



City of Hobart Multicultural

Strategy 2014 - 2019

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Introduction

History / Background

The City of Hobart has been actively involved in the promotion and celebration of Multiculturalism in the Hobart community for many years. The city is continually striving to improve the wider community's awareness and understanding of the educational, social, economic and cultural benefits of cultural diversity and to mitigate the effects of racism and cultural isolation for multicultural communities in Hobart.

This strategy provides the City of Hobart and the community with a clearly defined framework by which the City can continue to meet the needs and build the capacity of multicultural communities in Hobart.

It is an accessible document that outlines priority areas for activity for the City of Hobart for the life of the strategy – with specific actions detailed in the action plan for 2014/2015.

Feedback from the community and sector during strategy consultation was highly supportive of changing the name of the strategy from the Cultural and Linguistic Diversity (CALD) Strategy to Multicultural Strategy as it is a more succinct and commonly understood description of related activity. At a practical level Cultural and Linguistic Diversity is much more complex to say, particularly for people with lower levels of English.

Definition of Multicultural

Multicultural is a very broad concept and encompasses the differences that exist between people, such as language, dress, traditions, food, societal structures, art and religion.

In addition to the Anglo-Celtic majority of the Australian population, the major source of Australian cultural diversity is from three streams – the indigenous community, immigration and humanitarian entrants. This strategy deals with the last two streams; the strategies relevant to the indigenous community are outlined in the City of Hobart's Aboriginal Strategy.

Community Engagement Process

The community engagement process for this strategy has been implemented over a six month period. Over 200 community members and service providers were engaged in the process.

Discussions took place in a range of different community environments including at TasTAFE, the Italian Day Centre, the German Day Centre and the Migrant Resource