTH	Victorian Health Promotion Foundation
VMC	Victorian Multicultural Commission
UK	United Kingdom
UNESCO	United Nations Educational, Scientific and Cultural Organisation
UNHCR	United Nations High Commissioner for Refugees

Terminology

Asylum seeker - a person who has fled their own country and applied for protection as a refugee (Australian Human Rights Commission).

Culturally and Linguistically Diverse (CALD) - a broad and inclusive descriptor for communities with diverse language, ethnic background, nationality, dress, traditions, food, societal structures, art and religion characteristics. It is used broadly and often synonymously with the term 'ethnic communities'. CALD is the preferred term for many government and community agencies as a contemporary descriptor for ethnic communities (Ethnic Communities Council of Victoria, 2012).

Culture - refers to accepted ways of behaving within identifiable groups in society and is inclusive of language, race, faith and ethnicity (Hobsons Bay Multicultural Policy and Action Plan Community Consultations Report of Key Outcomes, 2011).

Cultural identity - refers to people's identification with particular culture(s) and communities covering aspects such as shared beliefs, values, attitudes, behaviours and practices (Myriad Consultants, 2011).

Diversity - the characteristics that make individuals, people and population groups different from each other. These will include such factors as age, gender, race, ethnicity, sexual orientation, disability, and religion, as well as education, professional background, marital and income status (Myriad Consultants, 2011).

Ethnic(ity) - a term used to describe a group of people sharing self-identified distinctive national, linguistic, historical or cultural heritage (ECCV, 2012).

Established communities - these groups have generally been resident in Australia for at least one or two generations. They vary in size and service needs, but generally have a greater need for aged care support. They may have some or all of the following characteristics:

- long-term resident communities, particular migrants arriving following World War II (1950s) and Vietnam War (1970s)
- well-established independent and interdependent infrastructure and resources
- significant networks of family support
- often from a refugee background and have experienced racism either in their country of origin or after arrival in Australia
- high rates of second generation education and life success
- low levels of education and skill due to displacement
- various levels of English proficiency, ranging from no English language skills to individuals with native English skills
- experience community identity challenges related to inter-generational differences and 'second wave' group differences
- have developed a sense of community identity as it relates to Australian identity (ECCV, 2012)

Migrant - a person who was born overseas, but whose usual residence is in Australia. A person is regarded as a usual resident if they have been (or are expected to be) residing in Australia for a

period of 12 months or more. As such, it generally refers to all people, regardless of nationality, citizenship or legal status who usually live in Australia, with the exception of foreign diplomatic personnel and their families (Australian Bureau of Statistics, 2012).

Multicultural(ism) - a complex term that is used in various contexts, including as a:

- demographic descriptor, e.g. *the data shows we live in a multicultural society*
- culturally inclusive perspective, e.g. *we need to continue to grow and support our multicultural community*
- government policy, e.g. *multiculturalism first emerged in the 1970s as a response to previous assimilation and integration policies*

Multiculturalism recognises the values and benefits of cultural diversity for all Australians, within the broader aims of national unity, community harmony and maintenance of democratic values. It was first introduced as a Commonwealth Government policy in 1972 and reaffirmed with the launch of 'The People of Australia – Australia's Multicultural Policy' in February 2011 (ECCV, 2012).

New and emerging communities - these groups comprise recently arrived people, are numerically small but have experienced recent growth. People within these communities may have some (or all) of the following characteristics:

- from a refugee background and have experienced displacement due to civil unrest
- have limited English language skills
- are unfamiliar with mainstream government services
- have low levels of education and workforce skills due to displacement
- experience employment and job advancement barriers
- lack sufficient infrastructure resources relative to established CALD communities

This term can be applied to these communities for a time period of up to one generation, although the needs of these communities can exceed this period (ECCV, 2012).

Recently arrived - this term is generally used as a relative descriptor when describing migration in relation to time. It is generally used to identify migrant and refugee groups still in need of additional support. The Department of Immigration and Border Protection defines 'recently arrived' as up to five years in Australia (ECCV, 2012).

Refugee – The Convention Relating to the Status of Refugees defines a refugee as 'any person who owing to a well founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his/her nationality and is unable, or owing to such fear, is unwilling to avail himself/herself of the protection of that country'. Gender may also be added to the list of reasons for fear of persecution, including situations where girls or women flee violent family relationships or cultural expectations such as arranged marriage (The United Nations Refugee Agency, 2015).

Settlement – this term refers to the process by which recently arrived people establish economic viability and social networks to contribute to, and make full use of, available opportunities (Myriad Consultants, 2011).

1 Introduction

This background paper provides an overview of what Council has achieved since the development of the Multicultural Policy 2012-15, the changes in demographics, community needs, and legislation since the development of the policy, and recommendations for next steps.

Hobsons Bay is home to people from over 130 countries, speaking more than 100 languages. We have a proud history of cultural diversity which emerged through the 1950s and 1960s and has continued steadily into the twenty-first century. The most recent census showed that more than 30 per cent of residents were born overseas, with three-quarters of this group from a non-English speaking background (NESB).

Why is cultural diversity important?

Culture is central to personal identity and fundamentally influences how people understand and interact with the world around them. Culture is also critical to collective identity, and serves to unify groups of people who share similar histories and belief systems. Hobsons Bay is a culturally diverse community, with many groups living together in harmony and peace. Flourishing cultural diversity is an asset for the entire community, and is indicative of a healthy place where difference is respected and celebrated.

The Municipal Association of Victoria (MAV) Statement of Commitment to Cultural Diversity acknowledges that cultural diversity can include a range of differences, but focuses specifically on 'culture, language, race, faith and ethnicity differences arising from Australia's migration program'.¹ This background paper adopts a similar approach and all references to 'culture' or 'cultural diversity' include these other differences.

People from culturally and linguistically diverse (CALD) backgrounds have made significant economic, social and civic contributions to the Hobsons Bay community and continue to shape the character of the municipality through food, music and other intercultural exchanges. Additionally, CALD communities are generally strong and resilient, with close social networks and a firm commitment to maintaining cultural traditions.

People from CALD backgrounds can also face barriers affecting health and wellbeing. Local data suggests that substantial numbers of Hobsons Bay residents (at least 25 per cent of the overseas born population and 5 per cent of the total population) are not fluent in English.² This has implications for access to health-related information, employment, education and other activities.

Data also indicates that higher proportions of overseas born residents live on low incomes, and the neighbourhoods ranked lowest on the Socio-Economic Indexes for Areas (SEIFA) disadvantage index have the highest proportions of overseas born people, people from a NESB and people who are not

¹ Municipal Association of Victoria, *MAV Statement of Commitment to Cultural Diversity*, Melbourne, 2012.

² ABS, *2011 Census of Population and Housing*

fluent in English.³ These results indicate that people in CALD communities may experience greater financial and social vulnerabilities than the wider community.

Ultimately, cultural diversity is important because it is about who we are as individuals and as a community. The Universal Declaration of Cultural Diversity sums this up when it states that ‘as a source of exchange, innovation and creativity, cultural diversity is as necessary for humankind as biodiversity is for nature’.⁴

Role of local government

Local government has a broad legislative responsibility to support cultural diversity. The *Local Government Act 1989* states that the role of local government includes ‘fostering community cohesion’ and ‘taking into account the diverse needs of the local community’. The Act also requires Council to ensure its services and facilities are ‘accessible and equitable’.⁵

Council takes a strong leadership role in promoting the benefits of cultural diversity and challenging racism and discrimination. It is also committed to responding to current and emerging issues and supporting communities to celebrate their diverse cultures, histories and traditions.

Council’s Community Health and Wellbeing Plan 2013-17 (CHWP) supports the health and wellbeing of the whole community, including people from CALD backgrounds. The plan adopts a population health approach which aims to maintain and improve the health of the entire population, while reducing health inequities between groups.⁶ In doing so, it aims to address the social determinants of health, i.e. the underlying social, economic, natural and built environments (such as housing, employment, education, health services, transport, and social inclusion) that contribute to different health outcomes between individuals, families and communities.⁷

The examples presented above (and others discussed in this paper) demonstrate the complex relationship between cultural diversity, health and wellbeing. While cultural background is not a social determinant of health in its own right, it can create opportunities and barriers that influence a range of other social determinants.

Local government has a number of roles in supporting cultural diversity, including as a:

- planner – participating in service coordination, networking, policy development, consultation, research and partnerships
- community capacity builder – working with people and organisations to develop new skills, build capacity and resilience, organise events, and promote access to social, economic and cultural opportunities

³ *Ibid.*

⁴ UNESCO, *Universal Declaration on Cultural Diversity*, http://portal.unesco.org/en/ev.php-URL_ID=13179&URL_DO=DO_TOPIC&URL_SECTION=201.html

⁵ *Local Government Act 1989 (Vic.)*

⁶ Public Health Agency of Canada, *What is the Population Health Approach?*, <http://www.phac-aspc.gc.ca/ph-sp/approach-approche/index-eng.php>

⁷ R. Wilkinson & M. Marmot (eds), *Social determinants of health: the solid facts*, WHO Library Cataloguing in Publication Data, Copenhagen, 2003.

- service provider – delivering culturally appropriate community services which support the health and wellbeing of CALD residents
- resource provider – supporting CALD communities through community grants and other funding opportunities, and the provision and maintenance of community infrastructure
- partner and broker – working with key stakeholders to improve access to services and create new opportunities for local CALD communities
- advocate and supporter – engaging with communities, stakeholders and governments to effect positive change in policy, processes and resource allocation

The Multicultural Policy 2012-15 presents Council’s commitment to fostering and celebrating cultural diversity, and has delivered many actions which contribute to its work in these areas. The policy also provides a platform for collaboration between Council departments, key stakeholders, governments, and the community. The future multicultural policy will build on these achievements to further promote understanding, respect and celebration of cultural diversity. This approach not only supports CALD communities, but makes Hobsons Bay a better place for everybody who lives, works and recreates here.

Structure

This background paper is structured as follows:

- **Demographic profile** – Australian Bureau of Statistics and other data is presented to build a picture of Hobsons Bay’s culturally and linguistically diverse people and communities
- **Policy and legislative context** – various policy and legislative frameworks are outlined to provide a context for local issues and policy/program responses
- **Evaluation** – a detailed assessment of the Multicultural Policy 2012-15 is provided to determine what worked well and provide lessons for future policy development
- **Consultation review** – recent consultation is examined to clarify current and emerging issues and provide guidance for future consultation activities
- **Key issues** – critical factors affecting the health and wellbeing of CALD people in Hobsons Bay are summarised to inform future consultation and policy development
- **Summary and recommendations** – a series of recommendations (based on the evidence presented in this background paper) are presented for consideration in the development of Hobsons Bay’s Multicultural Policy 2016-20

2 Demographic profile

Hobsons Bay is home to people from over 130 different countries, speaking more than 100 different languages.

This chapter explores a range of demographic data and information about Hobsons Bay's CALD communities. In doing so, it outlines the key facts, how they have changed over time, how they compare to other regions, and what they mean for Council and the community. Data is primarily drawn from the 2011 Census of Population and Housing, although other data sources are included where relevant.

While the picture is often complex and evolving, several key themes emerge across a number of indicators. There is an ageing European population that has lived in Hobsons Bay since arriving in the 1950s and 1960s. There is also a burgeoning Indian population that has grown immensely in the past decade, fuelled primarily through skilled migration. There are proportionally large Maltese and Lebanese communities and a proportionally smaller Chinese community and, while Hobsons Bay is more diverse than many municipalities across Greater Melbourne, it is one of the least culturally diverse communities in the Western metropolitan region.

N.B. The 2011 Estimated Resident Population (ERP) of Hobsons Bay was 87,348. By 2013, it had grown to 89,111. The ERP is the Australian Bureau of Statistics' (ABS) official population of an area, adjusted for the net undercount found in Census data and people overseas on Census night. Data considered in this chapter is based on actual responses to the Census, rather than the estimated resident population. As such, the total population listed in several tables is lower than the ERP.

People and place

This section provides an overview of the people who make up Hobsons Bay's CALD communities. It also discusses how the municipality has changed over the years, with the arrival of people from all over the world.

Population structure

Almost 31 per cent of the Hobsons Bay population was born overseas, with 23 per cent coming from a non-English speaking background. Since 2006, the number of overseas born people from a NESB in Hobsons Bay has increased by over ten per cent, while those from the main English speaking countries have experienced only a marginal increase.

Hobsons Bay is on par with the Greater Melbourne average for total overseas born (30.8% vs. 31.4%) and people from a NESB (23.1% vs. 24.2%). It is lower on both measures when compared to the Western region.⁸ Nevertheless, Hobsons Bay is home to a large overseas born population (more than 25,000 people), including a substantial proportion who arrived between 2006 and 2011 (over 5,000 people).

⁸ The Western Region includes the following municipalities: Brimbank, Hobsons Bay, Maribyrnong, Melton, Moonee Valley and Wyndham.

Table 1: Population structure (usual residence, persons)

Birthplace	Number	%	Western Region %	Greater Melb. %	Change ('06 to '11)
Total Overseas born	25,839	30.8	35.2	31.4	+2,180
Non-English speaking backgrounds	19,408	23.1	29.7	24.2	+1,964
Main English speaking countries	6,431	7.7	5.6	7.2	+216
Australia	53,283	63.5	58.7	63.3	+1,366
Not Stated	4,738	5.6	6.0	5.3	-1,148
Total Population	83,860	100.0	100.0	100.0	+2,398

Source: ABS, 2011 Census of Population and Housing

People born overseas comprise more than 40 per cent of the population in Laverton, Brooklyn and Altona North. Conversely, less than one quarter of Newport East, Williamstown, Williamstown North- Rifle Range and Newport West residents were born overseas. Laverton has experienced the greatest change since 2006, with the overseas born population increasing by over 50 per cent (or 691 people). A map depicting the spatial distribution of overseas born people is presented in Appendix One.

Table 2: Neighbourhood by overseas Born and NESB (usual residence, persons)

Neighbourhood	Total Pop.	Overseas Born			NESB		
		Total	%	'06 to '11	Total	%	'06 to '11
Altona-Seaholme	11,779	3,544	30.1	+213	2207	18.8	+157
Altona Meadows	18,729	6,524	34.8	+332	5416	28.9	+341
Altona North	11,510	4,605	40.0	+152	4092	35.5	+142
Brooklyn	1,643	657	40.1	+27	567	34.6	+45
Laverton	4,458	2,036	45.7	+691	1734	38.9	+833
Newport East	4,164	819	19.7	-8	461	11.1	-12
Newport West	7,600	1,833	24.1	+201	1212	15.9	+35
Seabrook	4,978	1,530	30.8	+151	1255	25.3	+166
Spotswood-South Kingsville	4,169	1,171	28.0	+120	846	23.1	+60
Williamstown	10,590	2,190	20.7	+184	1125	10.6	+42
Williamstown North-Rifle Range	4,258	948	22.3	+45	515	12.1	+6
Hobsons Bay	83,861	25,839	30.8	+2180	19408	23.1	+1964

Source: ABS, 2011 Census of Population and Housing

Two of Hobsons Bay's largest neighbourhoods have the highest number of residents from a NESB: Altona Meadows (5,416 people) and Altona North (4,092). However, Laverton has the highest proportion of people from a NESB (38.9%), while only ten per cent of Williamstown's population was born in a non-English speaking country. Laverton's NESB population has almost doubled since 2006, while Altona Meadows, Seabrook and Altona North have also experienced considerable growth. Newport East (461) and Williamstown North- Rifle Range (515) have the lowest numbers of people from a NESB.

Birthplace

Hobsons Bay is home to people from over 130 different countries. The most common birthplaces are the United Kingdom (UK), India, Italy, New Zealand and Vietnam. Between 2006 and 2011, the biggest increase came from Indian born residents, whose population more than tripled from 694 to 2,333. Other groups to experience strong growth included residents born in Thailand (140% increase), Burma/Myanmar (112% increase) and China (57% increase). Interestingly, Hobsons Bay's Nepalese community grew from 8 to 105. Additional detail on the birthplaces of people who have more recently arrived in Hobsons Bay is provided in the 'Recently arrived people' section on page 16.

The established European groups (Maltese, Italian, Greek, Serbian/Montenegrin, Former Yugoslav Republic of Macedonia (FYROM) and Croatia) all experienced slight declines between 2006 and 2011. Similarly, the established Asian communities (Vietnam and Philippines) also lost numbers.

Table 3: Most common birthplaces, excluding Australia (usual residence, persons)

Birthplace	Number	%	Western Region %	Greater Melb. %	Change ('06 to '11)
UK	3,803	4.5	2.8	4.1	-72
India	2,333	2.8	3.7	2.7	+1,639
Italy	1,648	2.0	2.0	1.7	-200
New Zealand	1,624	1.9	1.9	1.7	+32
Vietnam	1,333	1.6	4.3	1.7	-101
Malta	1,304	1.6	1.5	0.5	-162
Greece	1,181	1.4	1.0	1.2	-90
Philippines	981	1.2	2.0	0.8	-84
Lebanon	966	1.2	0.4	0.4	+23
China	859	1.0	1.3	2.3	+313
Serbia/Montenegro	789	0.9	0.7	0.4	-105
FYROM	758	0.9	0.9	0.4	-73
Croatia	600	0.7	0.8	0.4	-56
Germany	505	0.6	0.5	0.5	+3
Burma/Myanmar	359	0.4	0.3	0.1	+190
Ireland	349	0.4	0.2	0.3	+68
Poland	337	0.4	0.4	0.4	-75
Thailand	278	0.3	0.3	0.2	+162
South Africa	266	0.3	0.3	0.5	+65
United States of America	262	0.3	0.2	0.4	+72

Source: ABS, 2011 Census of Population and Housing

Although the number of Chinese born residents increased between 2006 and 2011, this group remains lower than the Greater Melbourne average. Similarly, the Indian population is still lower than the average for the Western Region, despite considerable increases in recent years. Conversely, the proportion of residents born in Malta (although starting to decline) is three times higher than the Melbourne average. Additionally, the proportion of Lebanese born residents is three times larger than both the Melbourne average and the Western region average.

People born in the UK are the most common overseas born residents in most Hobsons Bay neighbourhoods, including Altona-Seaholme (7.1%), Williamstown (6.8%) and Williamstown North-Rifle Range (6.3%). In fact, the only neighbourhoods where UK born residents are not ranked first amongst overseas born residents are Altona North, Brooklyn and Laverton. Detailed information on residents' birthplace and all Hobsons Bay neighbourhoods (including top five birthplaces and change between 2006 and 2011) is presented in Appendix Two.

The largest concentration of overseas born residents in Hobsons Bay is the Indian born population in Laverton, which comprises 14 per cent of the population in that neighbourhood. Altona Meadows (3.5%) is also home to a relatively large proportion of Indian born residents. There are a range of other prominent overseas born populations living in various neighbourhoods, including:

- Italian - Altona North (5.5%), Brooklyn (4.9%)
- Vietnamese - Brooklyn (4.9%), Altona North (3.6%)
- Burmese/Myanmarese - Laverton (4.2%)
- Lebanese – Altona North (4.1%), Newport West (1.5%)
- Greek – Altona North (4.0%)
- Filipino - Laverton (3.7%), Brooklyn (2.3%), Altona Meadows (2.2%)
- Maltese – Altona Meadows (2.8%), Altona-Seaholme (2.6%), Altona North (2.3%)

Between 2006 and 2011, there were major increases in the Indian born population in many neighbourhoods, most notably Laverton (+573), Altona Meadows (+449), Altona North (+184) and Altona-Seaholme (+139). There was also a major increase in Laverton's Burmese/Myanmarese born population (+164). Moderate increases occurred in a number of other neighbourhoods, including Chinese born in Altona Meadows (+94), Thai born in Laverton (+89), and Indian born in Seabrook (+85) and Spotswood (+70).

Many European born populations experienced minor decreases, most notably UK born in Laverton (-79) and Altona-Seaholme (-76), Italian born in Altona North (-76) and Altona Meadows (-56), Macedonian born in Altona Meadows (-59), and Maltese born in Altona-Seaholme (-54). There was also a minor decrease in the Vietnamese born population in Altona North (-63).

Year of arrival

Hobsons Bay has experienced a constant and diverse influx of overseas born residents since 1945. At the time of the 2011 Census, over 30 per cent of Hobsons Bay's overseas born residents had arrived in Australia prior to 1971. Additionally, more than 20 per cent (5,388 people) had arrived between 2006 and 2011.

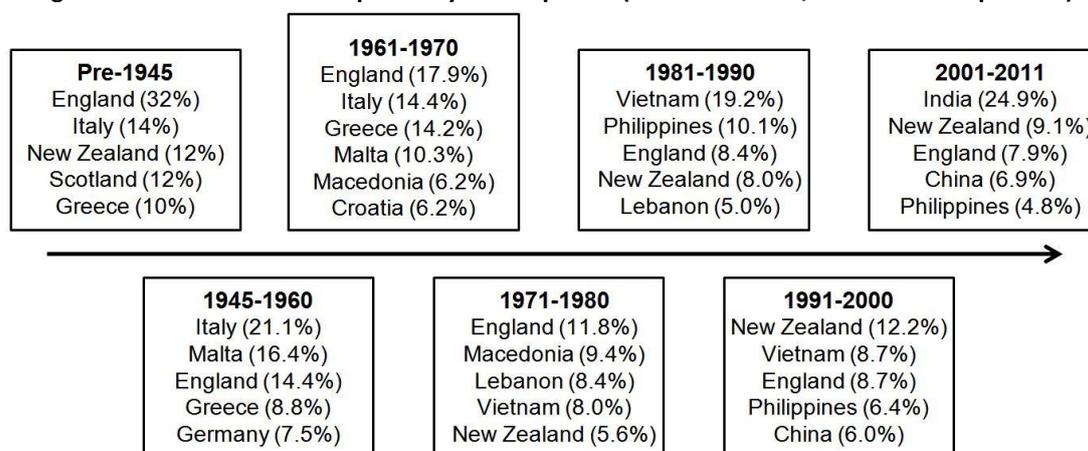
Table 4: Year of arrival in Australia (usual residence, overseas born persons)

Years	Number	%	Western Region %	Greater Melb.%
2006 to 2011	5,388	20.8	22.8	23.2
2001 to 2005	2,358	9.1	11.6	11.2
1991 to 2000	2,823	10.9	14.8	14.4
1981 to 1990	3,411	13.2	15.4	14.7
1971 to 1980	2,740	10.6	10.0	10.1
1961 to 1970	4,403	17.0	11.9	12.3
Arrived in 1960 or earlier	3,602	13.9	9.0	10.0
Not stated	1,137	4.4	4.5	4.2
Total	25,862	100.0	100.0	100.0

Source: ABS, 2011 Census of Population and Housing

A higher proportion of Hobsons Bay’s overseas born residents arrived prior to 1971, compared to both the Western region and Greater Melbourne. Hobsons Bay was a popular destination for migrants during the 1950s and 1960s due to the availability of relatively cheap land and proximity to migrant hostels.⁹ Many people have since forged a close association with the area and developed strong social and community networks. Conversely, a lower proportion of overseas born residents have arrived since 1991 compared to both the Western region and Greater Melbourne.

Figure 1: Most common birthplaces by arrival period (usual residence, overseas born persons)



Source: ABS, 2011 Census of Population and Housing

There has been a marked change in the birthplaces of overseas born residents over the past seventy years. While there is some overlap, there have been three broad migration waves into Hobsons Bay:

- 1950s-1960s: many European countries, most notably Italy, Malta, England, Greece and FYROM
- 1970s-1980s: Lebanon and several Asian countries, including Vietnam and the Philippines

⁹ For example, the Brooklyn Migrant Hostel operated at 431 Francis Street, Brooklyn between 1949 and 1970. See Hobsons Bay City Council, *Hobsons Bay Heritage Study*, Altona, amended 2010, http://www.hobsonsbay.vic.gov.au/files/90195fde-3575-4a2c-bd23-9fd700ca2831/Hobsons_Bay_Heritage_Study_Revised_2010_Part_4_HO131-HO181.pdf

- 1990s-2000s: China and, most recently, India

Alongside these migration waves there have been a constant influx from people born in England and New Zealand.

Ancestry

The most commonly reported ancestries in Hobsons Bay are Australian, English, Irish and Scottish. Several non-English speaking ancestries are also represented in the top ten, including Italian, Maltese, Greek, Lebanese and Chinese. It is notable that each of these latter groups is around three times larger than the core overseas born population, reflecting their established position in the community. Conversely, there were only a small number of people reporting Indian ancestry who were not born overseas, as most arrived fairly recently and are part of the first wave of migration. Overall, around 30 per cent of Hobsons Bay residents identify with a non-English speaking ancestry. This figure is considerably higher than the 23 per cent who were born in a non-English speaking country, representing an additional 6,000 people.

Table 5: Most common ancestries (usual residence, persons)

Ancestry	Number	%	Western Region %	Greater Melb. %	Change ('06 to '11)
Australian	21,677	25.8	21.7	26.4	-1,902
English	21,504	25.6	20.4	26.9	+2,145
Irish	7,620	9.1	6.8	8.8	+1,087
Scottish	6,132	7.3	5.3	7.2	+715
Italian	5,794	6.9	8.1	7.0	+20
Maltese	3,716	4.4	4.7	1.6	-240
Greek	3,623	4.3	3.4	3.9	+56
Lebanese	2,600	3.1	1.1	1.0	+231
Chinese	2,577	3.1	4.8	6.1	+499
Indian	2,517	3.0	4.2	3.2	+1,611
German	2,371	2.8	2.4	3.0	+144
Vietnamese	1,561	1.9	5.3	2.0	+53
Macedonian	1,463	1.7	1.9	1.0	-39
Croatian	1,398	1.7	1.8	0.9	-24
Filipino	1,298	1.5	2.6	1.1	-59
Polish	1,067	1.3	1.3	1.1	-21
Serbian	1,008	1.2	1.1	0.7	-143
Dutch	985	1.2	0.9	1.6	+55
New Zealander	646	0.8	0.6	0.7	+100
Maori	605	0.7	0.7	0.4	-131
Burmese peoples	483	0.6	0.4	0.2	+361

Source: ABS, 2011 Census of Population and Housing

The ancestry of Hobsons Bay residents largely follows the same patterns established by birthplace. When compared to the Greater Melbourne average, the same groups are more prominent (Maltese, Lebanese) and less prominent (Chinese). Similarly, changes between 2006 and 2011 are largely

consistent with an increase in people reporting Indian and Chinese ancestry and a decline in those reporting Maltese heritage. The combined proportion of people with Australian, English, Irish and Scottish ancestry increased slightly from 67.4 to 67.8 per cent, and was higher than the rate recorded in the Western region.

Religion

Around 70 per cent of Hobsons Bay residents have religious beliefs, representing a slight decline between 2011 and 2006. Just over ten per cent of the population follows a 'non-Christian' religion such as Islam or Hinduism. Although this group increased by 25 per cent between 2006 and 2011, it remained lower than the averages for both Greater Melbourne and the Western Region. Twenty-two percent of residents have 'no religion', substantially higher than the Western region average.

Western (Roman) Catholic is clearly the most popular religion in Hobsons Bay, with over 25,000 followers (or more than 30 per cent of the population). Other popular religions include Anglican (9.9%), Islam (4.7%) and Greek Orthodox (4.6%). Between 2006 and 2011, most Christian religions experienced declining numbers, while other religions experienced large increases, most notably Islam, Hinduism and Sikhism.

Hobsons Bay has a substantial Islamic community due to its large Lebanese born population. There are also a number of smaller groups who follow Islam, including people born in India, Albania, Indonesia and Turkey. There was a moderate (13 per cent) increase in followers of Islam between 2006 and 2011, although the numbers of Lebanese born people remained steady. It is likely that this increase is attributable to growth within these smaller communities. The proportion of people following Islam in Hobsons Bay is now similar to the Western region, and continues to be relatively larger compared to Greater Melbourne.

Table 6: Most common religions (usual residence, persons)

Religion	Number	%	Western Region %	Greater Melb. %	Change ('06 to '11)
Western (Roman) Catholic	25,776	30.7	34.0	27.1	-877
Anglican	8,268	9.9	7.8	10.8	-772
Islam	3,982	4.7	4.6	3.6	+464
Greek Orthodox	3,872	4.6	3.8	4.0	-68
Uniting Church	2,339	2.8	2.5	3.4	-473
Buddhism	2,305	2.7	5.7	4.0	+52
Presbyterian and Reformed	1,858	2.2	1.6	2.1	-175
Hinduism	1,421	1.7	2.6	2.0	+986
Baptist	1,278	1.5	1.3	1.5	+266
Christian (not further defined)	1,187	1.4	1.6	1.9	+348
Macedonian Orthodox	849	1.0	1.1	0.5	-59
Sikhism	842	1.0	1.2	0.7	+711
Other Eastern Orthodox	814	1.0	1.0	0.5	-103
Lutheran	672	0.8	0.6	0.6	-91
Serbian Orthodox	416	0.5	0.4	0.3	+2

Source: ABS, 2011 Census of Population and Housing

The numbers of people following Hinduism more than tripled (an additional 986 people) between 2006 and 2011, although it still comprises a smaller proportion of the population when compared to both Greater Melbourne and the Western region. There was even greater proportional expansion in the numbers of people following Sikhism (a sixfold increase or 711 people), which is now relatively larger than Greater Melbourne but still smaller than the Western region. These changes reflect the substantial increase in Indian born residents between 2006 and 2011.

Language

Hobsons Bay residents speak more than 100 different languages. Predictably, English is the most commonly spoken language but over 29 per cent of the population speaks another language. Additionally, more than three-quarters of the population growth between 2006 and 2011 came from people whose main language is not English.

The most common languages other than English are Arabic, Italian, Greek, Vietnamese and Maltese. Like religion, these languages largely reflect birthplaces and ancestries. Arabic, Maltese and Macedonian are all more than double the Greater Melbourne average, while those speaking Mandarin are below the average, despite a substantial increase between 2006 and 2011.

Table 7: Most common languages, excluding English (usual residence, persons)

Language	Number	%	Western Region %	Greater Melb. %	Change ('06 to '11)	English proficiency	
						Very Well, Well %	Not Well, Not at All %
Arabic	3,026	3.6	1.9	1.6	+44	83.5	15.5
Italian	2,734	3.3	3.4	2.8	-296	81.5	17.1
Greek	2,545	3.0	2.4	2.8	-59	78.5	20.9
Vietnamese	1,637	2.0	5.8	2.1	-138	67.8	30.6
Maltese	1,344	1.6	1.6	0.4	-193	87.9	10.3
Macedonian	1,171	1.4	1.5	0.7	-102	78.2	20.9
Cantonese	909	1.1	1.7	1.8	+12	69	30.4
Punjabi	909	1.1	1.3	0.7	+779	92.7	5.6
Mandarin	859	1.0	1.4	2.5	+357	73.3	26.7
Filipino/Tagalog	815	1.0	1.8	0.7	-98	94.2	3.9
Croatian	770	0.9	1.1	0.5	-84	84.3	14.7
Serbian	650	0.8	0.7	0.4	-56	80.3	19.1
Hindi	610	0.7	1.1	0.8	+399	93	4.4
Spanish	499	0.6	1.2	0.7	+47	83.5	15.7
Polish	405	0.5	0.5	0.4	-64	82.4	17.6
German	391	0.5	0.3	0.4	+41	94.8	4.1
Karen	338	0.4	0.3	0.1	+263	35.5	63.0

Source: ABS, 2011 Census of Population and Housing

Generally speaking, there was a decline in people speaking European languages and an increase in those speaking Indian and Asian languages between 2006 and 2011. The exception is Vietnamese, which experienced a slight decline. The largest increases came from languages spoken by Indian born residents, including Punjabi (sixfold increase from 130 to 909 people) and Hindi (almost tripled

from 211 to 610). These increases have brought the Hindi speaking community in line with the Greater Melbourne average and pushed the Punjabi speaking group ahead of the metropolitan average. While a numerically small group, Hobson Bay's Karen speaking community quadrupled between 2006 and 2011, and is now proportionally larger than both Greater Melbourne and the Western Region. Finally, a number of language groups emerged from very low bases during this time period, including Nepali and several other languages spoken in India such as Gujarati, Telugu and Malayalam.

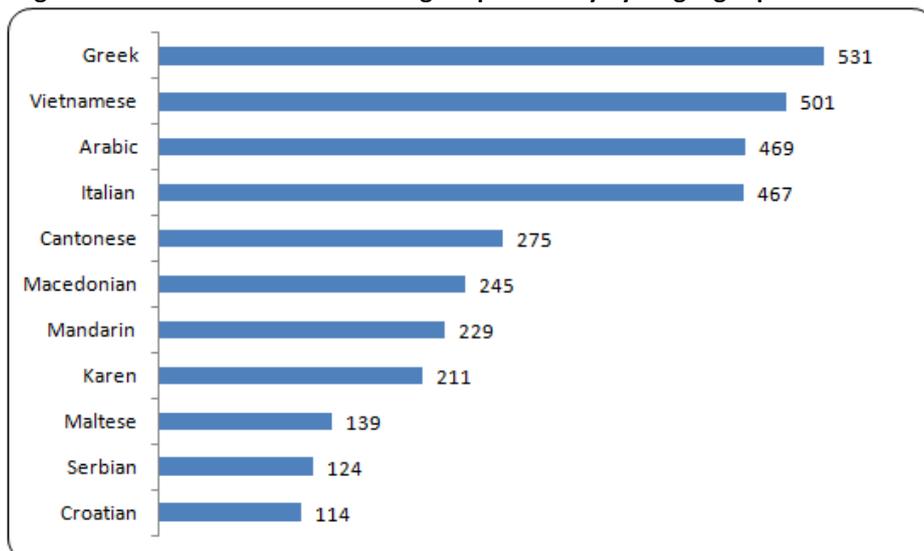
English proficiency

Over five per cent of the population (4,409 people) report speaking English 'not well' or 'not at all'. This measure has remained steady between 2006 and 2011, is lower than the rate for the Western Region (7.1%) but similar to Greater Melbourne (5.0%). However, the proportion of people with low English proficiency may be higher as a further 4.9 per cent (4,074 people) did not provide a response to this question when completing the Census.

There are major differences in English proficiency depending on which language is spoken at home. While there have been large increases in residents speaking Hindi and Punjabi, these groups generally have a high capacity to speak English 'well' or 'very well' (93% and 92.7% respectively). Most of these residents have settled as skilled migrants and have well developed language and communication skills.

People who speak Arabic or European language generally have slightly lower English proficiency, ranging between 78 per cent and 88 per cent, while those speaking an Asian language (with the exception of Filipino) have lower English proficiency, ranging between 67 per cent and 73 per cent. Only 35 per cent of people who speak Karen are proficient in English. More generally, English proficiency is very low for people who have arrived in Hobsons Bay via the humanitarian migration stream. Additional detail is provided in the 'Recently arrived people' section on page 16.

Figure 2: Total residents with low English proficiency by language spoken at home



Source: ABS, 2011 Census of Population and Housing

This data suggests that several language groups contain large numbers of residents who have difficulty speaking and understanding English. The most prominent of these are people whose preferred language is Greek, Vietnamese and Arabic. Additionally, there is a clear gender difference with regards to English proficiency, with more than 2,500 overseas born females unable to speak English well or at all, compared to less than 1,900 males.¹⁰

Altona North has both the highest number (1,387) and highest proportion (12.0%) of people who are not fluent in English. It also has an ageing population with nearly one-quarter (23.1%) of residents aged 65 or above, compared to just 14 per cent across the municipality.

Table 8: Neighbourhood by not fluent in English (usual residence, persons)

Neighbourhood	Total Pop.	Not fluent in English	
		Total	%
Altona-Seaholme	11,779	310	2.6
Altona Meadows	18,729	1,091	5.8
Altona North	11,510	1,387	12.0
Brooklyn	1,643	148	9.0
Laverton	4,458	408	9.1
Newport East	4,164	108	2.6
Newport West	7,600	320	4.2
Seabrook	4,978	225	4.5
Spotswood-South Kingsville	4,169	149	3.6
Williamstown	10,590	178	1.7
Williamstown North-Rifle Range	4,258	59	1.4
Hobsons Bay	83,861	4,409	5.3

Source: ABS, 2011 Census of Population and Housing

Other neighbourhoods with high proportions of people with low English proficiency include Laverton (9.1%) and Brooklyn (9.0%) although they have younger age profiles, particularly Laverton where just 9.2 per cent of the population is aged 65 or above. While Altona Meadows has a relatively small proportion of people who are not fluent in English (5.8%), numerically it has a high share (1,091 people). Williamstown (1.7%) and Williamstown North- Rifle Range (1.4%) have the lowest proportions of people with low English proficiency. A map depicting the spatial distribution of people who are not fluent in English is presented in Appendix One.

Age

The age profile of Hobsons Bay's overseas born population varies considerably by birthplace, providing a range of challenges for Council service provision and planning. They largely reflect migration waves that have taken place over the past seventy years (see 'Year of arrival' section on page 7) and confirm the notion that people tend to migrate in the young adult/early work life phase.

The Indian community is clearly the youngest group, with almost 90 per cent aged 44 or less, including 59 per cent aged between 26 and 44. This age profile is likely to be the result of large proportions of skilled migrants and overseas born students. People born in New Zealand also have a relatively young age profile, with two-thirds (67.6%) aged 44 or less, and over 95 per cent aged 64 or

¹⁰ ABS, 2011 Census of Population and Housing

less. Other groups with relatively young age profiles include China (64.6% aged 44 or less), Lebanon (58.1%) and the Philippines (57.3%).

Table 9: Age by birthplace (usual residence, persons)

Birthplace	Children (0-11)		Teenagers/Young Adults (12-25)		Early Work (26-44)		Later Work (45-64)		Seniors (65+)		Total persons
	Total	%	Total	%	Total	%	Total	%	Total	%	
England	118	4.0	127	4.3	684	23.3	1,263	43.1	740	25.2	2,932
India	137	5.9	577	24.7	1,376	59.0	158	6.8	84	3.6	2,332
Italy	6	0.4	7	0.4	60	3.6	517	31.4	1,059	64.2	1,649
New Zealand	112	6.9	241	14.8	746	45.9	454	28.0	71	4.4	1,624
Vietnam	19	1.4	57	4.3	554	41.5	603	45.2	101	7.6	1,334
Malta	3	0.2	3	0.2	44	3.4	551	42.2	704	53.9	1,305
Greece	5	0.4	7	0.6	63	5.3	418	35.4	689	58.3	1,182
Philippines	54	5.5	149	15.2	358	36.6	348	35.5	70	7.2	979
Lebanon	17	1.8	117	12.1	429	44.2	330	34.0	77	7.9	970
China	14	1.6	173	20.0	371	43.0	216	25.0	89	10.3	863
FYROM	3	0.4	15	2.0	156	20.6	383	50.7	199	26.3	756
Scotland	8	1.2	18	2.8	102	15.7	297	45.7	225	34.6	650
Croatia	0	0.0	15	2.5	53	8.8	267	44.4	266	44.3	601
Germany	23	4.6	16	3.2	89	17.6	164	32.5	213	42.2	505
SE Europe	0	0.0	8	2.0	43	10.8	176	44.0	173	43.3	400

Source: ABS, 2011 Census of Population and Housing

Some of these groups also have larger proportions of children aged up to 11 years, including New Zealand (6.9%), India (5.9%) and the Philippines (5.5%), although all are substantially below the Hobsons Bay average of 14.7 per cent. The Karen community also has a significant younger population, as evidenced by the fact that nearly half of the interpreter requests placed by Council's early years services during 2014 were for Karen-speaking residents.¹¹ Additionally, only two overseas born groups, India (24.7%) and China (20%), have proportions of people aged 12 to 25 in excess of the municipal average of 16.9 per cent. Further detail on the age profile of people who have recently arrived in Hobsons Bay is provided in the 'Recently arrived people' section on page 16.

The Italian community has the oldest age profile in Hobsons Bay, with nearly two-thirds (64.2%) aged 65 or above, followed by Greece (58.3%) and Malta (53.9%). These communities are set to age further over the next twenty years, with substantial proportions of their population aged between 45 and 64. Other European groups have similar age profiles, including Croatia and various South Eastern European nationalities. Recent research indicates that older people from CALD backgrounds are more likely to experience various health issues, including higher risk of mental health concerns,

¹¹ Hobsons Bay City Council internal reporting.

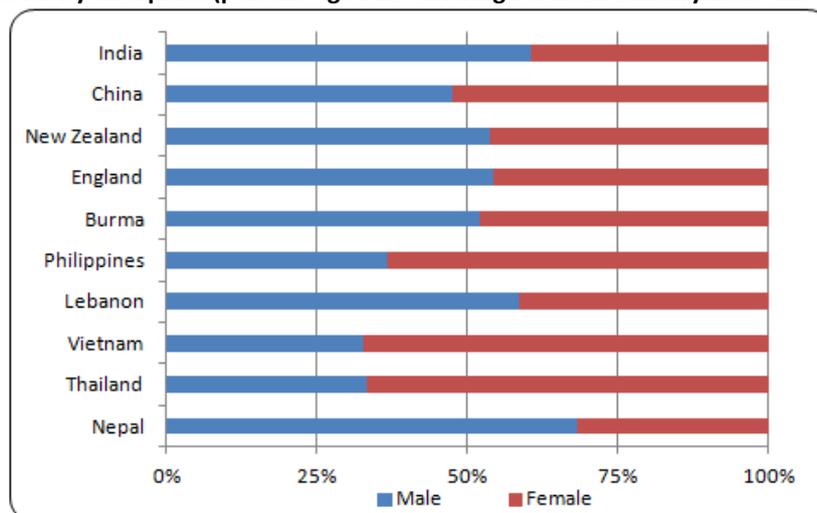
more likely to have delayed diagnoses of dementia, and lower use of care and carer support services.¹²

While these groups have reached an ageing ‘tipping point’, there are several other groups that are about to reach this point. Large proportions of residents from the FYROM, England and Scotland are aged 45 to 64. This could have implications for aged services, particularly for the Macedonian community which has the largest 45-64 age group (50.7%) and faces additional language and communication barriers.

Gender

Overall, Hobsons Bay has a marginally higher proportion of female residents (50.4% vs. 49.6%). Analysis of people arriving between 2005 and 2011 reveals some wider differences. The proportion of males from Nepal (68.3%), India (60.7%) and Lebanon (58.5%) is relatively high. Conversely, the proportion of females from Vietnam (67.3%), Thailand (66.7%) and the Philippines (63.3%) is relatively high. This trend supports the findings of a government working paper on Asian-Australian migration, which found that there is a significant tendency toward the feminisation of Asian migration to Australia, including for skilled migration.¹³

Figure 3: Gender by birthplace (persons aged 18+ arriving between January 2005 and August 2011)



Source: ABS, 2011 Census of Population and Housing

New arrival data collected between 2006 and 2014 further demonstrates gender differences across migration streams. While the overall figures are virtually even, there is a noticeable difference towards females in the family stream (62.5% vs. 37.5%), and males in the skilled (55.8% vs. 44.2%) and humanitarian (55.7% vs. 44.3%) streams. This data suggests that a typical migration process is

¹² DSS, *Review of Australian Research on Older People from Culturally and linguistically Diverse Backgrounds*, Canberra, 2015.

¹³ Hye-Kyung Lee and Chulhyo Kim, *The Dynamics of Migration Processes: the gender dimension in Asian-Australian migration*, Working paper for the Department of Immigration and Citizenship, Canberra, 2011, <http://www.immi.gov.au/media/publications/research/pdf/gender-dimension-asian-australian-migration.pdf>

for males to settle initially as skilled or humanitarian migrants, and females migrate later via the family migration stream.

Table 10: Gender by migration stream (persons arriving between 1 June 2006 to 1 June 2014)

Gender	Family	Humanitarian	Skilled	Unknown	Total
Female	1296	276	1204	331	3,107
Male	777	347	1523	380	3,027
Total	2,073	623	2,727	711	6,134

Source: Department of Social Services, Settlement and Multicultural Affairs

Further insight into gender differences amongst various overseas born groups may be inferred through 'disengagement rates', i.e. the proportion of people who are not engaged in paid employment or enrolled in education. While the available data refers to the whole of Victoria, a number of common birthplaces in Hobsons Bay feature in the top ten for different groups.¹⁴

Table 11: Disengagement rates by gender, age and birthplace (usual residence)

Group	Birthplace
Male 15-19	FYROM (13.8%, 2 nd), Italy (11.7%, 5 th), NZ (11.1%, 6 th), Lebanon (10.8%, 7 th)
Female 15-19	Lebanon (27.9%, 1 st), New Zealand (11.0%, 2 nd), FYROM (10.1%, 3 rd), Burma/Myanmar (8.7%, 4 th)
Male 20-24	Lebanon (23.2%, 3 rd), Italy (17.9%, 7 th)
Female 20-24	Lebanon (58.8%, 1 st), Burma/Myanmar (31.4%, 5 th)

Source: ABS, 2011 Census of Population and Housing

This data suggests that young Lebanese born women are the most disengaged group from employment and education. More than one-quarter of females born in Lebanon in the 15 to 19 age group are disengaged, more than double the next ranked birthplace. Similarly, more than half of Lebanese born women in the 20 to 24 age group are disengaged, also significantly higher than the next ranked birthplace. Young women born in Burma/Myanmar experience similar disengagement, ranked 4th and 5th respectively for the two age groups. Lebanese born young men also rank quite highly on this indicator, along with young men born in Italy. As stated, this data is indicative only as it relates to the whole of Victoria, and further research is required to more clearly determine the current situation in Hobsons Bay.

Recently arrived people

A total of 2,891 people settled in Hobsons Bay between 1 June 2010 and 1 June 2014. The breakdown by migration stream is as follows: 1,045 (36.1%) through the family stream, 227 (7.9%) through the humanitarian stream, 996 (34.4%) were skilled migrants and further 623 (21.5%) entered via an unknown¹⁵ stream.

¹⁴ See City of Greater Dandenong, *Statistical Data for Victorian Communities: Youth disengagement by gender and age - by birthplace*, <http://www.greaterdandenong.com/document/24158/statistics-disengagement-by-birthplace>

¹⁵ Migration by stream data returns significant responses for the 'unknown' category. These are often skilled visas that have been incorrectly categorised.

Clear differences are evident with regards to the birthplace and migration stream. Indian born residents make up over one-quarter the skilled migrants, more than double the second-ranked nationality (China). India and China also feature significantly amongst migrants settling on family visas, making up nearly thirty per cent of the total. Prominent birthplaces in previous migration waves are also featured in the family stream, including Lebanon, Vietnam and the Philippines. A range of different birthplaces are represented in the humanitarian stream, most notably Burma/Myanmar and Thailand which make up nearly two-thirds of humanitarian entrants.¹⁶

Table 12: Recently arrived people by birthplace and migration stream (1 June 2010 to 1 June 2014)

Rank	Family		Humanitarian		Skilled		Unknown	
	Birthplace	Number	Birthplace	Number	Birthplace	Number	Birthplace	Number
1	India	155	Burma/Myanmar	106	India	259	India	181
2	China	152	Thailand	41	China	114	UK	103
3	Lebanon	90	Malaysia	14	UK	88	Australia	36
4	Vietnam	65	Iran	12	Philippines	76	Philippines	34
5	UK	63	Afghanistan	9	Australia	68	China	31
6	Philippines	59	Pakistan	9	Ireland	27	Ireland	29
7	Thailand	39	Australia ¹⁷	4	Pakistan	26	Indonesia	14
8	Ethiopia	21	Ethiopia	4	USA	24	Not recorded	13
9	Indonesia	21	Lebanon	4	Malaysia	20	New Zealand	12
10	USA	21	Iraq	4	Sri Lanka	20	Pakistan	11
	TOTAL	1,045	TOTAL	227	TOTAL	996	TOTAL	623

Source: Department of Social Services, Settlement and Multicultural Affairs

Over 70 per cent of new arrivals between January 2010 and January 2012 were aged between 18 and 44. The age distribution is reasonably similar for each migration stream, although there is a particular emphasis on the 25-44 age group for skilled migrants. No recent arrivals in the skilled migration stream were aged 55 or above, as most Australian permanent work visas require that applicants are aged less than 50 years.¹⁸

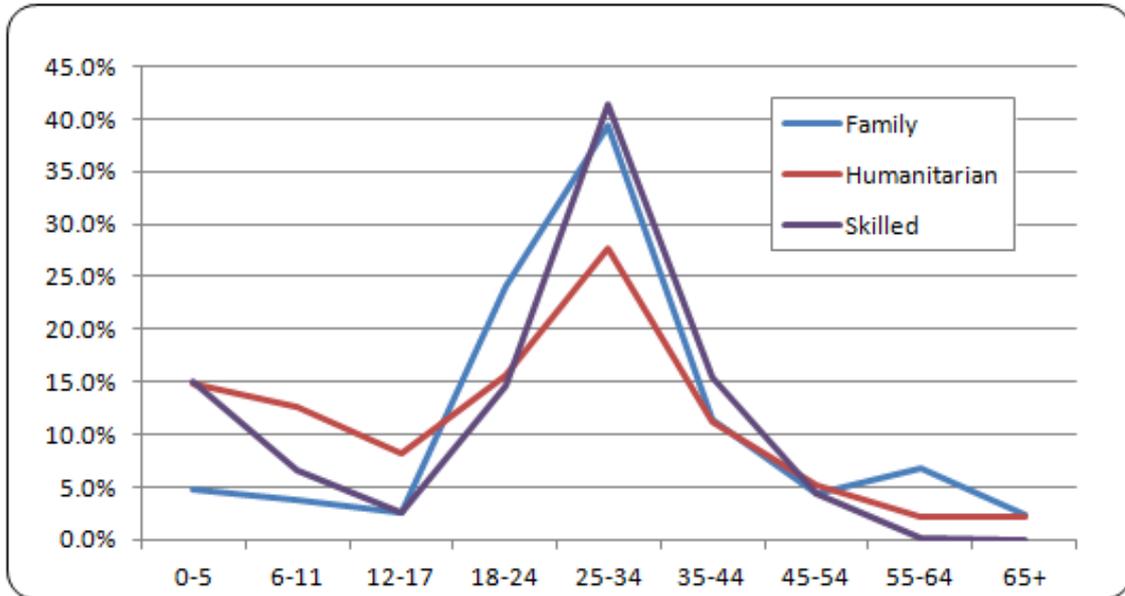
The data suggests that skilled migrants generally settle with young families as there are a large proportion of people aged between zero and 11 who also migrated via the skilled stream. This influx of young families is likely to create demand for children and family services. The age profile for the humanitarian stream is more evenly spread, while the family stream includes the largest proportion of people aged 55 or above.

¹⁶ It is likely that some of the humanitarian entrants born in Thailand are the children of families from Burma/Myanmar who were living in refugee camps at the time.

¹⁷ These are usually people who were born in Australia and have migrated back to Hobsons Bay.

¹⁸ DIBP, *Work in Australia*, <http://www.immi.gov.au/Work/Pages/Work.aspx>

Figure 4: Age by migration stream (January 2010 to January 2012)



Source: Department of Immigration and Citizenship Reporting Facility 2012

Data on the main language spoken by people arriving between 2006 and 2014 reflects the key birthplaces previously discussed. While English was clearly the highest reported language, other prominent languages include Arabic, Mandarin, Karen, Burmese/Myanmarese and Karen S'gaw. Indian languages (Hindi, Punjabi) are not ranked particularly highly, suggesting that many Indian born migrants speak English. This data is indicative only as more than half of respondents did not state their main language.¹⁹

Table 13: English proficiency by migration stream (1 Sep 2011 to 1 Jan 2015)

	Family	%	Humanitarian	%	Skilled	%	Unknown	%	Total
Very Good	94	12.8	1	0.4	110	18.7	31	5.3	236
Good	25	3.4	7	3.0	3	0.5	2	0.3	37
Poor	132	17.9	87	37.5	31	5.3	430	73.5	680
Nil	50	6.8	118	50.9	4	0.7	0	0.0	172
Not Recorded	435	59.1	19	8.2	439	74.8	122	20.9	1,015
Total	736		232		587		585		2,140

Source: Department of Social Services, Settlement and Multicultural Affairs

More recent data on English proficiency reveal clear differences between migration streams, although these are also indicative as many were 'not recorded'. Generally speaking, humanitarian entrants have 'poor' or 'nil' English proficiency, while most skilled migrants have 'very good' skills. People settling on family visas are more evenly spread, with slightly more reporting 'poor' or 'nil' proficiency, compared to 'very good' and 'good'.

Education data for humanitarian entrants over the same period suggests that a substantial proportion (nearly 30 per cent) have six or less years of formal schooling. This figure is likely to be an

¹⁹ Data provided by the DIBP.

underestimate as a further 27 per cent did not state their level of education. While it is difficult to make an accurate assessment regarding the education levels amongst other migration streams due to very high levels of 'not stated' replies, it is likely that a high proportion of this group require support for education and training in order to find employment.²⁰

Around one per cent of Victoria's asylum seeker population lives in Hobsons Bay, significantly fewer than neighbouring municipalities of Brimbank (1,412 people or 15.3%), Wyndham (504, 5.5%) and Maribyrnong (384, 4.2%). Greater Dandenong contains the highest number of asylum seekers in Victoria, with 2,088 people (or 29.5% of the Victorian total) living in this municipality.

As at 30 June 2014, Commonwealth Government data indicated that there were 98 people holding a Bridging E Visa in Hobsons Bay living in five suburbs: Altona North (29), Altona (25), Laverton (21), Altona Meadows (13) and Brooklyn (10).²¹ The total may be slightly higher as the Department of Immigration and Border Protection (DIBP) do not identify suburbs with less than ten asylum seekers to protect privacy. They have also changed the way in which they are required to report asylum seekers that are entering the community. Victorian data indicates that 85 per cent of asylum seekers are male. It is likely that the gender breakdown is similar in Hobsons Bay.²²

Health and wellbeing

This section presents data on a range of factors that influence the health and wellbeing of CALD communities in Hobsons Bay. In some cases, data is indicative rather than conclusive due to high proportions of 'not stated' responses. This highlights a possible cultural barrier within the Census, with some overseas born people either unable to fully understand the questions or hesitant to respond due to a fear of government engendered by previous experiences. In other cases, data is either not available or statistically unreliable at the municipal level and is therefore presented at the Victorian level. Such data is indicative only and further investigation is required to determine the full extent and implications for Hobsons Bay.

Education

There are broad differences with regards to educational background between overseas and Australian born residents. Larger proportions of those born in Australia report their highest completed school to be year 10, 11 or 12. Conversely, much higher proportions of overseas born people left school at year eight or below (13.2% vs. 4.8%) or did not go to school at all (3.2% vs. 0.3%). The introduction of minimum school leaving age in Victoria (which was increased from 16 to 17 in 2010) is a strong contributor to higher levels of education among Australian born people.²³

²⁰ *Ibid.*

²¹ DIBP, *Illegal Maritime Arrivals on Bridging E Visa - June 2014*, <http://www.immi.gov.au/publications/Documents/statistics/ima-bve-30-june-14.pdf>

²² *Ibid.*

²³ Department of Education and Training, *New Participation Age Requirements – Frequently Asked Questions* <http://www.education.vic.gov.au/about/departments/legislation/pages/act2006age.aspx#1>

Table 14: Highest year of school completed (usual residence, persons aged 15 or above)

	Australian born		Overseas born		Total
	Total	%	Total	%	
Year 12 or equivalent	21,238	53.1	13,160	45.9	34,398
Year 11 or equivalent	6,002	15.0	2,015	7.0	8,017
Year 10 or equivalent	6,373	15.9	2,928	10.2	9,301
Year 9 or equivalent	2,834	7.1	1,417	4.9	4,251
Year 8 or below	1,923	4.8	3,798	13.2	5,721
Did not go to school	129	0.3	905	3.2	1,034
Not stated	1,483	3.7	4,457	15.5	5,940
Total	39,982	100.0	28,680	100.0	68,662

Source: ABS, 2011 Census of Population and Housing

Analysis of tertiary qualifications reveals quite different trends. While there is a high 'not stated' response rate, data indicates that a larger proportion of overseas born people have attained a tertiary qualification (44.2% vs. 37.0%) compared to the Australian born population. Increasing numbers of overseas students and skilled migrants (many of whom have tertiary educations) are likely to contribute to these higher levels. It should be noted further that this data also excludes people who did not state their birthplace in the Census.

Table 15: Tertiary qualifications (usual residence, persons who stated their birthplace²⁴)

	Australian born		Overseas born	
	Total	%	Total	%
With tertiary qualification	19,735	37.0	11,415	44.2
Without tertiary qualification	31,586	59.3	9,650	37.3
Not stated	1,962	3.7	4,774	18.5
Total	53,283	100.0	25,839	100.0

Source: ABS, 2011 Census of Population and Housing

These trends are supported by Census data relating to the 18 to 24 year old age group across Melbourne's western suburbs. Analysis reveals that all CALD and refugee groups - CALD (57.0%), refugee (56.3%), refugee ancestry (53.7%) and CALD ancestry (53.5%) - have higher enrolment rates for full or part time schooling, when compared to people born in Australia (42.4%).²⁵

It is likely that these varying educational backgrounds align closely to the migration stream. Skilled migrants generally come from relatively wealthy families and may have attained qualifications in their home country. Additionally, many young overseas born people specifically settle in Australia to pursue educational opportunities. Conversely, humanitarian migrants often come from much poorer backgrounds and may have spent considerable time in refugee camps where educational opportunities are limited or non-existent.

²⁴ A total of 4,738 or 5.6% of the population did not state their birthplace.

²⁵ Multicultural Youth Advocacy Network Australia, *The CALD Youth Census Report 2014: The First Australian Census Data Analysis of Young People from Culturally and Linguistically Diverse Backgrounds*, Adelaide, 2014, p.72.

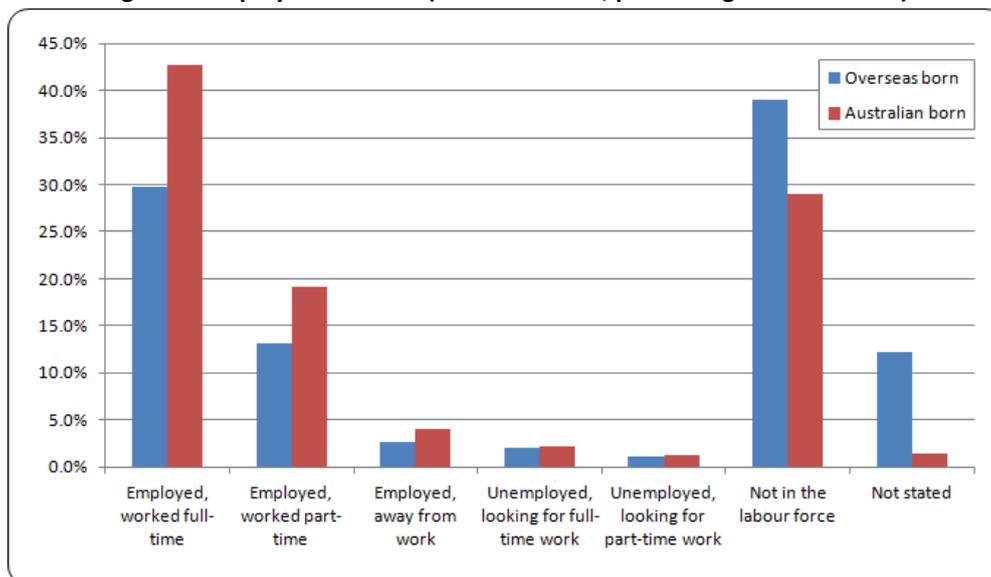
While educational experience has implications for job prospects and financial stability, many migrants have started businesses or secured employment with little or no formal education. Other factors also affect overseas born people’s employment prospects such as working rights, discrimination, recognition of prior qualifications, and cultural and family responsibilities.

Employment

Recent research highlights the significant contribution made by migrant workers in Australia since the 1950s.²⁶ Recently arrived migrants contributed to the local economy as small business owners and labourers in the 1950s and 1960s, as skilled tradespeople and factory workers in the 1970s and 1980s, and as professional engineers, doctors and teachers in the twenty-first century. Additionally, many overseas born people have actively engaged in the employment opportunities available in Australia, with some working multiple jobs to secure their financial future for themselves and their families.

Local data indicates that a lower proportion of overseas born residents aged 15 or above are employed full time (29.7% vs. 42.7%) and part time (13.1% vs. 19.2%), when compared to Australian born residents. At the same time, a higher proportion of Hobsons Bay’s overseas born residents are not in the workforce (39.1% vs. 29.0%), which may be the result of a sizeable ageing European born population. While this data points to broad employment trends, it must be used with caution as there is a large proportion of overseas born residents (12.2%) who did not state their employment status.

Figure 5: Employment status (usual residents, persons aged 15 or above)



Source: ABS, 2011 Census of Population and Housing

These employment trends are reflected further within the 18 to 24 year old age group across Melbourne’s western suburbs. While 63 per cent of Australian born people in this group are

²⁶ AMES, *Migrant Employment Patterns in Australia: post Second World War to the present*, prepared by Dr Lisa Thomson, AMES Research and Policy Unit, Melbourne, October 2014.

employed full or part time, the rate is lower for each of the following groups: CALD ancestry (54.0%), Refugee ancestry (50.1%), CALD born (46.5%) and Refugee born (34.6%).²⁷

Occupation type varies somewhat between overseas and Australian born residents in Hobsons Bay, with people born overseas more likely to be employed as manual workers. There are higher proportions of overseas born people working as labourers (13.6% vs. 6.4%) and machinery operators and drivers (9.6% vs. 6.2%). Conversely, there are proportionally more Australian born people working as clerical and administrative workers (17.0% vs. 13.6%) and sales workers (9.3% vs. 6.5%). Australian born residents also have slightly higher representation as managers (13.1% vs. 11.0%) and professionals (23.5% vs. 21.4%).

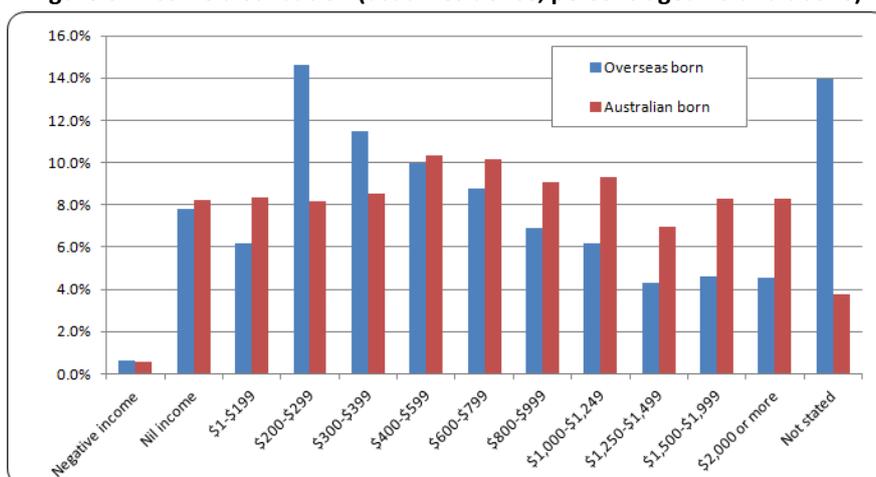
There is similar variation regarding industry type, with higher proportions of overseas born people working in manufacturing (14.5% vs. 9.8%) and accommodation and food services (7.4% vs. 5.0%). Conversely, there are proportionally more Australian born people working in education and training (8.9% vs. 5.6%) and public administration and safety (7.2% vs. 4.8%).

This data suggests broadly that people born overseas are more likely to hold ‘blue collar’ jobs, while Australian born residents are more likely to hold ‘white collar’ jobs. As such, overseas born residents may be more extensively affected by the ongoing challenges facing manufacturing industries in Hobsons Bay and Victoria.

Income

A higher proportion of overseas born people have a gross weekly income between \$200 and \$399, when compared to Australian born residents (26.1% vs. 16.6%). While there are a similar proportion of people from each group earning between \$400 and \$599, the gap favouring Australian born residents gets progressively wider as incomes increase. The difference is greatest on reaching gross weekly earnings of \$1,500 or more (16.6% vs. 9.1%). Again, this data is indicative only as a large proportion of overseas born respondents (14.0%) did not state their income.

Figure 6: Income distribution (usual residence, persons aged 15 and above)



Source: ABS, 2011 Census of Population and Housing

²⁷ Multicultural Youth Advocacy Network Australia, p.70.

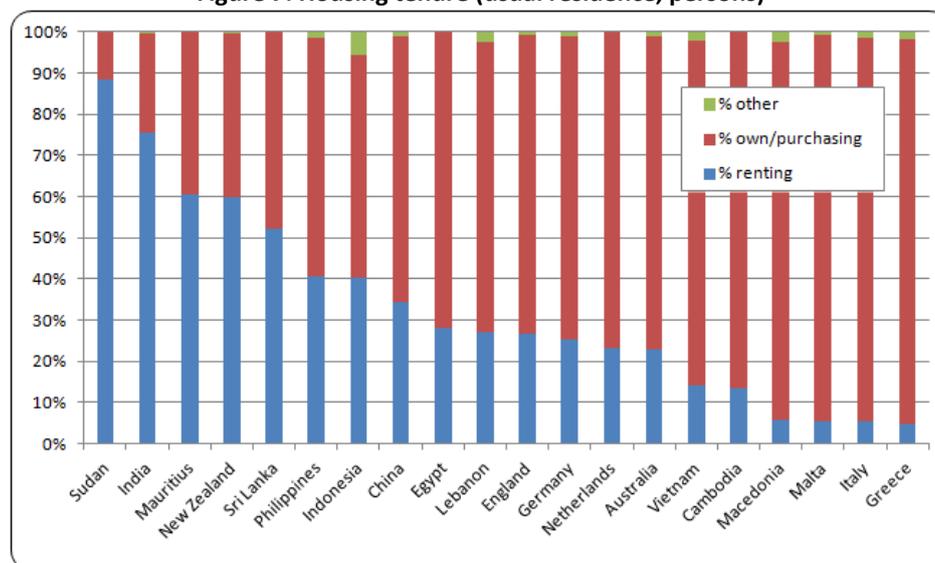
Housing

Recently arrived people are more likely to be renting, placing a strong reliance on the limited affordable and secure rental accommodation, which has the potential to create housing stress.

By contrast, very large proportions (90 per cent or more) of established European born population (Greek, Italian, Maltese) are purchasing or own their house. High proportions of established Asian born residents (Vietnamese, Cambodian) are also purchasing or own their house. These high house ownership levels reflect the fact that these groups have been living in Hobsons Bay for three or more decades.

Additionally, higher proportions of young people from CALD and refugee backgrounds across Melbourne’s western suburbs live in households with two or more families. While just over three per cent of Australian born teenagers (12 to 17 years) live in this type of household, the figure is much higher for ‘CALD born’ (7.0%) and ‘refugee born’ (6.0%). The gap is even wider for young adults (18 to 24 years), with over ten per cent of ‘refugee born’ (10.6%) and ‘CALD born’ (10.3%) people living in larger households, compared to just 4.3 per cent of people born in Australia.²⁸

Figure 7: Housing tenure (usual residence, persons)



Source: ABS, 2011 Census of Population and Housing

Health status

Over 33,000 people aged 18 or above were interviewed for the 2011-12 Victorian Population Health Survey.²⁹ Table 16 outlines a range of health status indicators for people from a NESB, compared to those from an English speaking background (ESB). This data applies to the whole of Victoria as the municipal sample sizes (426 people) were not large enough to produce statistically reliable data on sub-sections of the population. Further analysis and consultation is required to determine the extent of these issues in Hobsons Bay, including possible causes and responses.

²⁸ *Ibid.*, p.74.

²⁹ Department of Health, *Victorian Population Health Survey 2011–12: Survey findings*, State Government of Victoria, Melbourne, 2014.

The outcomes for people from a NESB compare unfavourably to people from ESBs on a number of health indicators. For instance, a significantly higher proportion of people from a NESB report having doctor-diagnosed diabetes (8.0% vs. 5.1%). Similarly, a significantly higher proportion of people from a NESB report high or very high levels of psychological distress (14.0% vs. 10.2%). Higher incidences of these medical conditions may be caused by a range of factors, including high-risk health behaviours, lack of health education, discrimination, financial insecurity and psychological trauma experienced by many refugees and asylum seekers.

People from a NESB also engage in lower levels of physical activity. A significantly lower proportion (52.6% vs. 67.4%) of this group had been involved in sufficient physical activity in the week prior to the survey, while a significantly higher proportion (42.1% vs. 29.1%) suggested they had participated in an insufficient amount of physical activity. It is possible that lower levels of physical activity may be contributing factors to the health conditions discussed above, particularly diabetes.

On a positive note, people from a NESB consistently report lower and less risky use of alcohol. The proportion of ‘abstainers’ is more than double (31.3% vs. 14.4%) amongst people from a NESB, possibly due to religious prohibitions and different cultural norms on alcohol consumption. Additionally, there are significantly lower proportions of people with increased risk, most notably those who consume alcohol on a weekly (or more regular) basis (3.4% vs. 11.1%). There was no significant difference between people from a NESB and people from an ESB regarding current smoking prevalence or Body Mass Index (BMI).

Table 16: Proportions of people from a NESB and an ESB in relation to various health status indicators

	NESB %	ESB%
Report doctor-diagnosed diabetes mellitus (type 1 and 2)	8.0	5.1
Report high or very high levels of psychological distress	14.0	10.2
Physical Activity in the week before the survey		
Report Sufficient	52.6	67.4
Report Insufficient	42.1	29.1
Alcohol		
Abstainer	31.3	14.4
Low risk	40.8	34.2
Increased risk		
At least yearly	16.5	23.8
At least monthly	7.5	16.3
At least weekly	3.4	11.1
Current smoking prevalence	14.8	16.4
Body Mass Index (BMI) Category		
Overweight	32.0	33.1
Obese	16.1	17.9

Source: 2011-12 Victorian Population Health Survey (NOTE: Estimates for people from a NESB that are statistically significantly different to the corresponding estimate for people of ESB are identified by colour as follows: *above* / *below*).

Need for assistance

When compared to the Australian born population, a much larger proportion of Hobsons Bay's overseas born people have a need for assistance with the core activities of self care, communication or mobility (7.6% vs. 3.9%). This difference remained mostly unchanged between 2006 and 2011, and may be largely attributable to an ageing population within established European born communities. Some caution must be exercised when using this data as a large proportion of overseas born people (12.6%) did not state their need for assistance status.

Table 17: Need for assistance (usual residents, persons)

	Australian born		Overseas born	
	Total	%	Total	%
Has need for assistance with core activities	2,054	3.9	2,333	7.6
Does not have need for assistance with core activities	50,371	94.5	24,392	79.8
Not stated	858	1.6	3,856	12.6
Total	53,283	100.0	30,581	100.0

Source: ABS, 2011 Census of Population and Housing

Home and Community Care

Hobsons Bay City Council provides services funded through the Home and Community Care (HACC) program to support older people, people with a disability and their carers. A total of 1,432 people received services between July and December 2014, including 478 people (33.4%) who were born overseas.

Table 18: HACC clients by Birthplace

	Total	%
Italy	166	34.7
Greece	59	12.3
Malta	46	9.6
Croatia	27	5.6
Federal Republic of Yugoslavia	20	4.2
Poland	18	3.8
Germany	16	3.3
FYROM	15	3.1
Lebanon	13	2.7
Hungary	10	2.1

Source: Hobsons Bay City Council internal data

People born in Italy, Greece and Malta account for over half of the overseas born clients, while nine out of the top ten are European countries (with the exception of Lebanon). It is notable that no Asian countries are featured in the list. While recently arrived groups (such as Indian or Burmese/Myanmarese) may not have a high demand, it is likely that more established communities (such as Vietnamese or Filipino) are developing a greater need for these services as residents get older. It may be the case that people from these more established Asian communities do not know about these services, have sufficient family support or experience difficulty accessing them.

Exercise and sport

According to the 2014 Annual Community Survey, Hobsons Bay residents from a NESB are less likely to agree that there are enough opportunities to exercise in their local area. When compared to people from an ESB, a smaller proportion expressed a high level of agreement with this statement (72.2% vs. 78.7%). Similarly, a larger proportion had a medium (22.8% vs. 17.7%) or low (5.0% vs. 3.6%) level of agreement.

Victorian data demonstrates that a higher proportion of people born in Australia had participated in sport or physical recreation in the previous 12 months (70.9%), compared to both people born overseas (54.6%) and people born in non-English speaking countries (50.6%).³⁰ There are also clear differences with regards to gender, with less than half (43.4%) of females from non-English speaking countries participating. By contrast, Australian born females (70.4%) and females born overseas in English-speaking countries (67.9%) had much higher participation rates.

Table 19: Participation in sport and physical recreation (Victorian persons, people aged 15 or above)

	Estimate ('000)			Participation Rate (%)		
	Male s	Female s	Person s	Male s	Female s	Person s
Australian born	1103	1166.2	2269.2	71.5	70.4	70.9
Overseas born	403.5	337.7	741.1	57.7	51.4	54.6
Main English-speaking countries	100.4	146.5	246.9	61.5	67.9	65.2
Main non-English-speaking countries	303	191.2	494.2	56.5	43.4	50.6

Source: ABS, *Participation in Sport and Physical Recreation, Australia, 2011-12 (4177.0)*

Gambling

Gambling rates within CALD communities are generally comparable to those within the wider community, although losses tend to be higher. Barriers also exist that prevent people seeking help, including limited English proficiency, feelings of shame and stigma, and concerns regarding confidentiality.³¹

In Hobsons Bay, people from a NESB have slightly more positive attitudes towards the number of gaming machines in the municipality and their impact on the community.³² For instance, a higher proportion feels there are 'too few' gaming machines (3.0% vs. 1.7%), and a higher proportion (3.0% vs. 1.7%) feels they have a 'very positive' or 'somewhat positive' impact on the community. Additionally, recent Council consultation with local service providers suggests that some people from CALD backgrounds are at higher risk of problem gambling.³³ Recently arrived people (including

³⁰ For the purposes of this data, 'participants' are defined as players, competitors or persons who take part in some other physically active role. People who participate solely as coaches, umpires or club officials are excluded from this definition.

³¹ Health West Partnership, *Gambling and CALD communities*, http://healthwest.org.au/wp-content/uploads/2014/10/gambling_cald.pdf

³² Hobsons Bay City Council, *2014 Annual Community Survey*, prepared by Metropolis Research, June 2014.

³³ Hobsons Bay City Council, *Hobsons Bay Gaming Policy: Consultation Outcomes and Policy Implications*, prepared by Geografia Pty Ltd and Hatch Research, October 2014.

refugees and overseas students), along with older people within more established CALD communities were also identified as having elevated risk profiles.

Table 20: Gambling profiles by selected demographic characteristics, compared to general population

	Non Gambler %	Non-Problem Gambler %	Low Risk Gambler %	Moderate Risk Gambler %	Problem Gambler %	General population %
Speaks a language other than English	30.8	15.3	22.8	23.5	29.6	25.6
Migrated to Australia in previous five years	9.4	3.1	6.2	6.3	0.0%	5.0%
<i>All Males</i>	<i>48.7</i>	<i>47.4</i>	<i>60.2</i>	<i>60.6</i>	<i>65.6</i>	<i>48.9%</i>
<i>All Females</i>	<i>51.3</i>	<i>52.6</i>	<i>39.8</i>	<i>39.4</i>	<i>34.4</i>	<i>51.1%</i>

Source: *A study of Gambling in Victoria – Problem Gambling from a Public Health Perspective*

In 2009, the Victorian Government released a comprehensive study of gambling in Victoria.³⁴ A total of 1,500 interviews were conducted for the project, including 369 with people from a NESB such as Italian, Greek, Mandarin, Vietnamese, Cantonese and Arabic. Participants were classified into various segments based on their responses, e.g. ‘non-gambler’, ‘moderate risk gambler’. The demographic profile of these segments was then compared to the general population to identify instances of over-representation and under-representation within segments.

Table 20 presents the outcomes of this study, focusing on participants who speak a language other than English and who had migrated to Australia in the previous five years. Data for all male and all female participants is provided as a point of comparison.

This research reveals a range of attitudes and behaviours towards gambling within these groups. A total of 30.8 per cent of the non gambler segment spoke a language other than English and 9.4 per cent had migrated to Australia in the previous five years, both of which were significantly higher than the general population. Conversely, just 15.3 per cent of the non-problem gambler segment spoke a language other than English and only 3.1 per cent had migrated to Australia in the previous five years, both of which were significantly lower compared to the general population.

The other segments were not significantly different to the general population, although there was a higher proportion of problem gamblers (29.6%) who spoke a language other than English, and higher proportions of low risk gamblers (6.2%) and moderate risk gamblers (6.3%) who had migrated to Australia in the previous five years. This research also found that problem gamblers were slightly more likely to speak Greek, Croatian and Polish.³⁵

³⁴ Department of Justice, *A study of Gambling in Victoria – Problem Gambling from a Public Health Perspective*, Melbourne, 2009.

³⁵ *Ibid.*, p.266.

Volunteering

While most people in Hobsons Bay are not volunteers, the participation rate for Australian born people is higher than for people born overseas. A total of 6,859 (or 17.2%) Australian born residents aged 15 or above reported doing voluntary work in the previous year. This figure drops to 2,954 (or 10.3%) for people born overseas, although this may be an underestimate as a large number did not state their volunteer status.

Table 21: Volunteering rates (usual residents, persons aged 15 or above)

	Australian born		Overseas born	
	Total	%	Total	%
Not a volunteer	31,570	79.0	21,410	74.7
Volunteer	6,859	17.2	2,954	10.3
Not stated	1,556	3.9	4,313	15.0
Total	39,985	100.0	28,677	100.0

Source: ABS, 2011 Census of Population and Housing

SEIFA disadvantage index

The SEIFA disadvantage index is produced by the ABS and is drawn from Census data. The disadvantage index takes into consideration factors such as low income, high unemployment, jobs in relatively unskilled occupations, and low educational attainment. These are weighted to provide a single score. The Australian average score is set at 1,002. Scores below that figure represent increased disadvantage and those above indicate less disadvantage.

Table 22: Neighbourhood by SEIFA disadvantage index, with overseas born, NESB and not fluent in English (usual residence, persons)

Neighbourhood	Population	SEIFA Disadv. Index	Overseas born %	NESB %	Not fluent in English %
Newport East	4,164	1,087.4	19.7	11.1	2.6
Williamstown	10,590	1,061.6	20.7	10.6	1.7
Williamstown North-Rifle Range	4,258	1,058.0	22.3	12.1	1.4
Newport West	7,600	1,044.3	24.1	15.9	4.2
Seabrook	4,978	1,030.8	30.8	25.3	4.5
Spotswood-South Kingsville	4,169	1,023.5	28.0	23.1	3.6
Altona-Seaholme	11,779	1,019.0	30.1	18.8	2.6
Altona Meadows	18,729	981.2	34.8	28.9	5.8

Brooklyn	1,643	946.8	40.1	34.6	9.0
Altona North	11,510	910.3	40.0	35.5	12.0
Laverton	4,458	891.3	45.7	38.9	9.1
Hobsons Bay	83,861	1,001.7	30.8	23.1	5.3

Source: ABS, 2011 Census of Population and Housing

There is a link between various neighbourhoods' SEIFA disadvantage index and their overseas born population and fluency in English. For instance, Hobsons Bay's bottom three neighbourhoods on the SEIFA disadvantage index are Laverton (891.3), Altona North (910.3) and Brooklyn (946.8). These neighbourhoods also have the highest proportions of people born overseas, from a NESB and who are not fluent in English. Conversely, Newport East (1,087.4), Williamstown (1,061.6) and Williamstown North- Rifle Range (1,058.0) have the highest scores on the SEIFA disadvantage index, and lowest proportions of people born overseas, from a NESB and not fluent in English.

These links demonstrate how cultural factors influence the character of Hobsons Bay's neighbourhoods. They also help Council to continue to target vulnerable groups through its program and policy responses. A map depicting the spatial distribution of relative socio-economic disadvantage (as measured by the SEIFA disadvantage index) is presented in Appendix One.

Conclusions

The data examined in this chapter confirm that Hobsons Bay is a culturally diverse municipality. Over 30 per cent of residents were born overseas, with three-quarters of this group born in non-English speaking countries. Additionally, nearly 30 per cent of residents speak a language other than English at home, with more than 4,400 people fluent in English. There is an ageing European community (predominantly born in Italy, Malta and Greece) in the north of the municipality. At the same time, there is a rapidly growing young Indian community emerging throughout Hobsons Bay, particularly in Laverton and Altona Meadows.

People born overseas have different educational, employment, income and housing experiences and outcomes. In some cases, they rank more favourably than Australian born people (e.g. house ownership among many established CALD communities) but fall behind on other key measures such as employment and income. In some cases, overseas born people also appear to have reduced health and wellbeing outcomes, with lower participation in sport and physical recreation and higher incidences of various health concerns such as diabetes and psychological distress.

3 Policy and Legislative context

Various policy frameworks, legislation, levels of government and organisations contribute to how cultural diversity is experienced and understood within local communities.

International, commonwealth, state and local frameworks inform funding priorities and policy initiatives which directly influence migration patterns, promotion and protection of human rights, support service systems, and community respect and understanding. Council has a responsibility to abide by all laws and regulations, and is committed to enforcing the principles of relevant legislation, policies and standards. It also has a responsibility to be informed about issues affecting Hobsons Bay's CALD communities and to advocate accordingly. A summary of relevant legislation, policies and agencies is presented in Appendix Three.

International

International law and policy frameworks establish the broad context for the recognition and protection of human rights, including for refugees and other people from CALD backgrounds.

The Universal Declaration of Human Rights (1948)

The Universal Declaration of Human Rights states the basic rights and fundamental freedoms to which all human beings are entitled. The Declaration includes civil and political rights such as rights to life, liberty, free speech and privacy. It also includes economic, social and cultural rights, including the rights to social security, health and education.³⁶

The Declaration includes the following Articles that protect the rights of people from CALD backgrounds:

- Article 14.1 - Everyone has the right to seek and to enjoy in other countries asylum from persecution
- Article 15.1 - Everyone has the right to a nationality
- Article 27.1 - Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits³⁷

Convention Relating to the Status of Refugees (1951)

The Convention Relating to the Status of Refugees is the primary international legal document relating to refugee protection.³⁸ The Convention defines a refugee as:

Any person who owing to a well founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of

³⁶ AHRC, *What is the Universal Declaration of Human Rights?*,

<https://www.humanrights.gov.au/publications/what-universal-declaration-human-rights>

³⁷ UN, *The Universal Declaration of Human Rights*, <http://www.un.org/en/documents/udhr>

³⁸ UN, *The 1951 Refugee Convention*, <http://www.unhcr.org/pages/49da0e466.html>

*his/her nationality and is unable, or owing to such fear, is unwilling to avail himself/herself of the protection of that country.*³⁹

The Convention also outlines the rights of refugees and the legal obligations of states towards refugees and asylum seekers. The 1967 Protocol broadens the applicability of the Convention by removing geographical and time limits.⁴⁰ Australia is a party to both the Convention (acceded in 1954) and the Protocol (ratified in 1973).

Other UN human rights instruments

The United Nations (UN) has developed a range of other human rights instruments that protect people from CALD backgrounds (where applicable, the year that Australia became a party is indicated):⁴¹

- International Convention on the Elimination of All Forms of Racial Discrimination (1965) - ratified by Australia in 1975
- International Covenant on Civil and Political Rights (1966) - ratified by Australia in 1980
- International Covenant on Economic, Social and Cultural Rights (1966) - ratified by Australia in 1975
- Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief (1981) - adopted by Australia in 1993
- Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (1984) - ratified by Australia in 1985
- International Convention on the Protection of the Rights of all Migrant Workers and Members of their Families (1990) - Australia is not a party
- Universal Declaration on Cultural Diversity (2001) - adopted by Australia in 2001
- The Convention on the Protection and Promotion of the Diversity of Cultural Expressions (2005) - acceded by Australia in 2009

The Office of the United Nations High Commissioner for Refugees

The Office of the United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide.⁴² Its primary purpose is to safeguard the rights and wellbeing of refugees. It strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another state, with the option to return home voluntarily, integrate locally or to resettle in a third country. It also has a mandate to help stateless people.

³⁹ Gender may also be added to the list of reasons for fear of persecution, including situations where girls or women flee violent family relationships or cultural expectations such as arranged marriage.

⁴⁰ These limits initially restricted the Convention to persons who became refugees due to events occurring in Europe before 1 January 1951.

⁴¹ Office for the High Commissioner of Human Rights, *The Core International Human Rights Instruments and their monitoring bodies*, <http://www.ohchr.org/EN/ProfessionalInterest/Pages/CoreInstruments.aspx>

⁴² Office of the UNHCR, *About Us*, <http://www.unhcr.org/pages/49c3646c2.html>

Other United Nations agencies

A number of other United Nations agencies oversee these frameworks and support people from CALD backgrounds across the world, including the following:

- United Nations Educational, Scientific and Cultural Organisation (UNESCO)
- United Nations Committee on the Elimination of Racial Discrimination
- United Nations Committee on the Protection of the Rights of All Migrant Workers and Members of their Families
- Special Rapporteur on Freedom of Religion or Belief
- Special Rapporteur on torture and other cruel, inhuman or degrading treatment or punishment⁴³

Global political context

There are currently a range of global issues that directly and indirectly impact on people from CALD backgrounds in Hobsons Bay, including:

- conflict taking place in numerous countries which displaces large numbers of people, e.g. Syria, Iraq, Burma/Myanmar, Afghanistan
- global health epidemics such as the recent Ebola crisis in West Africa
- the emergence and continuing threat of terrorist organisations such as al-Qaeda and Islamic State

These issues have the potential to shape newly emerging CALD communities coming into Australia (and ultimately into Hobsons Bay) and can also influence broader community attitudes toward cultural diversity.

Commonwealth

Commonwealth legislation, institutions and policy frameworks influence the experience and understanding of cultural diversity in various ways, including through migration, citizenship, human rights promotion, anti-discrimination practices and support service provision.

Racial Discrimination Act 1975

The *Racial Discrimination Act 1975* defends the principle of equity before the law for people of all races, national and ethnic backgrounds. It responds to Australia's human rights commitments under international law, which support the right to cultural self-determination and prohibit discrimination on the basis of race or religion in areas of employment, education, sport, buying goods and using services.

Section 18C of the Act makes it unlawful for someone to act in a way that is 'reasonably likely to ... offend, insult, humiliate or intimidate' others because of their race or ethnicity. The Commonwealth

⁴³ UN, *About the UN*, <http://www.un.org/en/aboutun/structure>

Government promised to repeal this section of the Act prior to the 2013 Federal election, but strong public opposition caused it to withdraw this proposal in August 2014.⁴⁴

Racial Hatred Act 1995

The *Racial Hatred Act 1995* extends the coverage of the *Racial Discrimination Act 1975* so that people can complain to the Australian Human Rights Commission (AHRC) about racially offensive or abusive behaviour.

Australian Human Rights Commission Act 1986

The *Australian Human Rights Commission Act 1986* (formerly the *Human Rights and Equal Opportunity Commission Act 1986*) established the Human Rights and Equal Opportunity Commission (now known as the Australian Human Rights Commission).

The Act provides the Commission with a range of powers to examine how the commonwealth government meets its human rights obligations, including:

- resolving discrimination complaints or human rights breaches under commonwealth laws
- holding public inquiries into human rights issues of national importance
- developing human rights education programs and resources for schools, workplaces and the community
- providing independent legal advice to assist courts in cases that involve human rights principles
- providing advice and submissions to parliaments and governments
- undertaking and coordinating research into human rights and discrimination issues

Migration Act 1958

The *Migration Act 1958* regulates the lawful entry and stay of people in Australia. All non-citizens wanting to visit Australia must apply for (and be granted) a visa to enter Australia. Non-citizens who are in the migration zone and do not hold a valid visa entitling them to remain in Australia are considered 'unlawful non-citizens' under the Act.

The Act requires that unlawful non-citizens within Australia's migration zone be detained and, unless granted permission to remain in Australia, removed as soon as reasonably practicable. People assessed as refugees are released from immigration detention immediately, subject to health and character requirements.

Migration Amendment (Unauthorised Maritime Arrivals and Other Measures) Act 2013

The *Migration Amendment (Unauthorised Maritime Arrivals and Other Measures) Act 2013* amends sections of the *Migration Act 1958*. These amendments formed part of the package of reforms recommended by the Expert Panel on Asylum Seekers report in August 2012 (see page 35). This

⁴⁴ H.Aston, 'Tony Abbott dumps controversial changes to 18C racial discrimination laws', *The Sydney Morning Herald*, 5/8/14, <http://www.smh.com.au/federal-politics/political-news/tony-abbott-dumps-controversial-changes-to-18c-racial-discrimination-laws-20140805-3d65l.html>

legislation was popularly referred to as the 'excision of the Australian mainland from the migration zone'.⁴⁵

The Act removes the definition of 'offshore entry person' within the *Migration Act 1958*, and inserts a new definition of 'unauthorised maritime arrivals', i.e. a person who enters Australia by sea at an excised offshore place, or any other place, and consequently becomes an unlawful non-citizen. The law has been criticised in some quarters for punishing asylum seekers based on their mode of arrival in Australia. It has also been criticised for allegedly contravening Article 31 of the UN Convention Relating to the Status of Refugees, which states that asylum seekers should not be punished for arriving in a Contracting State without authorisation.

Australian Citizenship Act 2007

The *Australian Citizenship Act 2007* establishes the legal basis for all citizenship provisions in Australia. Australian citizens enjoy a range of rights (subject to certain exceptions), including entitlement to an Australian passport and consular assistance overseas, immunity from deportation, and an entitlement to vote and stand for public office. In return, Australian citizens have a range of responsibilities, including to obey the law, pay tax, defend Australia should the need arise and vote at all elections and referenda.⁴⁶

Citizenship ceremonies fulfill legal requirements prescribed by the *Australian Citizenship Act 2007* and the *Australian Citizenship Regulations 2007*. Council has a strong commitment to citizenship ceremonies, with the Mayor regularly attending and welcoming our newest citizens. A Hobsons Bay citizenship ceremony in November 2014 welcomed new citizens from Chad, China, Ethiopia, Germany, India, Kenya, Malta, Philippines, Sweden, United States of America, Vietnam and Zimbabwe.

National Anti-Racism Strategy

In 2011, the Commonwealth Government committed to develop and implement a National Anti-Racism Strategy for Australia. The strategy focuses on public awareness, education resources and youth engagement. The strategy's objectives are to:

- create awareness of racism and how it affects individuals and the broader community
- identify, promote and build on good practice initiatives to prevent and reduce racism
- empower communities and individuals to take action to prevent and reduce racism and to seek redress when it occurs⁴⁷

The development of the strategy was led by the AHRC, in partnership with various government and community bodies.

⁴⁵ Immigration Advice and Rights Centre, *Excision of the Australian mainland for boat arrivals*, http://www.iarc.asn.au/blog/Immigration_News/post/excision-of-the-australian-mainland-for-boat-arrivals/

⁴⁶ DIBP, *Australian Citizenship*, <http://www.citizenship.gov.au/>

⁴⁷ AHRC, *National Anti-Racism Strategy and Racism. It Stops With Me Campaign*, <https://www.humanrights.gov.au/national-anti-racism-strategy-and-racism-it-stops-me-campaign>

The primary awareness raising and engagement activity within the strategy is the 'Racism It Stops With Me' campaign. Hobsons Bay City Council has implemented a range of coordinated organisational and community actions as part of this campaign (see Chapter 4, Evaluation).

Multicultural Access and Equity Policy

The Multicultural Access and Equity Policy requires government departments and agencies to provide equitable access to services regardless of clients' cultural or linguistic background. It covers engagement and communication with CALD communities, as well as direct service delivery.

The Policy promotes transparent and accountable access and equity reporting, with departments and agencies required to develop and implement two-yearly Agency Multicultural Plans. The most recent Access and Equity in Government Services Report 2010-12 highlights various access and equity initiatives across Australian, state, territory and local governments.⁴⁸

Australia's Multicultural Policy - The People of Australia

Australia's multicultural policy, The People of Australia, was launched by the Commonwealth Government in 2011. To date, this remains the guiding multicultural policy framework at the commonwealth level.

The policy embraces shared values and cultural traditions and recognises that Australia's multicultural character provides a competitive edge in an increasingly globalised world. It also articulates the rights and responsibilities that are fundamental to living in Australia and supports the rights of all to celebrate, practise and maintain cultural traditions within the law and free from discrimination. Additionally, the policy aims to strengthen social cohesion by promoting belonging, respecting diversity and fostering engagement with Australian values, identity and citizenship, within the framework of Australian law.

Expert Panel on Asylum Seekers

On 13 August 2012, the Prime Minister's Expert Panel on Asylum Seekers released its report (the 'Houston Report') after six weeks of consultation and research.⁴⁹ The Report provided 22 recommendations which all received in principle support from the Commonwealth Government. The recommendations included:

- an increase in the Humanitarian Migration Program
- legislation to allow transfers of asylum seekers to other countries
- the establishment of processing arrangements in Nauru and Papua New Guinea
- restricting current and future access to the Special Humanitarian Program
- extending the excision policy to all of Australia
- reviewing Australia's refugee status determination process

⁴⁸ DSS, *Access and Equity Annual Report 2010-12*, <https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/access-and-equity/access-and-equity-reports/access-and-equity-annual-report-2010-12>

⁴⁹ Refugee Council of Australia, *RCOA's Analysis of the Recommendations of the Expert Panel on Asylum Seekers*, <http://www.refugeecouncil.org.au/r/rpt/2012-Expert-Panel.pdf>

- safely and lawfully turning back boats carrying asylum seekers to Australia

Recent policy and legislative changes

A range of policy and legislative changes relating to settlement and multicultural affairs have been implemented since mid-2013.

Temporary Work (Skilled) Visa (subclass 457)

In June 2013, new laws were passed by the Australian Parliament to strengthen the 457 temporary visa system to ensure employers only use the scheme to fill genuine skills shortages, and explore local options before hiring overseas workers. The new laws also:

- protect overseas visa holders from exploitation, guaranteeing the same pay and conditions as local workers, and extending their visas from 28 to 90 days after their initial employment ceased
- give greater powers to Fair Work Ombudsman inspectors to ensure employers are complying with the scheme
- enshrine the role of the Ministerial Advisory Council on Skilled Migration to provide advice to the Minister and provide oversight of the Government's temporary work programs

Bridging Visa E Code of Behaviour

In late 2013, the Commonwealth Government introduced a code of behaviour for all non-citizens who are seeking a new or renewed Bridging Visa E (BVE). A BVE is a temporary visa that allows a person to stay in Australia while they finalise an immigration matter or make arrangements to leave the country.

All BVE applicants must sign the code and agree to meet expected behaviour requirements while living in the Australian community. This includes not harassing, intimidating or bullying other people, and cooperating with the Department of Immigration and Border Protection. A breach of the code could lead to the cancellation of a person's BVE or the reduction of any income support they receive.

Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014

The Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill was passed by the Senate in December 2014. The Bill overturned previous cuts to the Refugee and Humanitarian migration programs, secured the release of children from detention on Christmas Island, and granted working rights to asylum seekers on bridging visas. However, the Bill also introduced significant changes to the way asylum seekers and refugees are treated in Australia by:

- removing references to the UN Refugees Convention from the *Migration Act 1958* and replacing them with the Government's own interpretation, effectively making it possible to return asylum seekers to their country of origin without considering the risk of personal harm to the returnee
- introducing 'rapid processing' and 'streamlined review arrangements' for asylum seekers arriving by boat, who will be denied the right to appeal to the Refugee Review Tribunal
- preventing children born in Australia to asylum seeker parents from seeking Australian citizenship

- reinstating temporary protection visas, which provide protection for up to three years but leave holders vulnerable to deportation if the Government deems conditions to have improved in their country or origin⁵⁰

Immigration Application Advice and Assistance Scheme

The Commonwealth Government ceased funding to the Immigration Application Advice and Assistance Scheme (IAAAS) in March 2014.⁵¹ The IAAAS provided free legal advice and assistance for asylum seekers to support them negotiate the refugee application process.

The government argues that people who arrive illegally by boat or plane should not be entitled to taxpayer-funded support, and has developed information kits to assist people bring their claims. However, the policy has been criticised for further isolating asylum seekers, many of whom are survivors of torture and trauma, fearful of authorities, lack family or social support, and cannot speak English fluently. Additionally, lack of legal representation may increase the incidence erroneous decisions (due to refugee claims not being articulated clearly), and put Australia at risk of breaching its international obligations under the Refugee Convention.⁵²

Department of Immigration and Border Protection

The DIBP (formerly the Department of Immigration and Citizenship) was established following the 2013 Federal election. The Department manages entry, stay and departure arrangements for non-citizens, border immigration control, citizenship, ethnic affairs and customs, and border control other than quarantine and inspection. From 1 July 2015, the Australian Customs and Border Protection Service will be consolidated into the department.⁵³ The Minister for Immigration and Border Protection administers relevant legislation, including the *Migration Act 1958* and the *Australian Citizenship Act 2007*.

Department of Social Services

The Department of Social Services (DSS) is responsible for settlement and multicultural policies and administers most of the settlement and multicultural affairs programs, including:

- Australian Cultural Orientation program - provides practical advice to refugee and humanitarian visa holders who are preparing to settle in Australia
- Humanitarian Settlement Services - provides intensive settlement support, through a coordinated case management approach, to newly-arrived humanitarian clients on arrival and throughout their initial settlement period
- Settlement Grants Program - delivers a range of services to humanitarian entrants, family migrants and dependants of skilled migrants in rural and regional areas

⁵⁰ Refugee Council of Australia, *Asylum laws will fast-track vulnerable people to danger*, http://www.refugeecouncil.org.au/n/mr/141205_AsylumBill.pdf

⁵¹ DIBP, *Removal of Immigration Application Advice and Assistance Scheme and introduction of Protection Application Information and Guides*, <http://www.immi.gov.au/Live/Documents/paig-g.pdf>

⁵² Refugee Advice and Casework Service, *Cuts to IAAAS Media Release*, <http://www.racs.org.au/wp-content/uploads/Cuts-to-IAAAS-Media-Release.pdf>

⁵³ DIBP, *Machinery of Government Changes*, <http://www.immi.gov.au/about/dept-info/mog.htm>

- Complex Case Support - delivers specialised and intensive case management services to humanitarian entrants with exceptional needs and is specifically targeted at supporting clients whose needs extend beyond the scope of other settlement services⁵⁴

Responsibility for these services was moved from the DIBP to the DSS as part of machinery of government changes announced by the Commonwealth Government in September 2013.⁵⁵

Victoria

Victorian legislation, institutions and policy frameworks influence the experience and understanding of cultural diversity in various ways, including through human rights promotion, anti-discrimination practices, support services, community development, and the protection and improvement of health and wellbeing.

Multicultural Victoria Act 2011

The *Multicultural Victoria Act 2011* acknowledges the positive effect of cultural diversity on social, cultural and economic life in Victoria. Under the Act, all Victorian Government departments report annually on their achievements and initiatives in multicultural affairs, including their use of language services, multicultural communications and multicultural representation on government boards and committees. The Act also requires the Victorian Multicultural Commission (VMC) to consult with the community on the content of each department's report. Feedback from these consultations informs departments' future planning for multicultural service delivery.

Equal Opportunity Act 2010

The *Equal Opportunity Act 2010* is Victoria's key anti-discrimination legislation. It outlaws discrimination (defined as 'unfavourable treatment') based on a range of personal characteristics such as race (including colour, nationality, ethnicity and ethnic origin) and religious belief or activity. The Act applies in many areas of public life including employment, education, accommodation, clubs, sport, goods and services, land sales and transfers and local government. The Victorian Human Rights and Equal Opportunity Commission (VHREOC) offers a dispute resolution service for people who make a claim of discrimination under the Act.⁵⁶

Charter of Human Rights and Responsibilities Act 2006

The *Charter of Human Rights and Responsibilities Act 2006* outlines the basic human rights of all people in Victoria and gives specific legal protection to 20 fundamental rights. Charter rights include cultural rights and the right to freedom of thought, conscience, religion and belief.

⁵⁴ DSS, *Settlement and Multicultural Affairs*, <https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs>

⁵⁵ DIBP, Machinery of Government Changes

⁵⁶ VEOHRC, *Equal Opportunity Act 2010 Quick Guide*, <http://www.humanrightscommission.vic.gov.au/index.php/our-resources-and-publications/brochures/item/105-equal-opportunity-act-2010-quick-guide-jul-2011>

The Charter requires that governments and other public authorities comply with Charter rights and consider these when they make decisions. More specifically, local government has an obligation to ensure that:

- all decisions give proper consideration to human rights
- all actions, policies and services are compatible with human rights
- local laws are interpreted and applied consistently with human rights
- people who work on their behalf do so in a way that respects human rights

The Charter does not provide a legal basis for individuals to take legal action for breaches of human rights.⁵⁷

Racial and Religious Tolerance Act 2001

The *Racial and Religious Tolerance Act 2001* prohibits racial and religious vilification, defined as ‘public behaviour that incites or encourages hatred, serious contempt, revulsion or severe ridicule against another person or group of people because of their race and/or religion’.⁵⁸

The Act provides a community standard about our responsibility towards each other in a culturally diverse society. It seeks to ensure that people are treated with dignity and respect, regardless of their particular race or religion, and do not become targets of vilifying behaviour.

Local Government Act 1989

The *Local Government Act 1989* states that the primary objective of a Council is to ‘endeavour to achieve the best outcomes for the local community having regard to the long term and cumulative effects of decisions’ (s.3A). In seeking to achieve this primary objective, the Act provides that a Council must have regard to a number of facilitating objectives (s. 3C), including:

- to improve the overall quality of life of people in the local community
- to ensure that services and facilities provided by the Council are accessible and equitable

The Act states further that the role of local government (s. 3D) includes:

- acting as a representative government by taking into account the diverse needs of the local community in decision making
- fostering community cohesion and encouraging active participation in civic life

As such, the *Local Government Act* requires Council’s to take a leading and active role in supporting cultural diversity within local communities.

Public Health and Wellbeing Act 2008

The *Public Health and Wellbeing Act 2008* requires councils to ‘seek to protect, improve and promote public health and wellbeing within the municipal district’. Its principles are consistent with

⁵⁷ VEOHRC, *How are breaches of human rights addressed*, <http://www.humanrightscommission.vic.gov.au/index.php/the-charter#how-are-breaches-of-human-rights-addressed>

⁵⁸ VEOHRC, *Racial and Religion Tolerance Act*, <http://www.humanrightscommission.vic.gov.au/index.php/the-law/racial-and-religious-tolerance-act>

the social determinants of health and recognise that health is influenced by multiple factors ranging from individual behavior to the environment in which people live.⁵⁹

The Act requires councils to prepare a Municipal Public Health and Wellbeing Plan, a strategic plan that sets out the broad mission, goals and priorities related to improving the health outcomes of residents within the municipality. The Council's Community Health and Wellbeing Plan 2013-17 meets this legislative requirement in Hobsons Bay.

Victoria's Advantage – Unity, Diversity, Opportunity

The Victorian Government launched its Multicultural Affairs and Citizenship Policy in March 2014, which aims to:

- reaffirm cultural, linguistic and religious diversity as a strength for Victoria
- identify the demographic changes, opportunities and challenges
- build upon the principles and values of multiculturalism and citizenship
- prioritise a whole of government approach to multicultural affairs and settlement

The Policy explicitly acknowledges local government's significant contribution to Victoria's multicultural success: 'by working with people in the neighbourhoods and places in which they live and work, Victorian Councils help new arrivals access local facilities and services, and strengthen social cohesion and understanding by bringing communities together'.⁶⁰

The Policy also includes a comprehensive list of indicators (organised by theme) that are being used to monitor and evaluate the Policy's impact. These are drawn from a range of sources, including the ABS Census of Population and Housing, Victorian Population Health Survey and Annual Whole-of-Government Reporting on Multicultural Affairs and Citizenship. Examples include proportion of CALD Victorians having completed year 12, proportion of NESB Victorians who report insufficient physical activity, and percentage increase in expenditure to purchase interpreting and translating services.

Andrews Government

The Australian Labor Party was elected to government in Victoria in November 2014 and, to date, has maintained the previous government's policy frameworks and programs. In April 2015, the Government began rolling out a series of social cohesion initiatives designed to build connections between people of different backgrounds, thereby increasing respect and resilience. The initiatives will be delivered by Councils, working alongside local organisations, and take place in a number of LGAs including Greater Dandenong and Greater Bendigo.⁶¹

A range of other commitments relating to cultural diversity were issued by Victorian Labor prior to the 2014 election, including the following:

⁵⁹ Department of Health, *Public Health and Wellbeing Act 2008 and Public Health and Wellbeing Regulations 2009*, <http://health.vic.gov.au/phwa/index.htm>

⁶⁰ VMC, *Victoria's Advantage – Unity, Diversity, Opportunity*, <http://www.multicultural.vic.gov.au/resources/victorias-advantage-unity-diversity-opportunity>

⁶¹ Premier of Victoria, *Media release: Projects To Make Our Multicultural State Even Stronger*, <http://www.premier.vic.gov.au/projects-to-make-our-multicultural-state-even-stronger>

- strengthen employment-related education and training schemes and work with the Federal Government to promote recognition of overseas qualifications
- make it a priority to assist with the funding of multicultural senior citizens club events through the VMC
- ensure culturally sensitive health services are provided for CALD communities and that staff are appropriately trained
- promote access to accurate, current health information in languages and formats that are readily accessible to women from CALD backgrounds (as part of its approach to women's health)
- fund English as a second language (ESL) assistance to recently arrived Australians and refugees in school communities⁶²

Office of Multicultural Affairs and Citizenship

The Office of Multicultural Affairs and Citizenship (OMAC) sits within the Department of Premier and Cabinet. It is responsible for implementing Victorian Government multicultural policy and programs, with a focus on the settlement of recently arrived migrants.⁶³ The OMAC manages a range of programs and services, including:

- language services – programs aimed at improving interpreting and translating services for Victorians from CALD backgrounds
- enhancing cultural precincts - funding is aimed at infrastructure projects that secure the sustainability and longevity community assets for future generations
- community grants program – grants have been recently provided for festivals and events and to support older people from CALD backgrounds connect to networks and activities
- settlement coordination – the Settlement Coordination Unit was established in 2011 and facilitates a more coordinated and targeted approach to service delivery. It also works with departments and agencies across all levels of government, and supports programs and initiatives to assist humanitarian arrivals to actively engage with the wider community

Victorian Multicultural Commission

The VMC is led by twelve commissioners who provide independent advice to the Victorian Government to inform legislative reform, policy development and service delivery.⁶⁴ The commissioners are actively involved in the community and play a vital role creating links between different faith and community groups.

The work of the Commission includes:

- state-wide consultations via a network of regional advisory councils (RACs)
- developing and maintaining partnerships between community organisations

⁶² Victorian Labor, *Platform 2014*, <https://www.viclabor.com.au/wp-content/uploads/2014/05/Victorian-Labor-Platform-2014.pdf>

⁶³ VMC, *Office of Multicultural Affairs and Citizenship*, <http://www.multicultural.vic.gov.au/about-us/office-of-multicultural-affairs-and-citizenship>

⁶⁴ VMC, *Victorian Multicultural Commission*, <http://www.multicultural.vic.gov.au/about-us/victorian-multicultural-comission>

- developing and maintaining harmonious community relations
- researching, advising and reporting to the Minister for Multicultural Affairs and Citizenship
- focusing on systematic and community-wide settlement and service issues

The *Multicultural Victoria Act 2011* outlines the VMC's objectives, which include the promotion of full participation in social, cultural, economic and political life; access to government services; the values of unity, understanding, mutual respect and harmony; and cooperation between organisations and government agencies concerned with multicultural affairs and diversity.

Victorian Equal Opportunity and Human Rights Commission

The Victorian Equal Opportunity and Human Rights Commission (VEOHRC) is an independent statutory body with responsibilities under the *Equal Opportunity Act 2010*, *Charter of Human Rights and Responsibilities Act 2006* and *Racial and Religious Tolerance Act 2001*. The VEOHRC helps resolve complaints of discrimination and racial or religious vilification through a dispute resolution service with the aim of achieving mutual agreement. It also educates people about the rights and responsibilities contained in the Charter and reports annually to the government about its operation.⁶⁵

The Commission also oversees the Anti-Hate Campaign, with support from the VMC, Multicultural Arts Victoria, BullyStoppers, the AHRC, the Victorian Health Promotion Foundation (VicHealth) and other Victorian government agencies.⁶⁶ The campaign aims to raise awareness about what can be done to combat hate by providing an outlet for reporting offensive behaviour and enabling people to share stories of how they have stood up against hate.

Municipal Association of Victoria Statement of Commitment to Cultural Diversity

The MAV Statement of Commitment to Cultural Diversity aims to promote and facilitate good multicultural practice and leadership in the Victorian local government sector. It outlines the MAV's role in providing leadership and support to promote a whole-of-council commitment to cultural diversity. More specifically, the MAV commits to support and strengthen councils' capacity to:

- advocate within and on behalf of local government on cultural diversity and interfaith issues
- develop a knowledge base to promote cultural competence and inform appropriate and responsive policies, strategies, services and programs
- develop partnerships and relationships between local government, the Victorian and Commonwealth governments and the community sector
- build organisational capacity to address, engage and embed cultural diversity practices
- identify, promote and celebrate the economic, cultural and social benefits of cultural diversity

⁶⁵ VEOHRC, *About Us*, <http://www.humanrightscommission.vic.gov.au/index.php/about-us>

⁶⁶ VEOHRC, *Anti-Hate Spray*, <http://www.antihate.vic.gov.au/>

Regional

There is limited regional activity occurring in collaboration across the Western Metropolitan Region which influences the experience and understanding of cultural diversity, although all neighbouring Councils have recently developed multicultural and cultural diversity policies.

North and West Metropolitan Regional Advisory Council

Since 2012, the VMC has established eight RACs across Victoria.⁶⁷ RACs have up to 13 appointed members, including local residents and representatives from service providers, community organisations, businesses and local government. The aims of the RACs are to:

- provide advice to the VMC on settlement, multicultural affairs, service delivery and citizenship issues
- advocate on behalf of CALD communities
- promote the benefits of cultural and religious diversity at the local level

Hobsons Bay is covered by the North and West Metropolitan RAC, which encompasses 13 other local government areas (LGAs). This area is home to 1.67 million people and includes 11 of the 14 most disadvantaged municipalities within metropolitan Melbourne.

Wyndham City Council

In November 2014, Wyndham City Council adopted its new multicultural policy - *Diverse People, One Community, Our Future: A Multicultural Policy and Action Plan for Wyndham City 2014-18*.⁶⁸ The policy addresses Wyndham's rich diversity of culture, language and religion and aims to:

- support and celebrate its multicultural community
- recognise and embrace leadership of all members of diverse communities
- strengthen access and responsiveness to services for multicultural communities
- work in partnership with the community and organisations to respond to the opportunities and challenges of its cultural diversity

Implementation of the policy is supported by publically available annual action plans.

Maribyrnong City Council

Maribyrnong City Council's *Multicultural Policy 2012-17* provides long term guidance and priorities, and aims to achieve five key objectives for people from CALD backgrounds:

- participation - the opportunity to participate in and contribute to the social, cultural, economic and political life of the community
- prosperity - strengthening economic stability and equitable access to education, training and employment opportunities
- amenity - development and promotion of accessible places, open spaces, transport, community facilities, services and shopping centres which improve the community's health, wellbeing and sense of belonging

⁶⁷ VMC, *About RAC*, <http://www.multicultural.vic.gov.au/regional-advisory-councils/about-rac>

⁶⁸ Wyndham City Council, *Multicultural Policy and Action Plan 2014-18*, http://www.wyndham.vic.gov.au/aboutwyndham/planspolicieslocallaws/commdev/multicultural_policy_action_plan

- advocacy - speaking up to ensure issues impacting multicultural communities are highlighted, addressed and relevant levels of government stay informed about emerging service development and delivery needs
- capability - promoting mutual respect and understanding and taking measures to prevent discrimination and ensure equal access to resources and services⁶⁹

Maribyrnong City Council develops annual action plans to meet its commitments under the policy, and implementation is tracked via annual progress reports. Both are available on its website.

Brimbank City Council

Over 25,000 people settled in Brimbank between 2001 and 2012. More than half of these people arrived via the family and humanitarian migration streams. The Brimbank Settlement Action Plan 2013-17 aims to:

- develop strategies and actions to respond to the needs of new and emerging communities settling in Brimbank
- identify strategic actions and opportunities to work with local agencies, peak representative bodies, and state and federal government agencies
- support the work of Brimbank's settlement agencies⁷⁰

A range of partners are supporting Brimbank City Council to implement actions, including settlement support agencies, Commonwealth and Victorian Government departments, Victoria Police and other community organisations. Progress is being tracked via publically available annual community report cards.

Hobsons Bay

Hobsons Bay City Council policies, programs and networks influence the experience and understanding of cultural diversity in various ways, including through planning, community capacity building, service provision, resource provision, partnerships and advocacy.

Community Health and Wellbeing Plan 2013-17

The Community Health and Wellbeing Plan 2013-17 (CHWP) is Hobsons Bay City Council's key strategic plan. It set outs the community's vision, priorities and goals for improving health and wellbeing over a four year period. The Plan's vision is as follows:

Valuing the wellbeing of our people and our place, now and into the future:

A safe, clean, accessible and connected municipality, which values diversity, protects its heritage and environment, fosters a strong sense of community and provides opportunities to achieve the best possible health and wellbeing.

A place that people are proud to call home.

⁶⁹ Maribyrnong City Council, *Multicultural Policy and Action Plan 2012-17*, http://www.maribyrnong.vic.gov.au/Page/Page.aspx?Page_Id=313

⁷⁰ Brimbank City Council, *Brimbank Settlement Action Plan*, <http://www.brimbank.vic.gov.au/COUNCIL/Council Policies Strategies and Plans/Council Plans/Brimbank Settlement Action Plan>

The CHWP adopts a population health approach which aims to maintain and improve the health of the entire population, while also reducing health inequalities between population groups. This approach recognises that there are many factors that influence individual and collective health and wellbeing, and focuses attention on the social determinants of health such as housing, employment, transport and education. Other factors including age, gender and cultural diversity are also critical to understanding health and wellbeing outcomes and responding effectively to reduce inequities between groups. The CHWP informs the Council Plan and consequently other organisational strategies, plans and services.

Council Plan 2013-17

The Council Plan 2013-17 describes how Council will work to achieve the community's vision and priorities, as articulated in the CHWP. It drives the development of the budget and other strategies, as well as the organisational structure, departmental business plans, individual staff work plans and resource allocation. Every year, the Council develops an Annual Action Plan which articulates what actions Council will undertake in order to work towards achieving the goals and objectives in the Council Plan.

The Municipal Strategic Statement

The Municipal Strategic Statement sets out the vision, objectives and strategies for managing land use change and development within the municipality. It provides the basis for the application of local policies, zones, overlays and other provisions in the Hobsons Bay Planning Scheme.

Advocacy Strategy 2014-18

The Advocacy Strategy 2014-18 outlines how and where Council will focus its advocacy activities. The Strategy is directed by the CHWP and reflects the limited legislative responsibility of local government in relation to several critical issues. Thirteen priority areas are identified in the strategy, including affordable housing, integrated transport, health services, mental health services for young people, and employment and economic development.

Multicultural Policy 2012-15

The Multicultural Policy 2012–15 guides Council's work in service provision, planning, advocacy and community development for its culturally diverse community. The Policy outlines Council's vision for a municipality which 'understands, respects and celebrates its cultural diversity'. The Policy articulates four strategic directions that Council has pursued to realise its vision:

1. recognising and respecting diversity
2. integrated planning and culturally appropriate service delivery
3. building a sense of belonging
4. communication and information

Annual Action plans are developed to implement the policy. These are reviewed in more detail in Chapter 4, Evaluation.

Other Hobsons Bay policies, plans and strategies

There are a range of other Hobsons Bay City Council policies, plans and strategies which focus on particular issues, population groups, services and activities and are inclusive of CALD communities, including the following:

- Affordable Housing Policy Statement
- Ageing Well Strategy 2007-17
- Arts and Culture Plan 2011-15
- Children and Young People's Plan 2014-18
- Community Engagement Framework (in development)
- Disability Access and Inclusion Strategy 2013-17
- Economic Development Strategy 2015-20 (in development)
- Events and Festivals Strategy (in development)
- Gender Equity Policy Statement
- Integrated Transport Strategy (in development)
- Library Strategic Plan 2012-15
- Lifelong Learning Strategy (in development)
- Sport and Recreation Strategy 2014
- Tourism Strategy (in development)

Multicultural Advisory Group

The Hobsons Bay City Council Multicultural Advisory Group (MAG) provides culturally appropriate advice and recommendations on Council policies, programs and services. It also ensures that key issues for CALD communities are identified and considered by Council.

Selected individuals with extensive interest and involvement in local multicultural community affairs are appointed to the MAG for a two year term. Members attend regular MAG meetings, as well as participate in citizenship ceremonies, awareness raising events and community engagement activities.

Hobsons Bay Settlement Network

The Hobsons Bay Settlement Network (HBSN) aims to work collaboratively to address the settlement needs of its target group through assistance, support and advocacy. The network's principal target group is Hobsons Bay residents who are refugees, humanitarian entrants, asylum seekers and recently arrived migrants under the family stream who have been in Australia less than five years and have low English proficiency.

HBSN members include service providers, community groups and community members funded to deliver settlement services in Hobsons Bay and/or have a commitment to addressing settlement needs. Membership comprises of volunteers and representatives from a range of government and community organisations.

4 Evaluation

The Hobsons Bay Multicultural Policy 2012-15 guides Council's work in service delivery, planning, advocacy and community development for CALD communities. It also provides a platform for collaboration between Council departments, service providers, other tiers of government and the community.

This chapter examines the achievements and opportunities for improvement within Council's Multicultural Policy 2012-15.

The Multicultural Policy is based on four key principles:

- Hobsons Bay will be a municipality where multiculturalism is accepted, respected and appreciated
- cultural diversity is a great social, cultural and economic asset that benefits the municipality
- through leadership, Council is well placed to promote the development of an inclusive community and foster a sense of belonging for all
- all members of the community have equal rights to access appropriate information, processes and services, regardless of their cultural, religious or linguistic background

These principles underpin the policy's four strategic directions:

1. Recognising and Respecting Diversity
2. Integrated Planning and Culturally Appropriate Service Delivery
3. Building a Sense of Belonging
4. Communication and Information

Implementation of the policy occurs primarily through actions that are developed and led by Council departments. Some actions are delivered in partnership with other departments or external organisations. Actions are documented in annual action plans and progress reported in annual reports to Council. The Multicultural Policy Working Group (a meeting of cross departmental council staff) meets periodically throughout the life of the policy to oversee implementation.

N.B. Year four (2014-15) actions have not been considered in this evaluation as their status has not yet been recorded in an annual action plan. As such, some actions listed as 'not started' in the year three (2013-14) Action Plan may have been carried over to the following action plan and are due for completion by June 2015.

Consultation

Throughout 2010, stakeholder and community consultation was undertaken to inform the development of the Multicultural Policy 2012-15. Over 400 people participated in a range of activities, including a cultural diversity forum, focus group sessions, staff/service provider workshop and community survey. The Multicultural Advisory Group and Social Policies Cross Directorate Team were also consulted.

These consultation activities identified a number of key issues, including aged care, settlement support, communication and language, community awareness, intercultural dialogue, safety, policing, employment, housing and transport. The process also suggested a number of priority areas for Council in responding to these issues, including community education, access and participation, funding, partnerships, advocacy, and accessible communication and information. Further detail is available in the Community Consultations Report of Key Outcomes.⁷¹

Many of these issues and priority areas were translated into strategic directions and objectives within the policy. For instance, the issue of aged care is addressed in Strategic Direction 2, Integrated Planning and Culturally Appropriate Service Delivery. Similarly, the priority for community education is reflected in Strategic Direction 1, Recognising and Respecting Diversity. The current policy has made progress against a number of these issues and priority areas. However, many will continue to be relevant for the future policy as they are broad and complex and require long-term responses.

The previous consultation process revealed some gaps that should be addressed in the development of future consultation activities. Firstly, smaller and more targeted consultation activities were found to be more effective than larger events. The Consultation Report suggests that 'strategies for future public engagement and consultation might benefit from less use of large public forums and more reliance on small focus groups aimed at particular groups of stakeholders'.⁷²

Secondly, some consultation activities had limited representation across the range of Hobsons Bay's CALD communities. For instance, one-third of respondents to the community survey were aged 70 to 79, 41 per cent born in the FYROM and 39 per cent lived in Altona North. Conversely, only three per cent of respondents were under 18, and less than four per cent lived in Laverton. It is difficult to determine exactly why the survey was skewed in this way, but it is important that future surveys (and other consultation activities) are developed and promoted to maximise representation across CALD communities.

Overview

Hobsons Bay City Council has undertaken a wide range of activities to implement the Multicultural Policy 2012-15. In total, 154 actions were included in four annual action plans. Eleven departments were responsible for leading actions; a breakdown of each department's contribution is presented in Table 23.⁷³ It reveals a fairly even spread across several departments with Community Development

⁷¹ Hobsons Bay City Council, *Towards the Development of the Multicultural Policy and Action Plan 2012-2015 Community Consultations: Report of Key Outcomes*, prepared by Myriad Consultants, March 2011.

http://www.hobsonsbay.vic.gov.au/files/cb379f02-00d4-499b-b2e4-a097010bde80/MPAP_2012-2015_Consultation_Report_March_2011.pdf

⁷² *ibid.*, p.37.

⁷³ Hobsons Bay City Council underwent an organisational restructure in 2013. Some departments were re-named and others were merged, including the Libraries and Community Development departments, which were incorporated into the Learning Communities department. For the purpose of this evaluation, relevant departments will be referred to by their new name. However, given their distinct roles and key position as implementers of the current multicultural policy, the Community Development and Libraries 'departments' will be analysed separately throughout.

(29) and Libraries (25) leading the way. A number of other departments made significant contributions, including Cultural and Economic Development (19), Community Care (14) and Strategy and Advocacy (13).

Table 23: Actions by department and year

Department	Year 1 2011-12	Year 2 2012-13	Year 3 2013-14	Year 4 2014-15	Totals
Assets, Sport and Recreation	3	4	4	1	12
Community Care	3	4	5	2	14
Community Development	9	8	9	3	29
Cultural & Economic Development	6	5	5	3	19
Customer Service	1	3	1	1	6
Family, Youth and Children's Services	1	3	2	1	7
Libraries	13	6	4	2	25
Organisational Development	3	3	3	3	12
Planning, Building and Health Services	0	3	2	1	6
Strategic Communications and Community Relations	3	3	3	2	11
Strategy and Advocacy	0	3	4	6	13
Totals	42	45	42	25	154

The status of actions within the completed action plans is summarised in Table 24 and show that nearly half (48%) of the actions were 'completed' and more than one-third (37%) were reported as 'progressing'. Just five per cent were 'deferred' or 'not started' and a further six per cent were deemed to be 'no longer relevant'.

Table 24: Actions by status and year

Status	Year 1 2011-12	%	Year 2 2012-13	%	Year 3 2013-14	%	Totals: Yrs 1 to 3	%
Completed	16	38	27	60	18	43	61	48
Progressing	18	43	15	33	15	36	48	37
Ongoing	5	12	0	0	0	0	5	4
Deferred	3	7	0	0	0	0	3	2
Not Started	0	0	0	0	4	10	4	3
No Longer Relevant	0	0	3	7	5	12	8	6
Totals	42	100	45	100	42	100	129	100

Before turning to a detailed assessment of the policy's four strategic directions, the following general points regarding the policy and the implementation of the policy should be considered:

Population health approach - the current policy does not explicitly articulate a population health approach, although it does identify and address some of the social determinants of health such as access to services and community connections. Council's commitment to this approach was strengthened during the life of the policy, with the development of the Community Health and Wellbeing Plan 2013-17 (see Chapter 3, Legislative and Policy Context). The Plan aims to maintain and improve the health of the entire population while also reducing health inequities between population groups, including CALD communities. The future policy should highlight the health and

wellbeing challenges for people from CALD backgrounds and support efforts to address these within the broader context of Council's overarching CHWP.

Multiculturalism - the current policy references multiculturalism in various ways, most notably through its title. The policy states that the term was introduced in the 1970s to describe the cultural and linguistic diversity of Australian society. However, this definition does not fully capture the historical background and contested nature of multiculturalism. It first emerged as a commonwealth government policy response to cultural diversity and sits within a national policy continuum stretching back to the White Australia policy.⁷⁴ Additionally, multiculturalism has been contested by both conservatives (for eroding national values and prioritising 'minority groups') and progressives (for presenting a homogenous picture of cultural diversity and privileging the views of community leaders).⁷⁵ Nonetheless, there are clear advantages to using multiculturalism in the future policy, including its strong unifying narrative, use within other levels of government, and clear links to cultural diversity. Therefore, the future policy should maintain its use but provide a more detailed definition, including engaging with the community to better understand what it means for people from CALD backgrounds in Hobsons Bay.

Overlap between objectives - there is overlap between some of the policy's objectives. In some cases, actions address multiple objectives or indirectly address one objective while attempting to respond to another. For example, there are a small number of actions that directly promote the value and benefits of cultural diversity (Objective 3.3), but cultural diversity is also promoted as a result of actions responding to objectives to recognise cultural diversity (1.1) and support communities to celebrate and showcase cultural diversity (3.2). Further overlap occurs between objectives to ensure Council services and activities are culturally appropriate (2.1) and equip staff with the skills to deliver culturally appropriate services (2.3). Future policy development should carefully consider the intent, wording and relationships between objectives to reduce overlap.

Articulation of objectives - some of the current policy's objectives read more like goals or principles. They are generally quite broad and written in passive language which does not provide a clear commitment to action. Moreover, objectives are introduced with the phrase 'it is Council's policy that ...', which tends to reinforce their status as goals or principles. Council's CHWP and Children and Young People's Plan (CYPP) 2014-18 both use more active language and statements in the presentation of their objectives. For instance, objectives commence with a verb such as 'provide' 'undertake' or 'ensure', and are introduced more directly using the phrase 'the Council will ...'. The future policy should adopt a similar approach to articulate its objectives.

⁷⁴ The Australian Collaboration, *A Multicultural Australia*, <http://www.australiancollaboration.com.au/pdf/FactSheets/Multicultural-Australia-FactSheet.pdf>

⁷⁵ K.Malik, 'Multiculturalism undermines diversity', *The Guardian*, 2010, <http://www.theguardian.com/commentisfree/2010/mar/17/multiculturalism-diversity-political-policy>

Strategic directions

This section details the key achievements, relevant core business, and challenges and opportunities identified against each of the policy's four strategic directions.

Strategic Direction 1: Recognising and Respecting Diversity

This strategic direction focuses on Council's leadership role in supporting inclusion and integration, promoting improved understanding of key issues, and appreciating the rich histories and traditions of Hobsons Bay's diverse communities.

Quantitative analysis

Thirty-one actions were led by five Council departments in response to this strategic direction. Most actions were reported as 'completed' or 'progressing'. Further detail is provided in Table 25. The following actions were reported as 'deferred', 'not started' or 'no longer relevant':

- explore with the Journeys to Australia project participants their interest in continuing to share their stories (no longer relevant, 2013-14)
- provide information to CALD Seniors Group about the management of their clubs with a particular focus on incorporation and governance (no longer relevant, 2013-14)

Table 25: Summary of actions for Strategic Direction 1

Summary	31 actions led by 5 departments: Community Care (CC), Community Development (CD), Cultural and Economic Development (C&ED), Libraries (Libs), Strategy and Advocacy (S&A)
Year 1: 2011-12	10 actions led by 4 departments (CC, CD, C&ED, Libs) 4 completed 6 progressing
Year 2: 2012-13	9 actions led by 3 departments (CD, C&ED, Libs) 7 completed 2 progressing
Year 3: 2013-14	7 actions led by 4 departments (CC, CD, C&ED, Libs) 2 completed 3 progressing 2 no longer relevant
Year 4: 2014-15	5 actions led by 3 departments (CD, C&ED, S&A)

Key achievements

Cultural diversity has been recognised through a number of Council events. In recent years, the **Altona Beach Festival** has included various culturally diverse stall holders and performances. Council's Cultural and Economic Development department has partnered with Louis Joel Arts and Community Centre to present an **exhibition of personal stories and photos of Maltese people** and their families. Additionally, Libraries and Community Development have collaborated to produce and launch **Journeys to Australia**, an online book featuring 68 stories about migrant experiences. Many of these events were linked to Cultural Diversity Week, which provides a focal point for Council activities to recognise and celebrate cultural diversity.

Council has supported and led a number of capacity building opportunities for CALD communities. The **Laverton Karen Intercultural Dialogue and Learning Program** delivered ten workshops to

improve access to services in the Laverton area. Council also delivered a capacity building program to enable CALD community groups to develop ideas into funded projects.

Council's **Multicultural Advisory Group** plays an important role in strengthening CALD communities' involvement in civic life. The MAG has provided culturally appropriate advice and recommendations on a number of Council policies, programs and services, including the CHWP 2013-17 and Racism It Stops With Me Community Arts Project. Members have also been supported to learn more about Council activities and directions, making them better informed advocates for their respective communities. Additionally, the group worked with Council to host a Multicultural Forum in August 2013, which aimed to foster intercultural dialogue and provide opportunities to break down barriers between groups. The Forum is discussed in greater detail in Chapter 5, Consultation Review.

Core business

The **English Conversation Club** started at Laverton Community Hub as a year three action and was offered again in 2015. It is aimed at refugees and asylum seekers, and supports local residents to improve their English language skills. This action is now seen as core business for the Hub.

Cultural Diversity Week has also been incorporated into Council's core business, after starting as a year one action. In 2015 the week featured events hosted by a range of departments and community organisations. Examples include the Behind This Smile project, Hobsons Bay Multicultural Playgroups celebration, Colourfest film screening and 'A Taste of Harmony' staff morning tea.

Council also regularly provides financial and promotional support to a range of **local cultural events** such as the Diwali and Eid Festivals. Finally, Youth Services have incorporated '**girls only**' programs into its core business, and will deliver these where required to maximise participation amongst CALD young people.

Challenges and opportunities

Some objectives under this strategic direction are difficult to measure and generally not covered in the evaluation process. Examples include facilitating intercultural dialogue and enhancing the community's understanding of diversity. The next policy should continue to promote these objectives, but provide guidance as to how they may be understood, measured and reported.

Strategic Direction 2: Integrated Planning and Culturally Appropriate Service Delivery

This strategic direction focuses on Council's efforts to deliver activities and services that are culturally appropriate, and to advocate on behalf of diverse communities to ensure needs are understood and addressed.

Qualitative analysis

Thirty-four actions were led by ten Council departments in response to this strategic direction. Most actions were reported as 'completed', 'progressing' or 'ongoing'. Further detail is provided in Table 26. The following actions were reported as 'deferred', 'not started' or 'no longer relevant':

- undertake consultation with sports and recreation providers and community groups to identify needs, barriers and gaps for the CALD community in accessing Council’s recreation services and facilities (no longer relevant, 2013-14)
- finalise the report on research into the extent to which CALD groups are accessing Council’s recreation services and facilities and identification of gaps and barriers that affect CALD community use and levels of participation (no longer relevant, 2013-14)

Table 26: Summary of actions for Strategic Direction 2

Summary	34 actions led by 10 departments: Assets, Sport and Recreation (AS&R), Community Care (CC), Community Development (CD), Customer Service (CS), Family, Youth and Children’s Services (FY&CS), Libraries (Libs), Organisation Development (OD), Planning, Building and Health Services (PB&HS), Strategic Communications and Community Relations (SC&CR), Strategy and Advocacy (S&A)
Year 1: 2011-12	9 actions led by 5 departments (CC, CD, Libs, OD, SC&CR) 3 completed 5 progressing 1 ongoing
Year 2: 2012-13	14 actions led by 8 departments (AS&R, CC, CD, CS, FY&CS, OD, PB&HS, S&A) 8 completed 6 progressing
Year 3: 2013-14	8 actions led by 4 departments (AS&R, CC, CD, OD) 4 completed 2 progressing 2 no longer relevant
Year 4: 2014-15	3 actions led by 3 departments (CC, FY&CS, OD)

Key achievements

The Community Care department has taken proactive steps to ensure its services and activities are culturally appropriate. **An audit of language spoken and cultural background** amongst direct care staff was completed leading to a recruitment focus on Italian and Greek speaking candidates (to reflect the main languages spoken within the client base).

Council has played a central role in formalising a **partnership to deliver water-based recreation programs** for people from CALD backgrounds. This initiative demonstrated strong Council leadership as it is important for coastal municipalities to promote safe behaviour in and around our beaches. The partnership (between Council, Life Saving Victoria, Aquatics and Recreation Victoria and the Western Bulldogs Football Club) has delivered 30 sessions, including beach sessions, educational sessions, and swim and water familiarisation programs. An average of 23 participants attended each session. The Family, Youth and Children’s Services department has also engaged with the Western Bulldogs and other stakeholders to support newly-arrived young people to access sporting activities.

Libraries established a partnership with two local schools to deliver the **Global Homework Support program**. Initially this program was planned as a mainstream initiative, but all 26 participants were people from the local CALD community, including 30 per cent who were recently arrived and still learning English. The program evaluation revealed that it successfully engaged parents, provided students with more confidence and supported improved performance at school.

Council has been particularly active implementing actions to support staff to understand community needs and develop skills to deliver culturally appropriate services. The Organisation Development department (in collaboration with Community Development) has introduced and reviewed **compulsory cultural diversity training** for all new staff. A range of other staff training activities have been offered, including a series of cultural competence workshops, a writing for translation workshop, and cultural diversity and equal opportunity workshops delivered by the Victorian Human Rights and Equal Opportunity Commission. A **cultural diversity snapshot fact sheet** was also developed by the Strategy and Advocacy department (as part of the community profile informing the CHWP 2013-17) and has been promoted across the organisation.

Council's Community Development department has played a leading role in the establishment and strengthening of the **Hobsons Bay Settlement Network**. The Network evolved from the Laverton Settlement Services Network, which was established as part of the Laverton Renewal Project to coordinate the provision of settlement services. It aims to work collaboratively to address settlement issues through assistance, support and advocacy. The Network includes community members, as well as service providers and community groups that are funded to deliver settlement services in Hobsons Bay.

A **Hobsons Bay Settlement Services Directory** was also produced, which lists the key agencies and community groups providing services or support to recently arrived migrants, refugees and asylum seekers. The Network also contributed to a research project that consulted with local service providers to determine the key settlement issues in Hobsons Bay (this project is discussed in greater detail in Chapter 5, Consultation Review).

Core business

A range of **general policies and services** are inclusive of CALD communities, including the CHWP 2013-17, Council Plan 2013-17, HACC assessment and services, and Emergency Management Coordination activities. Some targeted programs have also become Council core business, including workshops for CALD communities as part of **the My Smart Garden program**. Additionally, the provision of **translated materials** has become core business for a number of departments, including Planning, Building and Health Services and Libraries. Finally, a number of departments have undertaken **cultural diversity training**, including Family, Youth and Children's Services and Customer Service, which routinely provides staff training for the Hobsons Bay Language Line and telephone interpreting service.

Challenges and opportunities

While some departments have taken proactive steps to promote culturally appropriate service delivery, a consistent approach has not been introduced as was initially proposed within the policy. The future policy should maintain a whole of Council approach to encourage all departments to assess and (where required) improve the cultural appropriateness of services and activities.

Similarly, while the HBSN has promoted increased collaboration and information sharing, there has been a lack of coordinated Council advocacy activities to attract additional resources or settlement services. The recently adopted Advocacy Strategy 2014-18 provides a basis for Council advocacy on a

range of critical issues, many of which are relevant to CALD communities. The future policy should maintain an emphasis on Council’s advocacy role for CALD communities with regard to resources and services, while acknowledging and supporting the broader context addressed by the Advocacy Strategy.

Finally, while Council has been active in a range of program and project level partnerships, it has not participated in strategic partnerships which specifically address issues for CALD communities. However, it has participated in other forums that indirectly respond to related issues such as the Preventing Violence Together partnership, which aims to prevent violence against women. This is a gap more generally across the western metropolitan region, with the North and West Metropolitan Regional Advisory Committee being the only regional forum available to raise issues relating to CALD communities. The future policy should encourage Council to participate in CALD-specific strategic partnerships where such opportunities arise.

Strategic Direction 3: Building a Sense of Belonging

This strategic direction focuses on Council’s role in challenging racial and religious discrimination and supporting residents to freely enjoy their cultural diversity. It aims to foster a sense of belonging amongst CALD communities, which the policy describes as the feeling of being connected and accepted within the community.

Qualitative analysis

Thirty-six actions were led by seven Council departments in response to this strategic direction.

Table 27: Summary of actions for Strategic Direction 3

Summary	36 actions led by 7 departments: Assets, Sport and Recreation (AS&R), Community Development (CD), Cultural and Economic Development (C&ED), Customer Service (CS), Family, Youth and Children’s Services (FY&CS), Libraries (Libs), Organisation Development (OD)
Year 1: 2011-12	12 actions led by 6 departments (AS&R, CD, C&ED, FY&CS, Libs, OD) 5 completed 4 progressing 2 ongoing 1 deferred /// 1 less no longer relevant
Year 2: 2012-13	8 actions led by 5 departments (AS&R, CD, CS, FY&CS, Libs) 7 completed 1 progressing
Year 3: 2013-14	11 actions led by 5 departments (AS&R, CD, C&ED, FY&CS, OD) 7 completed 2 progressing 1 not started 1 no longer relevant
Year 4: 2014-15	5 actions from 4 departments (AS&R, CD, C&ED, OD)

Most actions were reported as ‘completed’, ‘progressing’ or ‘ongoing’. Further detail is provided in Table 27. The following actions were reported as ‘deferred’, ‘not started’ or ‘no longer relevant’:

- foster social inclusion and create social connections for recently arrived communities through sport (deferred, 2011-12)

- review Organisation Development policies in light of the Charter of Human Rights (not started, 2013-14) - *this action is included within the year four (2014-15) action plan*
- Youth Services will support the implementation of the new and emerging communities youth leadership program, led by the Western Bulldogs Football Club (no longer relevant, 2013-14)

Key achievements

Council has led by example in challenging racism through the current multicultural policy. After signing an agreement with the AHRC in support of the National Anti-Racism Campaign, Council subsequently developed and implemented a range of organisational and community actions as part of the **Racism It Stops with Me campaign**. These include providing equal opportunity and human rights training sessions to over 100 staff, placing the campaign logo in all staff email signatures, and implementing the **Talking Difference Studio project**, which provided an opportunity for community members to express their views on cultural diversity.

A range of other activities have also occurred to challenge racism and discrimination. Examples include **cultural diversity workshops** for community organisations, further commitment to human rights in Youth Services promotional materials and leadership programs, and Council's signing of the **Refugee Welcome Zone declaration** with the Refugee Council of Australia.

Council's Libraries have played a leading role in supporting CALD communities to celebrate and showcase their diversity and heritage. A number of groups have **promoted their national days in library displays**, including the Karen and Polish communities. This practice has been incorporated into library core business with a number of other communities taking advantage of this opportunity. Several community groups have also submitted applications for **community grants funding**, with support from the Community Development team. The Cultural and Economic Development department has also been active in supporting a number of **multicultural exhibitions**, in partnership with the Louis Joel Arts and Community Centre.

Council has played an important role in activities to promote an enhanced sense of belonging for CALD communities. In 2012, the **New and Emerging Communities Youth Leadership Program** (NECYLP), delivered in partnership with Victoria Police, Western Bulldogs and the New Hope Foundation, engaged 22 recently arrived young people through a range of activities, including a camp, four workshops and graduation ceremony. A reunion was subsequently organised to celebrate the program's achievements between 2006 and 2013, with more than 80 people attending and a DVD produced to raise further awareness of the program.

The **Karen Healthy Food and Living Program** has also been effective in supporting the local community and helping to foster a sense of belonging and inclusion. It was initially delivered as a year three action and was again provided in 2015. The program includes ten workshops addressing key health and wellbeing needs such as healthy eating, basic cooking techniques, reducing the costs of bills and knowing where to locally buy affordable and healthy groceries. Program evaluation revealed participants had made important changes as a result of the program, including giving their children water to drink instead of cordial or flavoured milk, limiting their visits to fast food restaurants, eating more fruit and vegetables, and growing their own vegetables and herbs at home.

Core business

A number of core business projects and activities have been led by Council to support diverse communities, including bilingual storytime sessions, youth leadership and employment programs, swimming programs and various school-based anti-bullying, human rights and diversity programs.

Challenges and opportunities

While Council has undertaken a wide range of actions that aim to build an improved sense of belonging, it is difficult to measure how successful these have been. The next policy should more clearly describe 'sense of belonging' and provide guidance as to how it may be understood, measured and reported.

Additionally, while Council has been active in challenging racism, there appear to be some gaps regarding the internal awareness of the Charter of Human Rights and Responsibilities. New staff members receive an overview as part of compulsory diversity training, but existing workers are not required to attend and may not fully understand how the Charter is relevant to their work. The future policy should continue to directly reference the Charter, supported by broad promotion across the organisation.

Finally, despite being raised regularly during community and stakeholder consultation, sport and recreation were not a regular member of the Multicultural Working Group therefore actions that they undertook within this space were often not communicated across the working group and may have not been as integrated or aligned to the overarching strategic directions of the Multicultural Policy. This is largely a missed opportunity under the current policy, but the recently-developed Sport and Recreation Strategy (SRS) 2014 provides some direction for future activities. The Strategy identifies inclusiveness and participation as key issues and opportunities, and proposes various strategies such as improving affordability, developing outreach programs, and increasing access to Council-owned sporting facilities. There is also a growing awareness that some sport and recreation opportunities popular within CALD communities are less formal (eg. social cricket programs) and that specific support is necessary to understand and address specific cultural needs. As such, the future multicultural policy should work alongside the SRS to further develop the role of sport and recreation in building a sense of belonging, supported through increased engagement with local sports clubs and associations.

Strategic Direction 4: Communication and Information

This strategic direction focuses on activities to ensure that all residents (regardless of language, cultural background, level of education or other disadvantage) can access Council information and services.

Qualitative analysis

Fifty-three actions were led by ten Council departments in response to this strategic direction. This is the highest number of actions aligned with any of the policy's four strategic directions. This may be the result of its high priority within Council and the community, as well as being an area where Council has a stronger role and more opportunities to directly influence outcomes. Most actions

were reported as ‘completed’, ‘progressing’ or ‘ongoing’. Further detail is provided in Table 28. The following actions were reported as ‘deferred’, ‘not started’ or ‘no longer relevant’:

- develop information resource on Council services in a variety of languages (deferred, 2011-12)
- explore development of an audio resource on Council services particularly targeting newly arrived communities (deferred, 2011-12)
- explore options to use ‘Google translate’ for the Council website (no longer relevant, 2012-13)
- Disability Access and Inclusion Strategy 2013-17 referred to the Multicultural Advisory Group to assess language simplicity (no longer relevant, 2012-13)
- collect data on ethnicity as part of a gambling attitudes survey (no longer relevant, 2012-13)
- explore the development of a CALD communication strategy with other relevant departments such as Community Development, Planning and Recreation (not started, 2013-14) - *this action is included within the year four (2014-15) action plan*
- redevelopment of the Community Care Handbook for residents to be more inclusive of multiculturalism, include multicultural groups in the review and translate into five main languages (not started, 2013-14) - *this action is included within the year four (2014-15) action plan*
- a plain English guide to the job application process for Council positions is available on the website (not started, 2013-14) - *this action is included within the year four (2014-15) action plan*

Table 28: Summary of actions for Strategic Direction 4

Summary	53 actions led by 10 departments: Assets, Sport and Recreation(AS&R), Community Care (CC), Community Development (CD), Cultural and Economic Development (C&ED), Customer Service (CS), Libraries (Libs), Organisation Development (OD), Planning, Building and Health Services (PB&HS), Strategic Communications and Community Relations (SC&CR), Strategy and Advocacy (S&A)
Year 1: 2011-12	11 actions led by 6 departments (AS&R, CD, C&ED, CS, Libs, SC&CR) 4 completed 3 progressing 2 ongoing 2 deferred
Year 2: 2012-13	14 actions led by 9 departments (AS&R, CC, CD, C&ED, CS, Libs, PB&HS, SC&CR, S&A) 5 completed 6 progressing 3 no longer relevant
Year 3: 2013-14	16 actions led by 8 departments (CC, CD, CS, Libs, OD, PB&HS, SC&CR, S&A) 4 completed 9 progressing 3 not started
Year 4: 2014-15	12 actions led by 7 departments (CC, CS, Libs, OD, PB&HS, SC&CR, S&A)

Key achievements

The introduction, promotion and monitoring of the **Hobsons Bay Language Line** is perhaps Council’s most significant contribution to the provision of information in a variety of formats and languages. The Language Line provides recorded information about key Council services in nine community

languages, as well as an option to connect to an interpreter for direct communication with a Council staff member. Usage has been impressive with 646 calls and 59 interpreter requests recorded between August 2013 and January 2015. The Language Line has quickly become embedded in core business, with the logo now included in all Council publications and awareness continually rising across the organisation.

Cultural and Economic Development department led the **Night of 1,000 Lights project**, a series of creative workshops (with interpreter and translation support) to support the participation of local schools and refugee groups. This was one of a small number of actions to enable diverse communities to participate meaningfully in Council activities and processes.

Council has also implemented a number of other initiatives to provide information in varied formats and languages. These include an expanded **language other than English library collection**, changes to the **food vendor registration process** which make it easier to navigate, and the development and distribution of **translated immunisation information** packs into four community languages (Arabic, Chinese, Vietnamese and Karen).

Several Council departments have also been active in the development and implementation of language services. Examples include translated library brochures, Translating and Interpreting (TIS) Service training for customer service staff, and the promotion of the TIS on Council publications such as the immunisation calendar and infringement notices.

Core business

Interpreters are regularly used by council departments delivering community services, including early years (immunisation, maternal and children's health visits) and HACC services. During 2014, interpreters were used on 158 occasions for early years services, with nearly half of these for Karen-speaking residents. Interpreters were used on a further 30 occasions for HACC services, with almost half of these for Greek-speaking clients.⁷⁶ Council's **mobile customer service sessions** are also routinely delivered to CALD community groups.

Challenges and opportunities

There are still many Council publications and resources that are only produced in English. Some of these will be translated during the policy's final year, but the need for translated materials is ongoing and should be addressed further in the future policy.

While the policy has supported some culturally appropriate avenues for residents to communicate and discuss their concerns (such as the Multicultural Forum), there are few other examples provided within action plans and progress reports. Consultation for the future policy should be developed and implemented to maximise participation, and the policy itself may seek to highlight communication and community engagement barriers in conjunction with the forthcoming Community Engagement Framework.

⁷⁶ Hobsons Bay City Council internal data.

Monitoring and review

The Multicultural Policy 2012-15 outlines three key monitoring processes to guide implementation: annual action plans, senior management oversight and annual progress reporting to Council. This section evaluates the extent to which this has occurred and provides some suggestions for the future policy.

Annual action plans will be developed with measureable actions

Each year Council departments are asked to develop actions which respond to one or more of the policy's strategic directions. These are documented in annual action plans and reported in annual progress reports to Council. These documents provided the basis for the evaluation presented in the previous section.

The four action plans developed over the life of the policy include a range of actions that address each strategic direction. Actions are generally measurable at a process level, i.e. have we done what we said we would do, and to an acceptable standard? However, only a small proportion of the actions appear to have been formally evaluated.

Under the future policy, Council departments should be encouraged and supported to develop brief evaluation reports which outline how actions have been implemented and, where possible, provide additional details such as numbers of attendees and results of participant surveys. More in depth evaluation will help Council and staff understand what worked well in project/activity, what could be strengthened, and if the project/activity should continue next financial year. Evaluation is also an issue for the implementation of Council's other social policies: the Ageing Well Strategy 2007-17, the Disability Access and Inclusion Strategy 2013-17 and the CYPP 2014-18.

More detailed evaluation of the current policy at an impact (is what we are doing having any effect?) and outcome level (have we achieved our goals?) is particularly challenging due to lack of local data as well as the limited ability to isolate Council's impact from other organisations impact e.g. Council may not be the only organisation running healthy eating programs. While it is likely that the policy is having positive effects, this is difficult to independently verify. The future policy should aim to identify and/or develop indicators to measure how effective it has been in achieving its broad strategic directions.

The Victorian Government's multicultural policy adopts this approach, and includes a number of key indicators that are being used to track its progress (see Chapter 3, Legislative and Policy Context). Relevant cultural diversity questions within future Hobsons Bay Community Surveys may also be used to monitor the policy.

While the implementation of the current policy has been structured around annual action plans, other councils have adopted a different approach. For example, the City of Ballarat included a five year action plan within its Cultural Diversity Strategy 2009-14.⁷⁷ Similarly, Monash City Council has

⁷⁷ Ballarat City Council, *Cultural Diversity*, <http://www.ballarat.vic.gov.au/pc/cultural-diversity.aspx>

developed a four year multicultural action plan to support the implementation of its overarching Access and Equity Framework 2013-17.⁷⁸

These Councils develop all of the actions at the start of the process, and actions are directly informed by consultation with the community, staff and relevant advisory committees. Actions are reviewed and reported annually, with a major review taking place when the policy expires after four or five years. This approach has some potential advantages over Council's current annual action plan process, including:

- being less onerous on council departments who are not required to develop actions on an annual basis
- supporting closer strategic alignment between actions and the policy's goals and objectives
- involving the community and stakeholders directly in the development of actions
- providing an option for more complex actions to be implemented over multiple years

An important disadvantage of this approach, however, is the additional time and effort required to develop a multi-year action plan at the same time as the policy framework. Another disadvantage is potential lack of responsiveness to issues that may emerge during the life of the policy, although this may be countered through a flexible annual review process. These alternative approaches may be considered in a review of future policy implementation.

Senior management from across Council will oversee implementation

Senior management sees the implementation of the policy in two ways. Firstly, Council's Corporate Management Team (CMT) receives annual progress reports (these are described more fully in the next section). Secondly, Council's Community Wellbeing Cross Directorate group (formerly the Social Policies Cross Directorate) receives six monthly progress reports.

During the policy's first year, updates were provided to the Social Policies Cross Directorate. This group included managers whose departments were leading actions under the policy. Following the development of Council's CHWP, this group evolved into the Community Wellbeing Cross Directorate group. This new group has expanded membership (all managers attend) but has additional priorities which mean that Council's social policies (including the multicultural policy) receive less attention.

Although it is not made up of senior management representatives, it is worth noting the implementation role of Council's Multicultural Policy Working Group. The Group includes staff members (at coordinator and officer level) from the key departments involved in implementation of the policy. It has identified a range of issues and challenges during policy implementation, including educating staff about different cultures, supporting CALD employees to build a sense of belonging and providing information in different languages. The future MPWG may be strengthened further by

⁷⁸ Monash City Council, *Access and Equity*, <http://www.monash.vic.gov.au/community/access-equity.htm>
Other examples include the City of Greater Geelong's Multicultural Action Plan 2011-2014, Brimbank City Council's Settlement Action Plan 2013-2017 and the City of Stonnington's Draft Cultural Diversity Policy 2015-2019.

seeking representation from other departments considered appropriate to support implementation such as Governance and Local Laws and Infrastructure and Projects.

Progress reports will be presented to Council on an annual basis

Annual progress reports are compiled at the end of each financial year and presented to Council's CMT. They provide an overview of the actions undertaken to implement the policy, as well as a description of key achievements and ideas to support the development of the next action plan.

Consideration should be given to making these reports (and future action plans) available to the community on Council's website and selected Council facilities. This approach would introduce a high level of transparency and accountability regarding the policy implementation and monitoring, and is in line with the practice at neighbouring Councils (see Chapter 3, Legislative and Policy Context). The future policy should also include a statement of achievements made under the previous policy to demonstrate Council's previous activities to support cultural diversity in Hobsons Bay.

Feedback

In December 2014, feedback on the current multicultural policy was sought from the MAG and MPWG. Members worked in groups to respond to three evaluation questions. This activity highlighted the benefits of consulting staff on Council policies, and it is suggested that staff be given the opportunity to again participate in future consultation activities.

How useful has the policy been for you?

MPWG members indicated that the policy provides practical support when working with CALD communities. For instance, it helped guide planning for a new staff member, and assisted another in complying with funding requirements. Another member indicated that their department refers to the policy when developing publications and articles relating to the CALD community. It was also suggested that it prompts staff to reflect on their work and consider how it may be more accessible to people from a CALD background.

The policy was acknowledged as a significant public commitment to cultural diversity which helped to raise awareness within Council. One working group member commented that a mainstream program would not have been adapted for the CALD community if the policy had not drawn attention to the need. By contrast, some members indicated that the policy is too high level and is not particularly relevant, accessible or useful to some staff, particularly frontline officers.

What has the policy achieved within Council and the community?

The MAG indicated that events such as the Multicultural Forum help to make people from CALD backgrounds feel part of the community, and promote inclusion and learning through the sharing of stories and personal histories. The MAG also mentioned the Racism It Stops With Me campaign and Interagency Network as examples of Council leadership in promoting a diverse and inclusive community.

The MAG indicated that the introduction of the Language Line was an important achievement of the policy, which supported improved access to Council services for CALD communities. More generally,

the MAG advised that the current policy has supported the community to have a voice which helps to guide Council's work. Finally, the group suggested that cultural diversity training and other learning opportunities have helped to improve Council staff understanding of different cultures.

MPWG members suggested that the policy provides direction for their work by offering a starting point for programs, identifying strengths and weaknesses, making them accountable, and strengthening connections with CALD communities. The policy has also raised awareness of cultural diversity across the organisation by encouraging discussion and highlighting the need to make programs more inclusive.

The working group also highlighted that the policy is a strong public commitment from Council to support cultural diversity. The group indicated further that the policy has played an important community capacity building role in supporting MAG members to become stronger advocates for their communities. Finally, members recognised the range of practical supports that have emerged through the policy, including the Language Line and professional development opportunities.

What suggestions would you make for improvement?

MPWG members made a number of suggestions with regards to the future policy's internal promotion, including how the policy is communicated across the organisation, how it can be made more relevant and immediate to staff, and how departments can work together to develop actions. Practical suggestions included internal promotion via a 'roadshow' presentation (either a standalone event or at departmental/unit meetings) and focusing on tangible actions rather than high-level strategic directions.

A further suggestion from the working group was to develop a shorter version of the policy (one or two pages) that provides a snapshot of its vision, goals and objectives and practical examples of how it may be used. The group also suggested that action plans be made more readily available to staff, both online and as a printed document. Finally, it was suggested that additional data on CALD young people would help to identify barriers, determine how they access activities and services, and ultimately develop more effective program and project responses.

MAG members raised issues that require further investigation, including difficulties accessing interpreter services when visiting the doctor, and a lack of sports facilities and employment opportunities for emerging communities in Laverton. It also suggested that cultural change takes a long time and needs to be supported further through the development and implementation of the future policy. The current policy does not directly address these broad issues, and the future policy should highlight these to ensure they are addressed in conjunction with other council policies, including the CHWP and the Advocacy Strategy.

Conclusions

Council has had many achievements over the life of the current multicultural policy. Highlights include the establishment of the Hobsons Bay Language Line, progression of the Racism It Stops With Me campaign, introduction of cultural diversity training for new staff, and increased recognition of cultural diversity through events, awards and community displays. However, work is

still required to consolidate these gains and to respond to ongoing and emerging issues for CALD communities.

Some gaps have emerged within the current policy, including alignment with Council's population health approach, measuring impact and outcomes, developing and articulating objectives, and building organisational capacity to implement and evaluate actions. Additionally, some opportunities have not attracted sufficient attention, including sport and recreation programs and advocacy to obtain resources and services for CALD communities.

Overall, the Multicultural Policy 2012-15 appears to have made progress toward establishing Hobsons Bay as a municipality which better understands, respects and celebrates its cultural diversity. It may be considered a success in its own right, as well as a strong foundation for further activities.

5 Consultation review

A range of consultation activities have taken place to inform the development of Council's Multicultural Policy 2016-20.

This section provides an overview of community and stakeholder consultation since the release of the current policy in 2012. It discusses some of the issues raised through these activities, identifies gaps and proposes suggestions for consideration in future policy development and implementation.

Multicultural Policy 2016-20 Consultation (February 2016)

A comprehensive consultation process was undertaken between September and November 2015 to inform the development of the Multicultural Policy 2016-20.⁷⁹

Methodology

Various activities were developed to provide different ways of for people to have their say, including focus groups, community survey, filmed interviews, online engagement and staff survey. Established communities, new and emerging communities, young people, women, service providers, faith leaders, the Multicultural Advisory Group and Council staff participated.

The purpose of consultation was to identify:

- **strengths** of CALD communities and current service provision
- **gaps, challenges and issues** for CALD communities
- **solutions** to make Council and the community more accessible and welcoming for people from different cultural backgrounds

A targeted approach was used throughout the process which brought consultation opportunities directly to CALD communities. Focus group sessions were held in community settings (such as libraries and community centres), surveys were translated into community languages and distributed to local meeting places, and interviews were conducted at various cultural festivals and events.

Results

Consultation participants told Council about a number of strengths. Local learning opportunities, social and community groups, close-knit communities based on shared religious beliefs, and Hobsons Bay's strong tradition of festivals and events were all highlighted. Council's support for cultural celebrations, services such as libraries and community grants, and multicultural programs were also identified as strengths.

Consultation participants identified a wide range of gaps, challenges and issues for CALD communities in Hobsons Bay. Finding a job is a critical challenge, particularly for new and emerging communities. Access to education, housing and transport were also raised as significant challenges.

⁷⁹ For a detailed account of the consultation methodology and results, see Hobsons Bay City Council (2016) *Multicultural Policy 2016-20: Consultation Report*, prepared by CQ Cultural Consulting, February 2016.

Access to community and sporting facilities and activities was identified as a gap by numerous participants, both from established and new and emerging communities. Participants also highlighted the need to maintain cultural traditions and involve young people in cultural celebrations and events.

Limited English proficiency was identified as a broad and critical challenge to access and participation for people from a NESB. While racism and discrimination was noted by a smaller number of participants, the impact on people and communities can be particularly challenging, including increasing public safety concerns for Lebanese women. Finally, Council's community consultation, communications and promotional material were highlighted as areas for improvement to fully engage CALD communities.

Consultation participants proposed many solutions to the challenges facing CALD communities in Hobsons Bay. Ideas to improve access to employment included information sessions, mentoring programs, networking opportunities and promotion of employment support services. Suggestions to improve education were also raised such as homework support, stress management classes for young people and support for English language classes.

Participants suggested various solutions to create more opportunities for cultural interaction and generally make Hobsons Bay more welcoming for people from different cultures. Examples included increased support for festivals and events, place of worship 'open days', and a cultural games festival. A number of community programs were also suggested, including a cross-cultural orientation mentoring program, targeted sports and recreation programs, and mental health awareness workshops.

Consultation participants suggested many solutions for Council, including the following:

- access to services and facilities – develop an online booking system for Council facilities; deliver tailored workshops for CALD communities
- promotion – improve promotion of Council's role, services and facilities to CALD communities; work with settlement services to provide information to new and emerging communities
- language – increase use of interpreters and translated information; deliver workshops and correspondence in community languages
- community engagement – continue to build and maintain relationships with CALD communities; better communication of Council policies, including through ethnic media
- staff – employ more staff from CALD backgrounds; provide additional training to increase staff knowledge of different cultures
- advocacy - involve CALD communities more in the advocacy process and continue to lobby on key issues such as public transport, health services and affordable housing

Finally, sentiments on multiculturalism were overwhelmingly positive with strong support for a multicultural Hobsons Bay which provides opportunities for everyone to understand and learn from each other.

Priority areas

Seven priority areas were identified for the Multicultural Policy 2016-20, based on analysis of consultation results and the issues (see Chapter 6, Key issues) and recommendations (see Chapter 7, Summary and recommendations) presented in this background paper:

1. **Promote social cohesion** – while there is strong support for multiculturalism in Hobsons Bay, members of some CALD communities experience racism, have public safety concerns and feel disconnected from the broader community.
2. **Maintain and celebrate cultural identity** - shared celebrations, festivals, events and cultural practices are critical for CALD communities and make Hobsons Bay a more vibrant, colourful and stronger community.
3. **Access to community activities and facilities** – some CALD communities experience barriers to community activities (e.g. sport and recreation and volunteering) and facilities (e.g. sports fields and community centres), which represents a missed opportunity to improve health and wellbeing outcomes.
4. **Reduce language barriers** - limited English proficiency is a broad and critical challenge for many CALD communities, affecting access to and participation in employment, education, health services, and Council services and facilities.
5. **Address employment barriers and other settlement challenges** - there are numerous barriers to employment for CALD communities, while new and emerging communities face a range of other challenges to settlement such as access to education, housing, transport, and cultural orientation programs.
6. **Access to services** - some CALD communities find it difficult to access local, affordable, culturally appropriate and targeted services, while promotion also needs to be improved as some groups are unaware of available services.
7. **Access to Council** - some CALD communities have difficulties understanding Council's role, promotions and information, as well as accessing services and facilities, community engagement activities and decision-making processes.

Annual Community Surveys (September 2014, October 2015)

In 2014, Hobsons Bay City Council conducted its first in-depth Annual Community Survey. The survey was undertaken again in 2015. Both surveys aimed to measure community satisfaction with Council services and facilities, as well as community sentiment regarding various issues of concern within the municipality.⁸⁰

Many of the questions from the 2014 survey were repeated in 2015. Where relevant, comparison to the latter survey is provided below. A smaller number of questions were replaced with new questions in 2015 to capture data on additional topics, including experiences of discrimination and attitudes to cultural diversity. Eight hundred respondents participated in face-to-face interviews for

⁸⁰ All data discussed in this section is sourced from Hobsons Bay City Council, *2014 Annual Community Survey*, prepared by Metropolis Research, September 2014 and Hobsons Bay City Council, *2015 Annual Community Survey*, prepared by Metropolis Research, October 2015.

the 2014 survey, including 199 people from a NESB. A total of 807 respondents participated in 2015, including 199 people from a NESB.

In 2014, people from a NESB reported higher levels of satisfaction (6.91 out of 10) with Council’s overall performance compared to people from an ESB (6.50 out of 10). In 2015, people from a NESB again reported a higher level of satisfaction with Council’s overall performance (6.91 vs. 6.69).

More detailed analysis of the 2014 results provides a broad indication of some issues for CALD communities. Public transport emerged as a more important issue for people from a NESB (mentioned by 18.1% of respondents, ranked 2nd) compared to those from an ESB (12.6%, ranked 5th). However, this issue did not emerge as strongly in 2015, mentioned by only 3.8 per cent of people from a NESB (ranked equal tenth).

The 2014 survey also indicated that some issues appear to be more important for CALD communities, including ‘health and medical services’ and ‘community activities events, arts and culture’. The 2015 survey restated the significance of health and medical services, but there was less emphasis on community activities, events, arts and culture.

Other subtle differences emerge from the survey results. Perhaps the most significant of these relate to financial stress. In 2014, people from a NESB were less likely to experience ‘no stress’ (39.6% vs. 46.1%) and more likely experience to ‘heavy stress’ (7.9% vs. 5.7%) when meeting their monthly rental or mortgage repayments. On a more positive note, the 2014 survey revealed that a smaller proportion of people from a NESB background report never having been in a situation of running out of food and not being able to afford to buy more (87.9% vs. 92.3%).

Compared to people from a ESB, people from a NESB who completed the 2014 survey reported slightly lower perceptions of safety in various situations, including during the day (2.1% vs. 1.1%), at night (12.4% vs. 9.2%) and in and around local shopping areas (2.8% vs. 1.9%). This trend was again evident in the 2015 survey, with people from a NESB expressing slightly lower perceptions of safety in these situations. Notably, neither survey revealed differences with regards to perceptions of safety when ‘travelling on/waiting for public transport’. Finally, when responding to the 2014 survey, fewer people from a NESB expressed a high level of agreement with statements relating to healthy living (see Table 29).

Table 29: High level of agreement with healthy living statements (NESB vs. ESB)

	NESB %	ESB %
There are enough opportunities to connect socially with people in the local area	47.2	57.1
I can get help from friends, family and / or neighbours when needed	66.9	77.0
I can safely walk to destinations and amenities in my neighbourhood	65.8	77.9
I can easily access fresh fruit and vegetables in my local area	72.6	85.0

Source: Hobsons Bay City Council, 2014 Annual Community Survey

The 2015 survey included questions specifically relating to discrimination and cultural diversity. Just fewer than ten percent of respondents (9.4%) reported that they had witnessed, experienced or

both witnessed and experienced discrimination because of skin colour, ethnic origin or religion. There was no measureable variation in these results in relation to gender, age or between people from an English and non-English speaking background. According to survey respondents who witnessed and/or experienced discrimination, it most commonly occurred in shops or restaurants (38.2%), on or waiting for public transport (28.9%), the local neighbourhood (19.7%) and work (17.1%).

Respondents to the 2015 survey were also asked to indicate their level of agreement with four statements regarding cultural diversity (summary response is indicated in brackets):

- *People from racial, ethnic, cultural and religious groups make Hobsons Bay a better place to live* (very strong agreement, 97.5%)
- *The Hobsons Bay community has a responsibility to welcome refugees and create a better life* (strong agreement, 91.8%)
- *Outside of work, I regularly mix with people from other racial, ethnic, cultural or religious groups* (strong agreement, 89.7%)
- *People from racial, ethnic, cultural and religious groups should make more effort to fit into the 'Australian way of life'* (mild agreement, 78.6%)

These results indicate strong and broad support for cultural diversity in Hobsons Bay. While there was little variation with regards to the first three statements, the final statement did produce more noticeable differences between groups. Respondents from non-English speaking households and residents of Altona North, Brooklyn, Altona Meadows, Seabrook and Laverton were more in agreement, while respondents aged 26 to 55 years and residents of Williamstown, Williamstown North, Newport, Spotswood and South Kingsville were less in agreement with this statement.

With a sample size of just under 200 people from a NESB, both Annual Community Surveys suggest just some of the issues for CALD communities. The differences are generally subtle rather than obvious, and require further investigation to determine their full extent.

Settlement issues in Hobsons Bay (December 2013)

This project was initiated by the HBSN and resourced by Council. It aimed to identify key settlement issues for refugees, asylum seekers and family stream visa entrants with low English proficiency who had settled in Hobsons Bay in the previous five years.

Twenty-six interviews were conducted with agency workers and key stakeholders within the settlement support sector. Open-ended questions were posed during interviews on a range of topics, including key issues and response strategies, service gaps and barriers, and opportunities for collaboration between settlement service organisations. Participating organisations included Adult Migrant Education Services (AMES), New Hope Foundation, Department of Human Services, Victoria Police, Western Suburbs Legal Service and Williamstown Community and Education Centre.

The report outlines three overarching challenges for refugees, asylum seekers and recently arrived migrants with low English proficiency:

- secondary settlement – affordable housing and available family support often promote the formation of new and emerging communities such as the Karen community in and around

Laverton. Recently arrived migrants are understandably drawn to these areas due to the sense of familiarity and belonging they provide. However, secondary settlement does not attract the same level of government funding as primary settlement, and people moving to these locations are often ineligible for support they had previously received

- lack of local services – local residents usually travel outside of the municipality to access settlement services, refugee health clinics, asylum seeker legal support and children’s language schools. Transport costs, reluctance to travel and lack of information create barriers to access.
- disparity of support – compared to refugees, asylum seekers consistently receive less government support, including income support, access to language courses, health care, and housing and employment assistance

A range of other settlement issues were also identified by service providers, including employment, health, housing and tenancy, the law, gender, social isolation, financial hardship, literacy and numeracy, and limited English proficiency. With regards to employment, refugees, asylum seekers and recently arrived migrants all experience significant barriers due to limited language skills, poor access to transport, and a lack of local qualifications, work experience and referees. A range of barriers to health services also exist, including the inability of many local doctors to overcome cultural barriers or deal with the effects of torture and trauma, and a reported lack of medical specialists in areas with high refugee and asylum seeker populations. Further detail on these (and other) issues is available in the project report.⁸¹

While this research provides a comprehensive overview of the challenges and issues for refugees, asylum seekers and recently arrived migrants, two gaps should be noted. Firstly, only stakeholders were consulted, therefore further consultation should occur with refugees, asylum seekers and recently arrived migrants. Not only would this provide a rich source of information, it will begin to respond to the challenges of engaging with new and emerging communities, which has been identified as an issue by the MAG. Secondly, stakeholders were interviewed separately which eliminated the possibility of further detail emerging through group discussion. Future consultation activities could be strengthened by addressing these limitations through consultation activities that bring together key stakeholders and community members. The issues identified in this report would provide a very useful framework for further discussion.

Hobsons Bay City Council Multicultural Forum (August 2013)

The aim of the forum was to explore ideas for how Council, in collaboration with CALD communities, could support positive opportunities for intercultural and intergenerational learning. The forum focused on past initiatives and new ideas in this context, rather than providing opportunities for broad discussion on current and emerging issues.

Over 80 people participated in the forum, including community members, representatives from CALD community groups, settlement service providers, community organisations, local schools and

⁸¹ Hobsons Bay City Council, *Settlement Issues in Hobsons Bay: Hobsons Bay Settlement Network Project Report*, December 2013.

Council staff. While young people were encouraged to attend, only five local students were in attendance.

The session initially provided a working definition of intercultural dialogue, and then focused on small group discussion around four key questions. The first two questions asked participants to share their experiences of past events or initiatives to break down barriers between cultural groups and bring different generations together. The final two questions asked participants to suggest what community groups and Council can do to create further opportunities for intercultural and intergenerational learning. A detailed summary of responses to each question is provided in the Multicultural Forum Report.⁸²

This process highlighted a wide range of initiatives, events and ideas that may be implemented to break down barriers and promote inclusion and harmony. Examples included annual multicultural events, storytelling programs, engaging the mainstream community in multicultural celebrations, and promoting anti-racism messages.

While Council has been involved in some of these projects, the workshop demonstrated that the community and stakeholders have a wealth of experience and are willing to work with Council. The forum also highlighted missed opportunities and areas for future activities. For instance, participants consistently mentioned sport and recreation as a way of bringing communities together and involving young people. However, evaluation of the current policy revealed only a small number of actions focused on sport and recreation and it remains an area for further development.

Overall, the forum produced a helpful resource of past initiatives and new ideas that may be used by Council and the community to inspire new approaches and projects. These may also be used to create guidance materials to support Council, the community and stakeholders during future policy implementation.

Children and Young People's Plan 2014-18 (June 2013)

CALD communities were consulted in the development of the Children and Young People's Plan 2014-18 through the MAG⁸³ and the New and Emerging Communities Youth Leadership Program (NECYLP).⁸⁴

The MAG identified a number of key issues for CALD young people, including balancing new experiences with cultural traditions, a loss of language skills, limited access to information and services for new and emerging communities, and limited employment and recreational opportunities. The group also suggested strategies to address these issues such as promoting intergenerational events and delivering more training courses for young people.

⁸² Hobsons Bay City Council, *Multicultural Forum Report*, prepared by Myriad Consultants, August 2013.

⁸³ Hobsons Bay City Council, *Children and Young People's Plan 2014-18: MAG Consultation*, 24 June 2013

⁸⁴ Hobsons Bay City Council, *New and Emerging Communities Youth Leadership Program Reunion: Consultation feedback on Children and Young People's Plan*, 29 June 2013.

NECYLP participants were asked to complete a short survey to identify what they like about Hobsons Bay and what they think needs to be improved. With regards to the first question, respondents indicated that spending time with friends and family, and their experiences of a homely, supportive and safe environment was what they liked about Hobsons Bay. The second question attracted more varied responses, including the need for more recreational opportunities, better public transport, cheaper housing, more jobs and training opportunities, more cultural celebrations, less public violence, and a local youth centre. It is significant that almost all of these suggestions were 'community issues', suggesting that young people from CALD backgrounds experience very similar barriers to young people in the wider community.

Community Health and Wellbeing Plan 2013-17 (March 2013)

Council conducted a range of qualitative and quantitative activities such as focus groups and surveys to inform the development of the CHWP 2013-17. A number of people from CALD backgrounds participated in focus group sessions, although no issues were reported with specific relevance to cultural diversity.

With regards to the survey, nearly one-quarter of survey respondents were born overseas. The main countries represented were the UK, India, New Zealand, Germany, Ireland, Malta, South Africa and Vietnam, with the majority of respondents coming to Australia more than twenty years ago. Survey results reveal that overseas born respondents (when compared to the overall population) were:

- more likely to agree they would like more opportunities to connect with people and socialise
- more likely to suggest they often go shopping for food outside of Hobsons Bay
- more likely to be concerned by violence, public drunkenness and dog attacks as safety issues
- less likely to cite planning and property development as one of their three major issues needing to be addressed by Council

Further detail is available in the Community Health and Wellbeing Plan Community Consultation Report.⁸⁵

Other surveys

Several Victorian and national surveys have been undertaken in recent years to measure experiences of racism and attitudes to cultural diversity. Although they do not provide local data, their findings provide a sense of prevailing community views. Questions in the 2015 Annual Community Survey have been modeled on these surveys to support the benchmarking of Hobsons Bay against other jurisdictions.

Mapping Social Cohesion: The Scanlon Foundation Surveys 2014

This research is led by Monash University, with support from the Scanlon Foundation and Australian Multicultural Foundation. It has been conducted annually since 2007 and includes a series of detailed surveys on social cohesion, immigration and population issues. Two surveys were

⁸⁵ Hobsons Bay City Council, *Community Health and Wellbeing Plan 2013-17: Community Consultation Report*, prepared by New Focus Market and Social Research, March 2013.

conducted in 2014, with over 1,500 Australians interviewed by telephone and over 1,000 third-generation Australians completing an online survey. The research revealed that 18 per cent of respondents had experienced discrimination because of skin colour, ethnic origin or religion. Of these people, 29 per cent experienced discrimination at least once per month.⁸⁶

2013 Survey of Victorians' attitudes to race and cultural diversity

This research was led by VicHealth and aimed to benchmark attitudes toward racial, ethnic and cultural diversity in Victoria. A comparable survey was conducted in 2006, using a similar methodology and survey instrument. A total of 1,250 people (over the age of 18) were interviewed by telephone for the project. The survey revealed that most respondents (78%) favour cultural diversity, although 52 per cent believe minority groups should 'behave more like mainstream Australians'. Additionally, 40 per cent of respondents identified at least one group that does not 'fit in', which represents a 17 per cent increase since 2006.⁸⁷

Mental health impacts of racial discrimination in Victorian CALD communities

This research was part of the VicHealth Localities Embracing and Accepting Diversity (LEAD) program, and aimed to determine the prevalence of racism and its impact on mental health. Over 1,100 people from CALD backgrounds were surveyed in four Victorian communities (two rural and two metropolitan LGAs). The survey revealed that nearly two-thirds of respondents had experienced racism in the previous twelve months, and people who experienced the most racism also recorded the most severe psychological distress. More specifically, the research highlighted close links between race-based discrimination and a range of poor health outcomes, including mental health issues (anxiety, stress, depressive symptoms), health risk factors (overweight, obesity) and health risk behaviours (smoking, alcohol abuse, substance abuse).⁸⁸

Future consultation

The following ideas and suggestions for future consultation have emerged through this review of recent consultation and further engagement with various stakeholders, including the MAG, other councils and service providers.

Preparation

- involve people from CALD background in planning and delivery of activities
- consider cultural norms, including existing relationships between groups

Methods

- prioritise face-to-face consultation and have smaller groups rather than big forums
- take consultation to the community and link with existing activities such as community events, council programs and services

⁸⁶ Markus, A., *Mapping Social Cohesion 2014: National Report*, Melbourne, Australia, 2014.

⁸⁷ VicHealth, *Findings from the 2013 Survey of Victorians' attitudes to race and cultural diversity*, Victorian Health Promotion Foundation, Melbourne, Australia, 2014.

⁸⁸ Ferdinand et al, 2013.

- use creative techniques to maximise participation, including for people who are unable to read or write in English
- provide a suggestion box at Council facilities with one or two key questions in different languages and encourage people to respond in their own language
- provide online options such as Participate Hobsons Bay

Content

- include activities to identify current and emerging issues and avoid focussing on topics covered in recent consultation
- use consultation to test and confirm key issues identified in this background paper
- unpack abstract concepts (such as sense of belonging) and inform the community about Council's role

Access and participation

- use plain English and interpreters
- offer a women only session
- provide child minding
- use peers to drive community-led consultation
- clearly state how the information will be used

Conclusions

The consultation activities discussed in this chapter have revealed a range of issues for CALD communities in Hobsons Bay. Many of these continue to be ongoing challenges, including settlement issues for new and emerging communities, language and communication, racism and discrimination, employment, financial security, housing and transport. These activities have also revealed some gaps, along with a range of practical suggestions to strengthen future consultation, policy development and implementation.

6 Key issues

Health and wellbeing is determined by much more than genes and lifestyle decisions. It is heavily influenced by the circumstances in which people are born, grow, work, recreate and age.

This chapter draws on the research outlined in this paper to present the key issues influencing the health and wellbeing of CALD communities in Hobsons Bay. In some cases, these issues constitute significant challenges but they can also present opportunities for Council, the community and other stakeholders to work together. Additionally, CALD communities have important strengths that support the health and wellbeing of more vulnerable residents. These strengths include close community and family networks, an established ethno-specific service sector and personal resilience resulting sometimes perilous journeys to Australia.

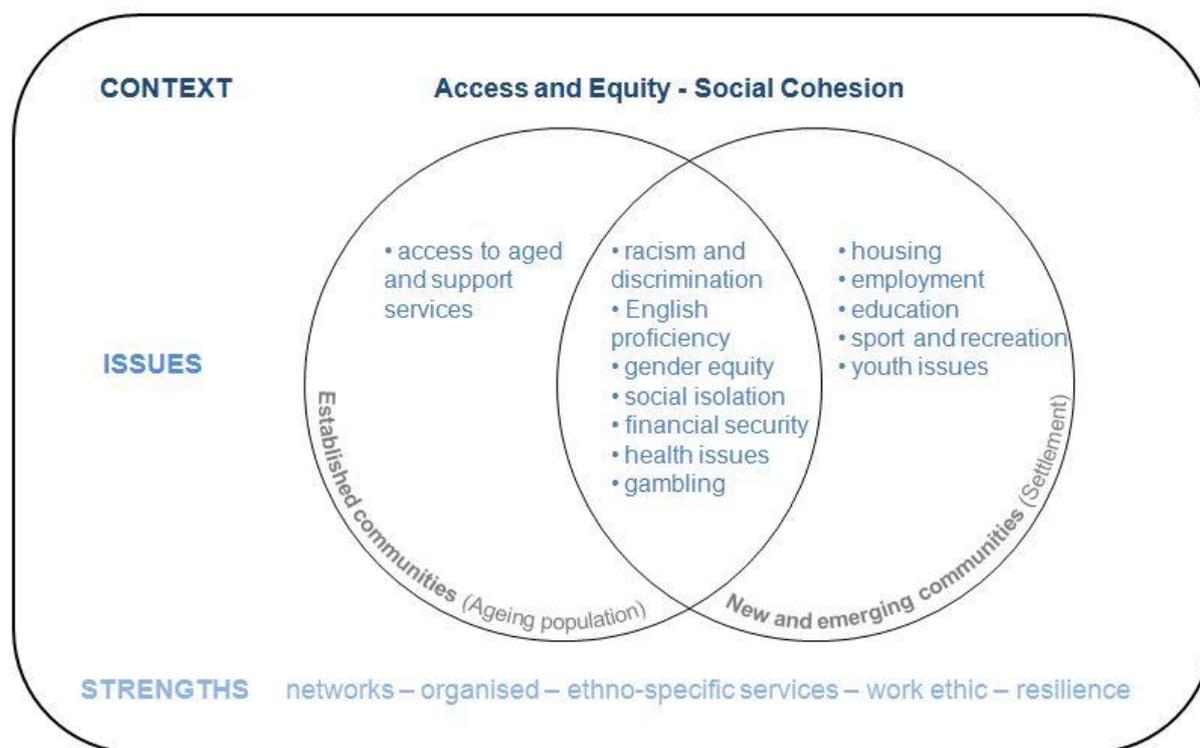


Figure 8: Key issues for CALD communities in Hobsons Bay

Broad context

The *Local Government Act 1989* requires councils to foster community cohesion as well as ensure services and facilities are ‘accessible and equitable’.⁸⁹ This broad context informs many of the issues for CALD communities and shapes Council’s response through its role as a planner, community capacity builder, service provider, resource provider, partner and broker, and advocate and supporter.

⁸⁹ *Local Government Act 1989 (Vic.)*

Access and equity

People from CALD backgrounds have the same rights to access opportunities as other people in the community. However, many opportunities (such as health services, social activities, employment and resources) are provided in ways that are not accessible. For instance, a lack of interpreter services and translated materials, navigations of a complex service systems, and limited transport to get to activities/appointments.

Service providers, employers and educational institutions may also face constraints (including limited adaptability, flexibility and resources) that restrict their capacity to provide equitable access. These barriers can limit the capacity of people from CALD backgrounds to access services and opportunities, and to participate in civic and community activities.

Council plays an important role by maximising access to its services, facilities and decision-making processes, thereby supporting and promoting equity. Local government also has a leadership role to demonstrate principles of access and equity to the wider community, including through language services and employment pathways.

Access and participation was raised as a priority area during previous consultation, and is a principle within the current policy. A range of actions have occurred to promote improved access and equity for CALD communities, but it remains an ongoing issue.

Social cohesion

The Scanlon Foundation has identified five 'domains' of social cohesion as part of its ongoing Mapping Social Cohesion research: belonging; social justice and equity; participation; acceptance/rejection and legitimacy; and worth.⁹⁰ Anecdotally, Hobsons Bay has a high level of social cohesion, and is home to people from all over the world speaking different languages, practicing different religions, and following different cultural traditions.

Maintaining and improving social cohesion presents ongoing challenges and opportunities for the whole community. It may be achieved by increasing understanding of other cultures, promoting the benefits of cultural diversity to the wider community, and providing opportunities to develop and showcase cultural traditions.

Council plays a critical role in maintaining socially and cohesive communities through a range of activities, including cultural festivals and events, community education programs, and intercultural exchanges such as interfaith networks. Social cohesion was also addressed as part of the Hobsons Bay Multicultural Forum, which aimed to explore ideas for how Council (in collaboration with CALD communities) can support positive intercultural and intergenerational opportunities.

Previous consultation has raised a range of issues and priorities related to social cohesion, including intercultural dialogue, community awareness and community education. It is addressed in objectives within the current policy and continues to be an ongoing issue for Council and the community.

⁹⁰ Markus, 2014.

General issues

The following issues impact on all people from CALD backgrounds to some extent, although they may be experienced differently by particular groups including children, young people, women and girls.

Racism and discrimination

A 2013 VicHealth survey found that nearly two-thirds of CALD people in four Victorian municipalities had experienced racism in the previous 12 months. Additionally, there is anecdotal evidence to suggest an increase in racial abuse towards Muslim people across Victoria and Australia, following well-publicised national and international incidents.⁹¹ Although these findings do not focus specifically on Hobsons Bay, they point toward issues that are likely to be relevant in the local context.

Research also indicates that race-based discrimination is closely linked with a range of poor health outcomes, including mental health issues, and health risk factors and behaviours. It can also limit employment and educational opportunities, potentially leading to significant financial hardship. More broadly, racism inhibits efforts to build a fair, inclusive society and ultimately hurts the whole community.⁹²

Council has a legal (within the workplace) and leadership (within the community) role in challenging racism and discrimination. A range of programs and projects have been developed over the life of the current policy to address this issue.

Racism and discrimination did not directly emerge in previous consultation, although community awareness and community education were identified as a key issue and priority area. It is difficult to determine if racism and discrimination have become more significant in recent years, but they remain an ongoing risk and should be challenged through the future multicultural policy.

English proficiency

More than 4,400 Hobsons Bay residents indicated they were not fluent in English at the last Census in 2011. This figure is almost certainly an underestimate as a further 4,000 people did not respond to this question, many of whom may not speak English well. English proficiency also varies considerably according to birthplace, migration stream, gender and age.

Simply put, people with limited English proficiency experience communication and information barriers because most public communication takes place in English. Examples include signage, application forms, website content, job interviews, and medical appointments. Consequently, many people from CALD backgrounds find it difficult to access services, find a job, and participate in educational and community activities.

⁹¹ Presentation delivered at Uniting Church in Australia Workshop, *What We Can Do About Violence against Muslim Women*, 28/11/14.

⁹² AHRC, *National Anti-Racism Strategy*, Sydney, 2012.

Communication and language was noted as a key issue during previous consultation, and identified as a priority within the current policy. It continues to be an ongoing challenge. Council has a direct role to play and does so in various ways, including providing information in various languages, offering an interpreter service, employing staff who speak languages other than English, producing publications in Easy English, delivering health literacy and cultural awareness training, and supporting the delivery of language training within Council facilities.

Gender equity

Council's Gender Equity Policy Statement 2014 defines gender equity as the process of being fair to women, men and gender diverse people by recognising diversity and disadvantage and directing resources and services towards those most in need.⁹³ Girls, boys, women, men and gender diverse people from a CALD background experience different social roles and barriers to economic, educational and social participation, both within their own communities and in relation to the wider community due to their gender. Whilst women and girls experience the greater barriers, men and boys also face challenges and play a critical role in creating more widespread and sustainable gender equity.

Women and girls from CALD backgrounds often rank lower on health and wellbeing indicators, compared to both males from CALD backgrounds and females in the wider community. Examples include lower English proficiency and participation in sport and recreation, and higher social isolation and disengagement from employment and education. Additionally, expectations and opportunities available to women and girls can vary considerably between cultures. In some cases, women may be excluded from fully participating in employment and social activities, and life may not extend far beyond immediate family responsibilities.

Family violence and men's violence against women is a major public health issue with serious social, economic and health consequences for women, families and communities. While there is no data to indicate that family violence is more prevalent within CALD communities, there is anecdotal evidence to suggest some women are being pressured to withdraw Apprehended Violence Orders against violent male family members.⁹⁴ The promotion and maintenance of respectful relationships between men and women (and boys and girls) is a critical first step in addressing family violence and a clear example of how males may contribute to more gender equitable communities.

The concept of human rights is entirely new for some women and girls from CALD backgrounds. It is also new for some gay, lesbian, bisexual, transgender, intersex and/or questioning (GLBTIQ) people from CALD backgrounds. This is particularly the case for people arriving as refugees or asylum seekers, who may have had no rights in their homeland or experienced human rights violations. Negotiating the tension between human rights, previous experiences and traditional cultural roles

⁹³ Adapted from MAV, *Ten Ways Local Government Can Advance Gender Equity: Fact Sheet 1, Why Gender Matters*, July 2012, <http://www.mav.asn.au/policy-services/social-community/gender-equity/gender-equity-factsheets/Pages/default.aspx>

⁹⁴ Presentation delivered at Women's Health West Forum, *Strengthening community using a human rights framework*, 18/2/15.

can be very challenging for all involved, however government and support services have a role to ensure they are creating a supportive environment.

Council has a broad responsibility to support gender equity and does so through a range of policies, projects and programs. Council's Gender Equity Policy Statement promotes equal and respectful relationships, and is based on principles of human rights, social justice and equitable access for all.⁹⁵ Council is also a partner organisation within Preventing Violence Together, the Western Region Action Plan to prevent violence against women.⁹⁶

Gender equity was raised during previous consultation and is addressed in the current policy, particularly with respect to culturally appropriate service delivery and building a sense of belonging.

Social isolation

Recently arrived people often experience social isolation as they lack established networks. Older people in these communities can find it especially difficult to adjust to new surroundings later in life. Young women can also be very isolated due to child caring responsibilities. While more established CALD communities have stronger social networks, poor health or loss of mobility can also cause social isolation for people in these groups.

Council takes an active role in reducing social isolation by supporting the funding of ethno specific social groups, delivering cultural, arts, and social activities, maintaining key community infrastructure, and providing mobile services such as community meals and library home deliveries. The current multicultural policy aims to reduce social isolation through direct support and by making mainstream services more culturally appropriate. However, this can also be achieved in a range of other ways, including through sport, recreation, arts and events. Social isolation is likely to remain an important issue, with the ageing of established CALD communities and the growth of new and emerging communities.

Health issues

The 2014 Annual Community Survey revealed that health and medical services are more important issues for people from a NESB. People born overseas also tend to experience higher incidences of some health issues, including diabetes (type 1 and 2) and psychological distress.

Higher levels of diabetes may be partially explained by different cultural understandings of the risk factors. For instance, people within some cultures associate eating unhealthy food, travelling by car and increased weight with wealth. Similarly, health education messages which promote walking can also be ineffective with people for whom walking has previously been a necessity rather than a recreational activity. Finally, limited understanding of healthy eating and the types of food in Australia can enable the lure of cheap processed food which can also enhance risk factors.

⁹⁵ Hobsons Bay City Council, *Gender Equity Policy Statement*, http://www.hobsonsbay.vic.gov.au/Council/Policies_strategies_plans/Social_Policies_Plans/Gender_Equity_Policy_Statement

⁹⁶ Women's Health West, *Preventing Violence Together*, <http://whwest.org.au/health-promotion/equity-and-justice/prevent-violence/preventing-violence-together>

The existence of higher levels of mental health issues amongst refugees and asylum seekers is well documented.⁹⁷ Traumatic experiences in their homeland, coupled with often dangerous and lengthy journeys to reach Australia, increase the risk of mental health problems. The challenges of adjusting to a new culture, becoming financially sustainable and concerns for relatives create additional pressures. Negative attitudes toward GLBTIQ people within some cultures further increase the risk of mental health concerns.

Council has a legislative responsibility for the health and wellbeing of the Hobsons Bay community. More specifically, it has direct responsibility for health promotion across the spectrum from service and program delivery to policy development and advocacy. It also takes a leading role in supporting partnerships with state and federal government and agencies funded to undertake public health and health promotion activities. Health will remain an ongoing issue with the ageing of established CALD communities and the growth of new and emerging communities.

Financial security

A higher proportion of overseas born residents receive a weekly income of less than \$400, compared to people born in Australia. Possible explanations include lower paying jobs and higher unemployment. A further explanation may relate to more heavy reliance on government-provided financial support, although it is difficult to determine if this occurs to a larger extent than for the broader population. Older people, students, refugees and asylum seekers are all eligible for various CentreLink payments.⁹⁸

Additionally, the three neighbourhoods ranked lowest on the SEIFA disadvantage index (Laverton, Altona North and Brooklyn) also have the highest proportions of people born overseas, from a non-English speaking background and who are not fluent in English. Lower incomes means that more people from CALD backgrounds experience financial stress, including difficulties meeting rental or mortgage payments, affording medical care, accessing education and, in some cases, purchasing food.

Financial security was not raised as a key issue during previous consultation and is not specifically addressed in the current multicultural policy. Council does not have a direct responsibility to improve residents' financial security, although it does have a broad role to support health and wellbeing. It offers some services at reduced costs and provides links to other support services. Additionally, community education programs are delivered to help people budget, develop skills and seek employment. Financial security may emerge as a future issue due to the ageing population, challenging employment market, and reduced government support for refugees and asylum seekers.

Gambling

Gambling rates for people from CALD backgrounds are similar to rates amongst wider community, although losses tend to be higher and barriers exist which can prevent people from seeking help.

⁹⁷ For instance, see *Mental Health in Multicultural Australia, Resources and Information*, <http://www.mhima.org.au/>

⁹⁸ Department of Human Services, *CentreLink*, <http://www.humanservices.gov.au/customer/dhs/centrelink>

Moreover, it is a hidden issue in some cultures due to the shame and stigma associated with gambling.

Gambling losses have obvious negative financial implications for individuals and families, and these can be magnified for people from CALD backgrounds facing additional employment and financial challenges. The existence of CALD-specific support services (such as the Multicultural Gambler's Help Program at the Centre for Culture, Ethnicity and Health) suggests it is an ongoing concern in many communities.

Council does not have administrative or regulatory authority over gambling activities, although it has contributed to cross-municipal advocacy activities and will soon release a revised Draft Problem Gambling on Electronic Gaming Machines Policy Statement. Council has also become involved in the responsible service of liquor through the Licensees Accords, a municipal network comprising key stakeholders such as Victoria Police, Council and local pubs and clubs. Gambling was not raised as a key issue during previous consultation, although its impact on CALD communities was raised during consultation on the revised gambling policy statement.

Established communities

The following issue impacts primarily on established CALD communities, although it may be experienced by other groups including asylum seekers and refugees.

Access to aged and support services

Most of Hobsons Bay's European born communities have large numbers of people who have reached (or will soon reach) retirement age. More than half of the Italian, Greek, Maltese born residents are aged 65 or above, and other groups are rapidly ageing such as the Macedonian and Croatian communities. The Vietnamese community also contains a large proportion of people who will turn 65 in the next ten years.

These ageing communities mean that higher proportions of overseas born people experience disability and require assistance with core activities such as self care, communication or mobility. The ageing CALD population will continue to increase demand for culturally appropriate health and aged care services, as well as inclusive social activities and opportunities. Additionally, greater demands will be placed on family members as informal carers and interpreters. The Victorian Government acknowledged this issue in its election platform, where it committed to increase support for older people from CALD backgrounds.⁹⁹

Council has a direct role as a service provider, including services funded through the HACC program. Use of these services varies considerably across CALD communities, with some groups less likely to access services and more heavily reliant on family support. Council also has a role through the use of its facilities by cultural specific social groups to host events and activities. Additionally, Council provides policy direction through its Ageing Well Strategy 2007-17, which guides Council's work in relation to service provision, planning and advocacy for residents aged 55 years or above.

⁹⁹ Victorian Labor, 2014.

Aged care was raised as a critical issue during previous consultation and has been prioritised in the current policy. A number of projects have been undertaken to improve the cultural appropriateness of Council services, including the development of a more culturally and linguistically diverse workforce. Access to culturally-appropriate services for the ageing CALD population continues to be a key issue, with larger numbers across more communities entering their senior years.

New and emerging communities

The following issues impact primarily on new and emerging communities, although they may be experienced differently by particular groups including asylum seekers, refugees and skilled migrants.

Settlement

Nearly 3,000 people settled in Hobsons Bay between 2010 and 2014, including 227 people via the humanitarian migration stream. Additionally, around 100 asylum seekers were living in Hobsons Bay in June 2014. While all recently arrived people face challenges adjusting to a new country, these groups often face the biggest difficulties due to limited family support, poor language skills, and previous traumatic experiences. Additionally, due to recent legislative changes, service providers are now largely unaware of the numbers and locations of asylum seekers living in their catchment areas.

Recent research initiated by the HBSN has identified three overarching challenges for recently arrived people in Hobsons Bay: secondary settlement, lack of local services, and disparity of support between refugees and asylum seekers (see Chapter 3, Consultation Review). These challenges are compounded by a range of other issues, including housing and tenancy issues, lack of employment, legal issues, financial hardship, fear and distrust of government and authority figures, social isolation (particularly for older people), and access to Council and other mainstream services.

While Council does not have direct responsibility for settlement services, it plays a significant role supporting new and emerging communities. Examples include advocacy and partnership brokering, language courses and employment pathways, and the provision of various services such as maternal and child health, libraries, playgroups and community centres. Council also continues to provide informal settlement support for people who have been living in Australia for more than five years, as eligibility for most settlement services expire at this point. Settlement support emerged as a key issue in previous consultation and is addressed in the current policy. It continues to be a critical overarching issue for new and emerging communities.

Housing

There is considerable variation regarding house ownership within CALD communities in Hobsons Bay. Many older people within established European and Asian communities have worked extremely hard and made considerable sacrifices to own their homes outright.

The majority of recently arrived people live in rented accommodation and face quite different challenges, including a lack of financial resources, unfamiliarity with the private rental processes, inappropriate practices from some estate agents and occasionally overt discrimination. Public housing is not an option for almost all recently arrived people due to extremely long wait times, which often leads to multiple families living in relatively small houses.

Housing was raised as an issue during previous consultation, although it was not specifically addressed in the current multicultural policy. Council sets the strategic direction for land use in Hobsons Bay (via the Municipal Strategic Statement) and oversees building approvals. Council's first Housing Strategy is also in development and will help to manage how and where housing is provided over the next twenty years. Additionally, Council manages the registration and compliance process for rooming houses in the municipality, which are quite popular with overseas students.

Council's capacity to directly influence housing affordability is limited, and it focuses its efforts primarily on advocating for more affordable housing stock. The availability and affordability of housing is likely to continue to be a key issue, particularly for new and emerging communities.

Employment

In Hobsons Bay, people born overseas are more likely to be unemployed or not in the workforce, compared to Australian born people. Moreover, those employed are more likely to hold 'blue collar' jobs, and work in the manufacturing sector. Finding and maintaining work can be difficult for people from CALD backgrounds for various reasons. Examples include language barriers, discrimination, failure to recognise overseas qualifications, lack of familiarity with the job seeking process, limited understanding of workers' rights, and a lack of local experience and referees.

Employment was raised as an issue during previous consultation, although it was not specifically addressed in the current multicultural policy. Council's capacity to directly influence employment outcomes is limited, although it is a significant local employer in its own right and will continue to advocate for employment and economic development as part of its Advocacy Strategy 2014-18. Council is also exploring ways to work with local businesses regarding employment pathways for people from CALD backgrounds as part of its Economic Development Strategy 2015-20. Employment is likely to continue to be a key issue, particularly as more people settle in Hobsons Bay and the manufacturing sector faces further challenges in the years ahead.

Education

Over 11,000 overseas born Hobsons Bay residents have attained tertiary qualifications, proportionally higher than the rate among the Australian born population. Most arrived as skilled migrants or overseas students, but can still find it difficult to access employment opportunities as overseas qualifications are not recognised in some cases.

A relatively large proportion of overseas people also left school prior to year nine or did not go to school at all. Many of these people arrived in the 1950s and 1960s from European countries and, while they may not have had a formal education, had practical skills they used to find work or start businesses. A smaller proportion of this group are recently arrived migrants, who often come from very poor backgrounds, have limited access to education, and may have spent considerable time in refugee camps with little or no formal education opportunities.

Newly arrived CALD communities face a range of barriers when accessing education, including a lack of local tertiary institutions, limited recognition of prior education, unsubsidised fees, language and communication issues, and competing priorities such as family and caring responsibilities.

Additionally, standard teaching methods (e.g. classroom environment, written assignments) can

create barriers by not taking account of literacy levels (both in English and other languages) and traditional oral methods of communication such as storytelling.

Some asylum seekers also lack eligibility for government support to attend English language training, a critical first educational step in accessing other opportunities. Finally, while they are addressed to a certain extent by settlement support services, some recently arrived migrants lack other basic life skills (such as shopping or posting a letter) and require ongoing educational support.

Education was not raised as a key issue during previous consultation. Council's capacity to directly influence formal education is limited, although it does support the delivery of various educational opportunities through libraries and other community facilities. It will also continue to advocate for the provision of local education and teaching facilities as part of its Advocacy Strategy 2014-18.

Sport and recreation

Participation rates for overseas born people in organised sport, physical recreation and casual exercise are consistently lower than for the wider community, particularly for women and girls. This limited participation not only reduces physical fitness and increases the risk of health concerns, it represents a missed opportunity to further build a sense of belonging, and share skills and experiences between all community members.

Council does not directly deliver sporting competitions, however it does manage numerous local sporting facilities and delivers exercise classes for older residents. It also has close links with many local sporting clubs and associations, many of whom have leasing arrangements to use Council-owned facilities and reserves.

Sport and physical activity did not emerge as a key issue in consultation for the current policy, but have been raised subsequently as a way to bring communities together and involve young people. Sport and recreation should be highlighted as a priority area in the future policy to promote enhanced health and wellbeing for CALD communities in Hobsons Bay.

Youth issues

Young CALD people tend to experience many of the same issues affecting young people in the broader community, including access to housing, employment, education, recreation, transport and mental health services. A number of these have been described previously in this chapter.

There are also a range of other issues which specifically impact on young CALD people, including language and communication barriers, loss of language skills, tensions between traditional 'collectivist' values and emerging 'individualist' influences, and limited access to information and services among new and emerging communities.

Council has the capacity to influence outcomes for CALD young people in its role as service provider, planner, advocate, and partner. Issues for young people were not directly raised during consultation for the current policy, although some issues emerged during consultation with CALD young people for Council's Children and Young People's Plan 2014-18. Examples include more recreational opportunities, better public transport, cheaper housing, more jobs and training opportunities, more

cultural celebrations, and less public violence. The CYPP subsequently included several objectives aimed at vulnerable young people, including those from CALD backgrounds.

Conclusion

The preceding discussion has outlined many of the challenges and opportunities for CALD communities in Hobsons Bay. Council's capacity to address these issues varies considerably and there are other stakeholders with a direct interest, including Commonwealth and Victorian government agencies, community health organisations, educational institutions and service providers. Additionally, the future multicultural policy covers a relatively short period (four years) and will not be able to fully address all of the issues described above.

The research presented in this background paper suggests the following issues are particularly relevant for CALD communities and may emerge as priorities for the future multicultural policy. These will be tested through community and stakeholder consultation, with outcomes directly informing policy development.

Broad context

Access and equity – identifying and addressing structural and social barriers to access, as well as building individual and group capacity.

Social cohesion – maintaining contact between culturally diverse groups and the broader community, as well as continuing to build meaningful exchanges.

General issues

Racism and discrimination – people from CALD background experience negative health and wellbeing outcomes when subjected to racism and discrimination.

English proficiency – people not fluent in English experience communication barriers when information is not provided in their preferred language or via an interpreter.

Gender equity – gender equity acknowledges that women, girls, men and boys have different opportunities and access to resources based on gender. Gender inequities are present in both CALD communities as well as the wider community. Through applying a gender equity approach it attempts to recognise these differences and address the underlying causes.

Social isolation – recently arrived people, older people and young women from CALD backgrounds are at a higher risk of experiencing social isolation, leading to mental health and other issues.

Health issues – people from CALD backgrounds experience higher incidences of particular health issues which at times need specific tailored prevention strategies as well as adaptive health services.

Financial security – people born overseas are more likely to live on a weekly income of less than \$400, creating financial pressures to meet accommodation and other expenses.

Gambling – although participation rates are similar within CALD communities, gambling is increasingly integrated into social activities and becoming more available in neighbourhoods with higher proportions of overseas born people.

Established communities

Access to culturally appropriate services – there is an increasing demand for culturally appropriate aged care and support services within ageing CALD communities.

New and emerging communities

Settlement – recently arrived people face significant challenges, including difficulties with secondary settlement, lack of local services and disparity of support between refugees and asylum seekers.

Housing – while house ownership rates are relatively high within established communities, recently arrived people face considerable challenges securing and maintaining access to appropriate rental properties.

Employment – there are a range of additional barriers to employment, including recognition of overseas qualifications, lack of local experience, and the increased likelihood of employment in unskilled roles which are decreasing e.g. the declining unskilled roles in the manufacturing sector.

Education – there are a range of additional barriers to education, including recognition of previous study, access issues (transport, finance, language), unfamiliar teaching methods, and competing family priorities, particularly for women.

Sport and Recreation – participation levels are relatively low for people from CALD backgrounds (particularly for women and girls).

Youth issues - young CALD people face similar issues as the wider youth population but experience additional challenges such as lower English proficiency and tensions between traditional values and new ways of life.

7 Summary and recommendations

The Multicultural Policy 2012-15 has supported significant achievements over the past three years, however on review of the policy, demographics, community needs, legislation and policy, future opportunities and directions have presented.

The following recommendations are based on evidence presented in this background paper:

Recommendation 1: Undertake targeted consultation to test key issues and identify priority areas for action

Council should undertake targeted consultation activities and consider the outcomes alongside current research and data to test key issues and inform future programs, strategies and policy themes and priorities.

Research outlined in the paper has identified various issues for CALD communities in Hobsons Bay, ranging from broad contextual challenges to specific issues for established and recently arrived communities. It is critical that these be tested through community and stakeholder consultation to confirm existing issues, identify any new issues and establish priorities for policy development. Consultation on the current policy highlighted the importance of involving Council staff and delivering smaller and targeted community consultation activities, particularly for groups with low (or no) English proficiency. Further engagement with other Councils, the MAG and community health organisations has confirmed the need for this approach, and provided further suggestions such as involving people from CALD backgrounds in the planning and implementation of the consultation activities. Overall, targeted consultation is most likely to maximise participation of CALD communities and ensure that future policy directions are informed by a diverse range of perspectives.

Recommendation 2: Develop the Multicultural Policy 2016-20

Council should develop the Multicultural Policy 2016-20, ensuring that it responds to changing community needs, continues to focus on ongoing issues, responds to gaps identified in evaluation, and is complemented by supporting resources and promotional activities.

The Multicultural Policy 2012-15 has been responsible for some important achievements, including the Hobsons Bay Language Line, Racism It Stops With Me campaign and compulsory cultural diversity training for all new staff. However, further work remains to be done in a number of areas, including accessible information provision, culturally-appropriate service delivery and inclusive social and recreational opportunities. Many of these issues require long-term and sustained responses and cannot be addressed fully in the life of the current policy. Council also has a continuing role under the *Local Government Act 1989* to foster community cohesion and ensure its services and facilities are accessible and equitable. Important changes have occurred since the adoption of the current policy in 2012, including demographic shifts (further ageing of established CALD communities, steady increase recently arrived people) and local policy context (development of Council's Community

Heath and Wellbeing Plan 2013-17 and Advocacy Strategy 2014-18). Evaluation of the current policy has also revealed gaps regarding implementation (action plan development, transparency of reporting, promotion of key achievements) and evaluation (inconsistent project evaluation, difficulties measuring broad impact due to lack of data). In addition, staff have suggested that the policy needs to be more accessible and supported by practical resources and promotional activities. Finally, the development of a new multicultural policy will help to raise the profile of cultural diversity within Council and across the community.

Recommendation 3: Clarify Council's role in settlement

Council should clarify its role in settlement, including how it directly supports recently arrived people and engages in partnership and advocacy activities with service providers and responsible government agencies.

The past decade has seen an increase in the number of skilled migrants (and, to a lesser extent, refugees and asylum seekers) settling in Hobsons Bay. As a result of recent policy, program and machinery of government changes, Council is playing an increasingly significant role in supporting recently arrived residents through the settlement process. This should be reviewed to ensure resources are being used effectively.

Recommendation 4: Investigate opportunities to increase participation in sport and recreation

Council should further investigate opportunities for how CALD communities can be supported to increase participation in sport and recreation opportunities, including through strategies identified in the Sport and Recreation Strategy 2014.

Victorian research indicates that participation rates in sport, recreation and physical exercise are lower for people born overseas, particularly for women and girls. Council's Sport and Recreation Strategy 2014 acknowledges that CALD communities face barriers to inclusion and participation. Council has links to local sporting clubs and associations, many of whom have leasing arrangements to use Council-owned facilities and reserves. These relationships provide an opportunity for Council to better understand the barriers and determine its role in promoting increased participation. Supported engagement with CALD communities and inclusive facility planning and development are also critical to this process. Future planning will clarify roles and responsibilities within Council, and how other population groups with low participation levels (such as women and people with a disability) may also be included in policy and program responses.

Recommendation 5: Acknowledge Council's population health approach

Council should acknowledge the population health approach within the future policy and articulate how the policy links to the Community Health and Wellbeing Plan 2013-17.

The Multicultural Policy 2012-15 does not make reference to a population health approach or the social determinants of health. These are central concepts within Council's Community Health and Wellbeing Plan 2013-17, which was developed following the adoption of the current multicultural policy. Data outlined in this paper indicates that some people from CALD backgrounds experience barriers to key social determinants such as employment, education and housing. Additionally, Victorian data indicates that, in some cases, people from a NESB have lower health outcomes and

higher risk profiles. Council's population health approach seeks to address precisely these types of health inequities between population groups.

Recommendation 6: Maintain and prioritise a partnership approach

Council should maintain and prioritise partnerships in the future policy (both at the project and strategic level) to support improved health and wellbeing for CALD communities.

The inherent complexity of many issues facing CALD communities, coupled with limited resources within some organisations, mean that partnerships are often the most effective and sustainable response. A commitment to partnerships is included in the current multicultural policy, and a 'partnership approach' was subsequently adopted as part of Community Health and Wellbeing Plan 2013-17. Evaluation of the multicultural policy indicates further that Council has been active in various program and project partnerships, although no strategic partnerships are currently in place to specifically address issues for CALD communities.

Recommendation 7: Maintain and prioritise advocacy activities

Council should maintain and prioritise advocacy for the needs of the CALD community. This advocacy should also be linked to the Council's Advocacy Strategy 2014-18.

Council does not have a direct capacity to influence many of the issues impacting on CALD communities in Hobsons Bay such as housing, employment, access to health services, public transport and education. Advocacy is one of Council's key responsibilities across all population groups, and its importance is reflected in the recently adopted Advocacy Strategy 2014-18. The current multicultural policy includes a commitment to undertake advocacy, although evaluation suggests that advocacy activities for CALD specific resources and services have been limited.

Recommendation 8: Review the implementation process for the Multicultural Policy

Council should review the implementation process for the future policy to ensure it is meeting best practice.

The Multicultural Policy 2012-15 is primarily implemented through actions documented in annual action plans and reported in annual progress reports to Council. The development of these annual action plans as well as the transparency in reporting on actions and the promotion of achievements should be reviewed to ensure work is continuously progressing towards the objectives of the policy. Consultation with Council staff and other Councils has highlighted the use of alternative implementation approaches, including multi-year action plans, multi-year actions, and public release of action plans and progress reports. The proposed review must include Council's other social policies, as each currently follows a similar implementation process.

Recommendation 9: Prioritise evaluation in the future policy

Council should prioritise evaluation on future policies by including a more detailed evaluation process, building staff capacity to evaluate projects, and identifying and/or developing indicators to measure progress.

Effective and consistent evaluation is critical to determine if policies and actions are having a positive effect. Evaluation of the Multicultural Policy 2012-15 occurs primarily at a process level, i.e.

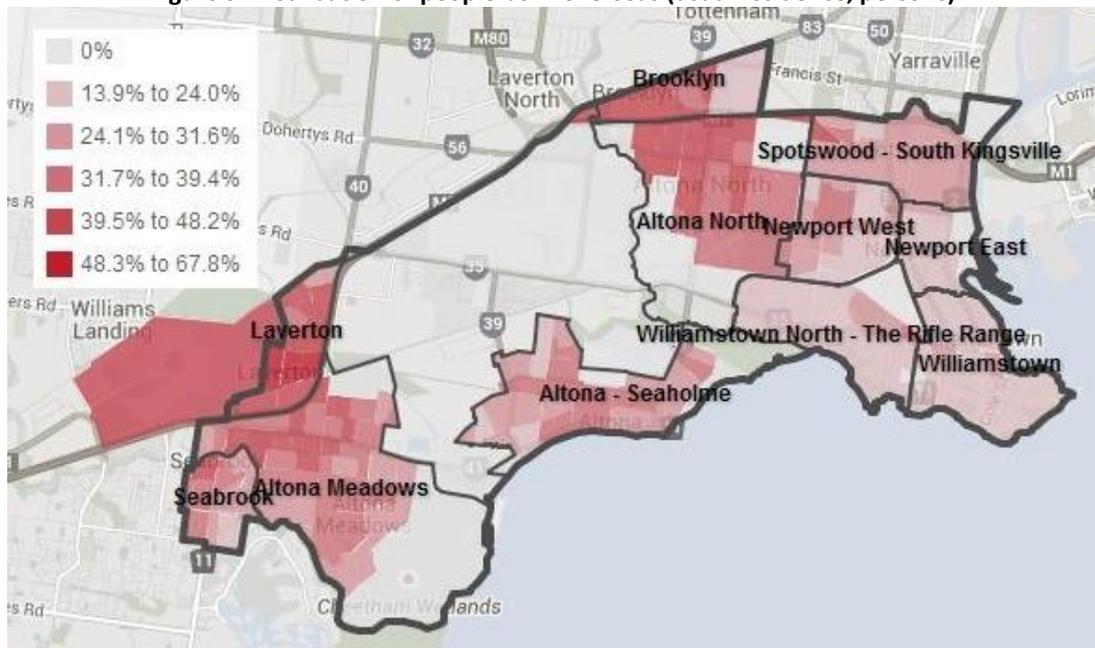
have we done what we said we would do, and to an acceptable standard? Only a small number of actions have been evaluated in further detail. Additionally, some key concepts within the policy are inherently difficult to measure such as intercultural dialogue and sense of belonging. Lack of local data on the health and wellbeing of CALD communities also makes it difficult to measure the policy's broad impact.

Appendices

The following appendices complement the information provided in the main body of this paper.

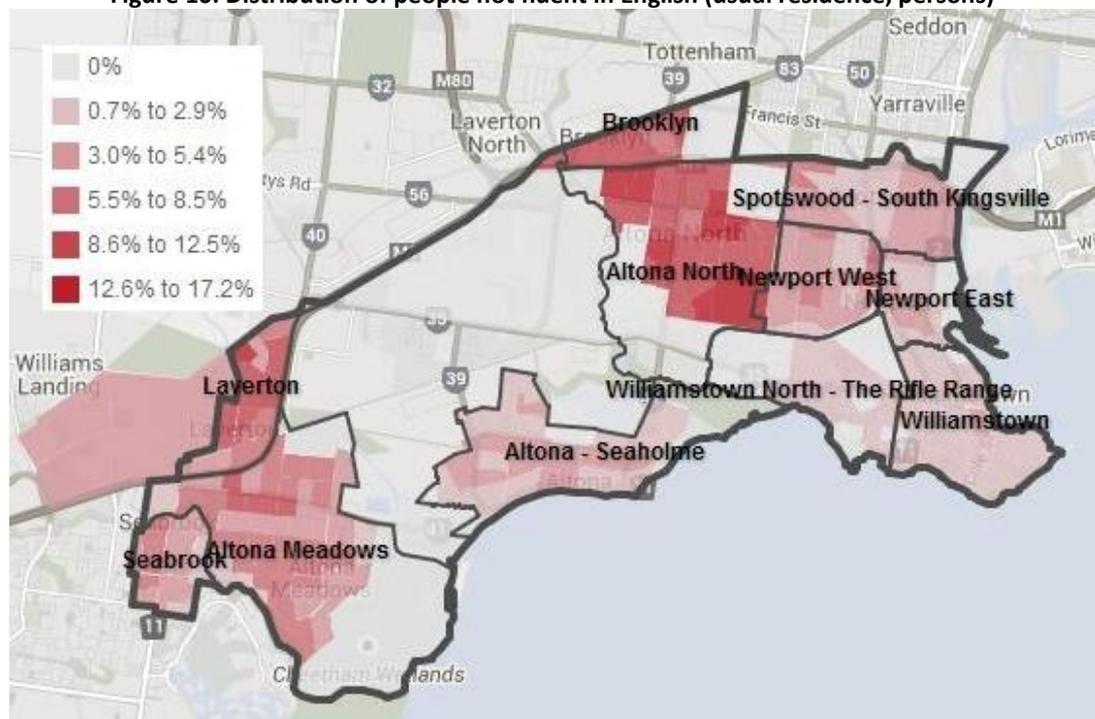
Appendix One: Maps

Figure 9: Distribution of people born overseas (usual residence, persons)



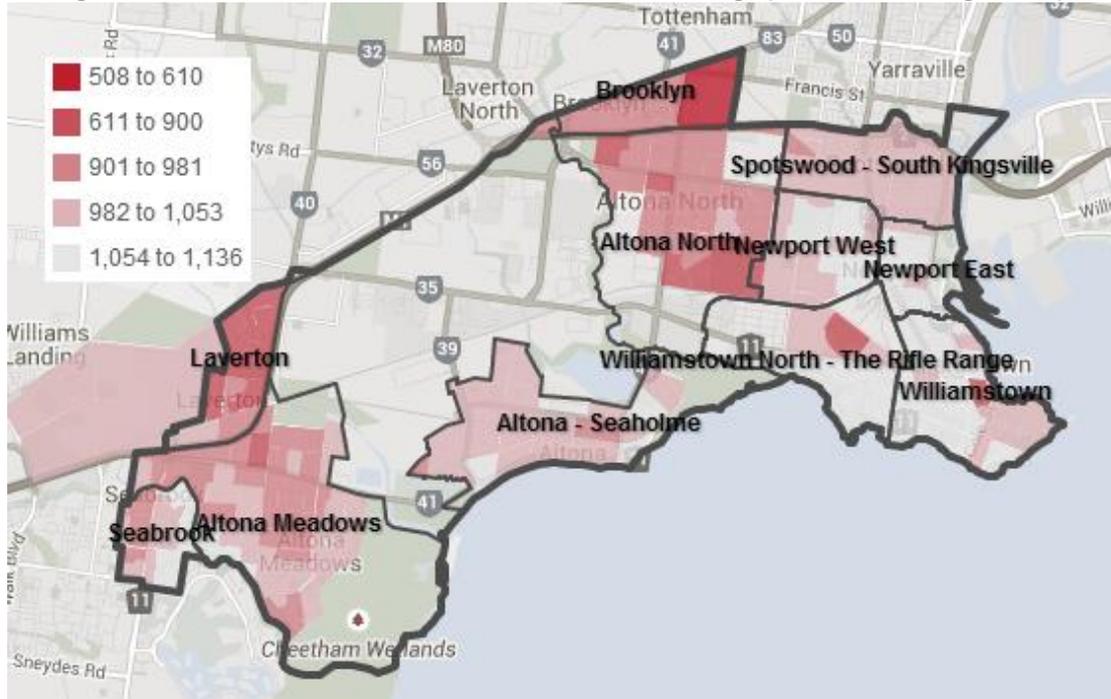
Source: ABS, 2011 Census of Population and Housing

Figure 10: Distribution of people not fluent in English (usual residence, persons)



Source: ABS, 2011 Census of Population and Housing

Figure 11: Distribution of relative socio-economic disadvantage (SEIFA disadvantage index)



Source: ABS, 2011 Census of Population and Housing

Appendix Two: Tables

Table 30: Neighbourhood by birthplace (usual residence, persons)

Neighbourhood	Total Pop.	Top 5 (not including Australia)	Change, 2006 to 2011 (not including Australia)	
Altona-Seaholme	11,779	UK (7.1%), Malta (2.6%), India (2.5%), NZ (2.3%), Italy (1.6%)	India (+139), Ireland (+43), NZ (+33)	UK (-76), Malta (-54), Italy (-32)
Altona Meadows	18,729	UK (3.5%), India (3.5%), Malta (2.8%), Vietnam (2.2%), Philippines (2.2%)	India (+449), China (+94), NZ (+25)	FYROM (-59), Italy (-56), UK (-42)
Altona North	11,510	Italy (5.5%), Lebanon (4.1%), Greece (4.0%), Vietnam (3.6%), Malta (2.3%)	India (+184), Lebanon (+55), UK (+8)	Italy (-76), Vietnam (-63), Serbia/Montenegro (-47)
Brooklyn	1,643	Vietnam (4.9%), Italy (4.5%), NZ (2.9%), China (2.6%), Philippines (2.3%)	India (+32), China (+18), Greece (+12)	Vietnam (-23), Italy (-16), Philippines (-15)
Laverton	4,458	India (14.0%), Burma/Myanmar (4.2%), UK (3.7%), Philippines (3.7%), NZ (2.5%)	India (+573), Burma/Myanmar (+164), Thailand (+89)	UK (-79), NZ (-40), Vietnam (-20)
Newport East	4,164	UK (4.9%), NZ (2.2%), FYROM (1.8%), Greece (1.2%), Italy (1.1%)	FYROM (+9), NZ (+6), USA (+4)	Italy (-14), Greece (-6), UK (-5)
Newport West	7,600	UK (4.1%), NZ (2.3%), India (1.6%), Greece (1.6%), Lebanon (1.5%)	UK (+63), NZ (+57), India (+49)	Lebanon (-35), Italy (-34), Serbia/Montenegro (-26)
Seabrook	4,978	UK (3.4%), India (3.3%), Serbia/Montenegro (1.6%), China (1.6%), NZ (1.5%)	India (+85), China (+31), FYROM (+12)	Serbia/Montenegro (-18), Philippines (-10), UK (-1)
Spotswood-South Kingsville	4,169	UK (4.3%), India (2.5%), NZ (2.2%), Italy (2.0%), Serbia/Montenegro (1.4%)	India (+70), UK (+43), China (+15)	NZ (-11), Serbia/Montenegro (-5), Philippines (-5)
Williamstown	10,590	UK (6.8%), NZ (1.5%), Italy (0.8%), India (0.7%), Greece (0.7%)	UK (+96), India (+55), South Africa (+22)	Italy (-28), Greece (-14), Croatia (-9)
Williamstown North-Rifle Range	4,258	UK (6.3%), NZ (1.8%), India (1.0%), Italy (0.9%), Vietnam (0.8%)	India (+25), NZ (+24), China (+21)	Italy (-12), Malta (-9), UK (-9)
Hobsons Bay	83,861	UK (4.5%), India (2.8%), Italy (2.0%), NZ (1.9%), Vietnam (1.6%)	India (+1,639), China (+313), Burma/Myanmar (+190)	Italy (-200), Malta (-162), Serbia/Montenegro (-105)

Source: ABS, 2011 Census of Population and Housing

Appendix Three: Policy and legislative context summary

	International	Commonwealth	State	Regional	Local
Legislation		<ul style="list-style-type: none"> • Racial Discrimination Act 1975 • Racial Hatred Act 1995 • Australian Human Rights Commission Act 1986 • Migration Act 1958 • Migration Amendment (Unauthorised Maritime Arrivals and Other Measures) Act 2013 • Australian Citizenship Act 2007 • Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014 	<ul style="list-style-type: none"> • Multicultural Victoria Act 2011 • Equal Opportunity Act 2010 • Charter of Human Rights and Responsibilities Act 2006 • Racial and Religious Tolerance Act 2001 • Local Government Act 1989 		
Policy/ Statements	<ul style="list-style-type: none"> • The Universal Declaration of Human Rights (1948) • Convention Relating to the Status of Refugees (1951) • International Convention on the Elimination of all forms of Racial Discrimination (1965) • International Covenant on Civil and Political Rights (1966) • International Covenant on Economic, Social and Cultural Rights (1966) • Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief (1981) • Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (1984) • International Convention on the Protection of the Rights of all Migrant Workers and Members of their Families (1990) • Universal Declaration on Cultural Diversity (2001) • The Convention on the Protection and Promotion of the Diversity of Cultural Expressions (2009) 	<ul style="list-style-type: none"> • National Anti-Racism Strategy 2012-15 • Multicultural Access and Equity Policy • Australia's Multicultural Policy, The People of Australia (2011) 	<ul style="list-style-type: none"> • Victoria's Advantage - Unity Diversity Opportunity • Victorian Labor Platform 2014 • MAV Statement of Commitment to Cultural Diversity 	<ul style="list-style-type: none"> • Multicultural Policy and Action Plan for Wyndham 2014 - 18 • Maribyrnong City Council Multicultural Policy 2012-17 • Brimbank Settlement Action Plan 2013-17 	<ul style="list-style-type: none"> • Community Health and Wellbeing Plan 2013-17 • Council Plan 2013-17 • Municipal Strategic Statement • Advocacy Strategy 2014-18 • Multicultural Policy 2012-15
Key Government Agencies	<ul style="list-style-type: none"> • UN High Commissioner for Refugees (UNHCR) 	<ul style="list-style-type: none"> • Department of Immigration and Border Protection • Department of Social Services (Settlement and Multicultural Affairs) 	<ul style="list-style-type: none"> • Office of Multicultural Affairs and Citizenship • Victorian Multicultural Commission 		<ul style="list-style-type: none"> • Hobsons Bay City Council
Other agencies, eg. consultative structures, networks	<ul style="list-style-type: none"> • UN Educational, Scientific and Cultural Organisation (UNESCO) • UN Committee on the Elimination of Racial Discrimination • UN Committee on the Protection of the Rights of All Migrant Workers and Members of their Families • Special Rapporteur on Freedom of Religion or Belief • Special Rapporteur on torture and other cruel, inhuman or degrading treatment or punishment • The UN Alliance of Civilizations • Global Migration Group • International Organisation for Migration 	<ul style="list-style-type: none"> • Australian Multicultural Council • National Congress of Australia's First Peoples • Australian Human Rights Commission • Australian Multicultural Advisory Committee • Settlement Council of Australia • Refugee Council of Australia • Federation of Ethnic Communities Councils of Australia • Multicultural Youth Advocacy Network • Migration Council Australia • Centre for Multicultural Youth 	<ul style="list-style-type: none"> • Victorian Human Rights and Equal Opportunity Commission • Municipal Association of Victoria • Victorian Government Multi-Faith Advisory Group • Ethnic Communities' Council of Victoria • Victorian Multicultural Youth Network • Victorian Multicultural Business Advisory Council • Centre for Culture, Ethnicity and Health • Multicultural Arts Victoria 	<ul style="list-style-type: none"> • North Western Regional Advisory Council 	<ul style="list-style-type: none"> • Multicultural Advisory Group • Hobsons Bay Settlement Network • Hobsons Bay Interagency Network • Hobsons Bay Refugee Network • Phoenix Migrant Resource Centre

Appendix Four: Achievements of the Multicultural Policy 2012-15

	Year 1 2011-12	Year 2 2012-13	Year 3 2013-14	Year 4 2014-15
Number of Actions	42	45	42	
Number of Departments	9	11	10	
Overall status of performance	38% (16) completed 43% (18) progressing 12% (5) ongoing 7% (3) deferred 0% (0) not started 0% (0) no longer relevant	60% (27) completed 33% (15) progressing 0% (0) ongoing 0% (0) deferred 0% (0) not started 7% (3) no longer relevant	40% (17) completed 38% (16) progressing 0% (0) ongoing 0% (0) deferred 10% (4) not started 12% (5) no longer relevant	
<p>Strategic Direction 1: Recognising and Respecting Diversity</p> <p>The Council will take a lead role in recognising and respecting diversity. This requires inclusion and integration together with a better understanding of the issues facing diverse communities and an appreciation of their rich histories and traditions.</p> <p>It is Council's policy that:</p> <ul style="list-style-type: none"> • cultural diversity is recognised through the arts, events, and other intercultural exchanges. • opportunities for intercultural dialogue are facilitated to enhance understanding of diversity within the community. • diverse communities are supported through capacity building opportunities. • residents from diverse backgrounds have opportunities to be involved in civic life and are represented in key decision making processes. 	<p>Achievements</p> <ul style="list-style-type: none"> • Planned Activity Group activities have included showcasing different cultures through cultural events particularly food sharing. So far Polish, Maltese and Italian have been undertaken (Objective 1.1). • The libraries focused on sharing stories to celebrate Cultural Diversity Week. Twenty five people were involved in sharing stories through photos and poetry (Objective 1.2). • Altona Beach Festival included the inclusion of diverse acts including Polynesian programming and other multicultural elements. Art in Public places featured weaving workshops and a number of cultural elements (Objective 1.2). 	<p>Achievements</p> <ul style="list-style-type: none"> • Arts Events and Tourism: In partnership with Louis Joel Arts and Community Centre, presented a Maltese exhibition celebrating the Maltese community by sharing personal stories and photos of Maltese people and their families (Objective 1.1). • Arts Events and Tourism: Organised Maori and Polynesian Festival in Laverton and 14 multicultural groups participated in Altona Beach Festival via stalls or performance (Objective 1.1). • Libraries: In partnership with Community Development Department, worked on the Journeys to Australia project, 	<p>Achievements</p> <ul style="list-style-type: none"> • Pixel 8 photographic competition for young people with stated themes of inclusion, community harmony and cultural diversity (Objective 1.2). • English Conversation Club has been implemented on a fortnightly basis operating out of the Laverton Hub. With library staff support and a volunteer to assist, over twenty people from diverse cultural backgrounds have regularly participated. This will be ongoing program (Objective 1.3). • In May 2014, 16 skilled migrants from countries including India, China, Malaysia 	

- Laverton Karen Intercultural Dialogue and Learning Program workshops were delivered to increase the Karen community knowledge and access to services (Objective 1.3).

- Meeting room usage in the libraries has increased by 35%. Libraries have also delivered the Multicultural Technology morning tea and technology demonstrations at the Eid and Laverton festivals (Objective 1.3).

- The Multicultural Advisory Group (MAG) revised Terms of Reference were adopted by the Council and 11 new members have been recruited for a new MAG term starting August 2012 (Objective 1.3).

collecting stories about migrant experiences, first impressions of Australia and adapting to a new country and culture. The Journeys to Australia book is a collection of 68 inspiring stories and it was launched on Harmony Day 21st March 2013 at the Laverton Hub. The event featured an exhibition of the stories, screening of short films and Karen Young Generation Hip Hop Group performance (Objective 1.2).

- Arts Events and Tourism: In partnership with Victoria Police, Newport Islamic Society and schools, delivered another Pixel 8 photographic competition with themes of inclusion, community harmony and cultural diversity (Objective 1.2).

- Libraries: Developed partnerships with community groups to use display spaces to celebrate and promote their national days (Objective 1.2).

- Community Development Department: Developed and delivered a capacity building program to enable CALD community groups to develop ideas into funded projects. A

and Vietnam attended a workshop on Resume Writing presented by AMES (Objective 1.3).

number of sessions providing information on the changes to the Incorporation Act were organised followed by a session on 'developing a great idea into a project' and a session on submission writing (Objective 1.3).

- Community Development: Developed and delivered a capacity building program to enable CALD community groups to develop ideas into funded projects. A number of sessions providing information on the changes to the Incorporation Act were organised followed by a session on developing a great idea into a project and a session on submission writing (Objective 1.3).

- Libraries: Delivered digital literacy trainings to three CALD groups (Objective 1.3).

- Community Development: Continues to support the Multicultural Advisory Group (MAG). The MAG members received two induction sessions, a public speaking workshop and met four times this year. The MAG members were consulted on the Community Health and

Wellbeing Plan and the Children and Young People's Plan. The MAG participated in this year Diversity Week events and helped to plan the Multicultural Forum (Objective 1.4).

Opportunities identified (2012-13)

- Arts Events and Tourism: Continue to provide opportunities for diverse communities to be part of cultural programs and events.
- Arts Events and Tourism: Continue to promote demographic factsheets to event producers and increase awareness of cultural diversity.
- Arts Events and Tourism: Continue to present Pixel8 photographic competition with themes of inclusion, community harmony and cultural diversity
- Libraries: In partnership with community development, organise an event during Diversity Week to showcase and share multicultural stories.
- Community Development: Continue to support Council's Multicultural Advisory Group

Strategic Direction 2: Integrated Planning and Culturally Appropriate Service Delivery

The Council will deliver activities and services that are culturally appropriate for the population it serves. The Council is aware of the lack of support services within Hobsons Bay and is well placed to advocate on behalf of diverse communities to ensure their needs are understood and responded to.

It is Council's policy that:

- best practice and whole of Council approaches are applied to ensure the Council's services and activities are culturally appropriate.
- partnerships are established with ethno specific and other relevant organisations to enhance and expand the supports available for diverse communities.
- staff understand the needs of the diverse community they are servicing and are equipped with the skills to deliver culturally appropriate services.
- advocacy is undertaken to obtain resources and services that help to reduce the barriers experienced by both newly arrived and more established residents from diverse backgrounds.

Achievements

- All new employees need to attend compulsory Cultural Diversity Training upon commencement of employment (Objective 2.1).
- The Human Resources department ran a workshop on writing for translations and two other cultural information sessions (Objective 2.3).
- The Community Care department have recruited more staff from CALD backgrounds for In Home Support Services and Planned Activity Groups (Objective 2.3).

Achievements

- Community Care: Completed an audit of language spoken and cultural background amongst Direct Care staff and started a recruitment process focusing on Italian and Greek speaking staff to mirror the main languages spoken in our community (Objective 2.1).
- Human Resources: In partnership with Community Development organised professional development workshops to increase cultural competence of staff. These included: Working with Interpreters; Culturally Inclusive Youth Engagement; a

Achievements

- The Memorandum of Understanding between Hobsons Bay City Council, Life Saving Victoria, Aquatics and Recreation Victoria and Western Bulldogs was signed by the partner organisation's CEOs. Programs are operational, receiving a strong local community response with regular participation. A total of 30 program sessions were conducted in 2013-14 with an average of 23 participants per session. The programs included beach sessions, educational sessions, swim and

- The Community Care department submitted the HACC Diversity Plan to DHS (Objective 2.3).
 - The Libraries celebrated Refugee Week through a presentation from Najaf Mazari who talked about his book *The Rugmaker* (Objective 2.4).
- series of DVD screenings aiming to raise awareness about the needs of multicultural communities; and Cultural Diversity Week celebrations (Objective 2.3).
- Community Development: Established and strengthened the Hobsons Bay Settlement Network made up of settlement service providers funded to support newly arrived migrants and refugees who are Hobsons Bay residents. The network aims to facilitate stronger collaboration and increased service delivery focus on Hobsons Bay (Objective 2.3).
 - City Strategy: Developed a fact sheet on cultural diversity in Hobsons Bay as part of a series of research summaries (Objective 2.3).
 - Human Resources: In partnership with Community Development Department reviewed the diversity training and a new training provider was appointed (Objective 2.3).
- water familiarisation programs (Objective 2.2).
- In conjunction with Multicultural Officer, a total of five workshops were conducted for over 100 staff as part of RACISM. It Stops With Me Campaign delivered by the Victorian Equal Opportunity and Human Rights Commission (Objective 2.3).
 - Hobsons Bay Settlement Services Directory was developed. The directory lists key agencies and community groups providing services or support to newly arrived migrants, refugees or asylum seekers living in Hobsons Bay. It aims to improve referral pathways and increase awareness of service providers supporting newly arrived migrants and refugees in Hobsons Bay. The Settlement Issues in Hobsons Bay Report was also produced. It provides an overview of the settlement issues experienced by refugees, asylum seekers and family stream migrants living in Hobsons Bay (Objective 2.4).
 - Community Care Assessment Officers have good access to information on CALD agencies

and links in place with staff (Objective 2.4).

Opportunities identified (2012-13)

- Community Care: Recruit staff with specific languages and/or cultural backgrounds which mirror the main languages spoken in our community (Italian and Greek).
- Recreation: Research, collate and record information about which CALD groups are currently accessing Council's Recreation services and identify gaps in terms of community use and/or service provision.
- Community Care: Increase awareness and exchange of service information between HBCC assessment staff and CALD agencies.
- Recreation: Develop a formal agreement for 2012-2015 between program partners including HBCC, ARV, SpiritWest and Lifesaving Victoria to provide cultural swim programs targeting the Karen, Kachin and Chin communities.
- Human Resources: In consultation with community development continue to organise a series of workshops to increase cultural competence of staff.
- Customer Service: Continue to integrate working with interpreters training into the Customer Service staff training

Strategic Direction 3: Building a Sense of Belonging

The Council does not condone any form of racial and religious vilification and unlawful discrimination. The Council acknowledges that the basis for building a sense of belonging is to ensure residents freely enjoy their cultural and linguistic diversity.

It is Council's policy that:

- it leads by example to challenge racism and exclusion and to promote the principles of the Charter of Human Rights and Responsibilities.
- it supports communities to celebrate and showcase their cultural diversity and heritage.
- it promotes the value and benefits cultural diversity can bring to the municipality.
- it provides projects and activities which support diverse communities and help foster a sense of belonging and inclusion

Achievements

- The Libraries hosted displays from the Karen and Polish communities at two different library branches (Objective 3.2)
- A number of applications for 2012/2013 community grant funding round have been received from multicultural groups (Objective 3.2).
- The Libraries continue to provide bilingual storytimes, a minimum of 12 sessions each year (Objective 3.4).
- The Youth Services and Community Development

Achievements

- The Council signed an agreement with the Australian Human Rights Commission in support of the National Anti-Racism Campaign (Objective 3.1).
- Libraries: Hosted displays from the Chinese, Karen, Italian and Indian communities to celebrate and promote their national days (Objective 3.2).
- Customer Service: Reviewed the look of the reception area to ensure it created an inviting environment for all. The

Achievements

- The Racism It Stops with Me Campaign actions were developed and approved by Council in January 2014. A set of coordinated organisational and community actions will be delivered by June 2015. The following actions have been implemented in 2013-14: Victorian Equal Opportunity and Human Rights Commission delivered six training sessions to over 100 staff across the Council, Staff were provided with an opportunity to pledge their individual support to the

departments ran the New and Emerging Communities Youth Leadership Program in partnership with Victoria Police, Western Bulldogs and New Hope Foundation. The program engaged 22 newly arrived young people. The program included a camp and four workshops. A graduation ceremony took place in July (Objective 3.4).

- The Youth Services team ran the New Start / Lead program with 8 young people graduating (Objective 3.4)

following were implemented: Welcome signs in 21 languages were installed on the glass door in the main foyer and on the flat TV screen and a banner promoting the Council services was produced (Objective 3.3).

- Youth Services: In partnership with Community Development organised a Hobsons Bay New and Emerging Communities Youth Leadership Program Reunion to bring all the past participants back to celebrate their achievements. The event was a huge success with more than 80 people attending (Objective 3.4).

- Recreation: in partnership with Community Development Department organised a series of learn to swim and beach safety programs for newly arrived residents, including two cultural swim programs, two cultural Mums & Bubs swim programs and one beach familiarisation activity (Objective 3.4).

Campaign; the Campaign logo was placed in all staff signatures; The EEO Committee is undertaking a workplace assessment to identify organisational strengths and areas for further improvement; a tour of Talking Difference Studio to four locations around the municipality to provide the community with an opportunity to express their views in a safe space; as part of Campaign, Bullies, Gigots and Boats session was sponsored at the Williamstown Literary Festival in May 2014 (Objective 3.1).

- The following workshops aiming at increasing understanding of diversity among community organisations were organised: Working with Karen Community workshop was delivered in Nov 2013 to over 60 attendees. In June 2014, 23 staff and volunteers from local service providers participated in a workshop on Embracing Cultural Diversity presented by the Victorian Equal Opportunity and Human Rights Commission (Objective 3.1).

- In June 2014, the Council signed a Refugee Welcome Zone declaration with the Refugee Council of Australia to demonstrate our commitment to being a municipality that welcomes refugees and upholds the human rights of refugees. Over 140 people attended the public signing ceremony (Objective 3.1).
- Information and flyers promoting diversity, respect and equality are available at Youth Services and key messages are promoted on facebook and other publicity undertaken. Human Rights training is included in induction training for all youth leadership programs, i.e. Future Leaders Unite (Objective 3.1).
- ColourFest film screening was delivered in March 2014 as part of the Diversity Week (Objective 3.3).
- The Karen Healthy Food and Living Project was a partnership between Community Development, Sustainability and the Wyndham Community and Education Centre. Sixteen community members from the newly arrived Karen

community in Laverton graduated from the three month program that built their capacity to make healthier choices in regards to diet, cooking, growing fruit and vegetables and actions to reduce their utility bill (Objective 3.4).

Opportunities identified (2012-13)

- FYCS: Continue to run an employment program for disengaged youth in partnership with The Bridge.

Strategic Direction 4: Communication and Information

All residents, regardless of language and cultural background will be able to effectively communicate with and obtain information from the Council. The Council believes that neither language, cultural background, level of education or disadvantage should prevent anyone from accessing Council information and services.

It is Council's policy that:

- its information is provided in a variety of formats and languages in line with the needs of the population.
- diverse communities are able to participate meaningfully in Council activities and processes.
- language services for people who need an interpreter or translated materials are always available.
- culturally appropriate avenues are available for residents to communicate and discuss their concerns with the Council.

Achievements

- The Arts, Events and Tourism unit ran a successful program of workshops at the Woods Street Arts Space with local schools and refugee groups gathering in acknowledgement of Refugee Week to launch Night of 1000 lights (Objective 4.2).
- All new Council publications include the language link toolbar with TIS number in eight languages (Objective 4.4.)

Achievements

- Community Development: In partnership with Communications established Hobsons Bay Language Line that offers recorded information about key Council services in nine community languages, with an option to connect directly to an interpreter and the Council Officer, should the caller require more information (Objective 4.1).
- Health and Regulatory Services: Developed information packs in 4 languages: Arabic, Chinese, Vietnamese and Karen and distributed them to relevant Maternal and Child Health Centres (Objective 4.1).

Achievements

- Public Health Team conducted a survey of relevant operators to identify first and second languages spoken and the barriers to compliance with the food standards. Final report with recommendations has been prepared and modifications made to 2014-15 registration process to make the process easier to navigate (Objective 4.1).
- Hobsons Bay Language Line continues to provide a key service to CALD residents with low English proficiency. Promotional materials were produced and distributed to CALD groups, community organisations and through all Council services. The usage of the service is monitored on

	<ul style="list-style-type: none"> • Health and Regulatory Services: Promoted interpreter services on the immunisation calendar and the contesting infringement notice information (Objective 4.3). • Arts Events and Tourism: Used translation services for the Maltese exhibition (Objective 4.3). 	<p>monthly basis and indicates good uptake. Data indicates that 288 calls were made to the number and 23 residents have accessed interpreters between August 2013 and June 2014 (Objective 4.3).</p> <ul style="list-style-type: none"> • Hobsons Bay Language Line is promoted and incorporated in Council publications and on website. Templates were updated and details for the Language Line have now been printed to the back of the new Customer Service business cards (Objective 4.3). • Multicultural Forum took place on 19th August, bringing together 80 representatives from diverse backgrounds, groups and organisations and engaging them in discussing ideas on how we can break down barriers between groups and promote inclusion and harmony in our community. As part of the forum, the Mayor of Hobsons Bay and the Minister for Multicultural Affairs and Citizenship launched the Hobsons Bay Language Line and the inspiring New and Emerging Communities Youth Leadership
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Program documentary
(Objective 4.4).

Opportunities identified (2012-13)

- Community Care: Finalisation of the Community Care handbook for residents
- Libraries: Continue to develop audio versions of key service information such as opening hours, branch locations, relevant programs, collection and services on the website
- Arts Events and Tourism: Continue to use translation/ interpretation service phone number on key collateral
- Community Development: Organise a forum to provide CALD communities with an opportunity to discuss their concerns with the Council.
- Recreation: Undertake consultation with CALD communities regarding recreation gaps and needs.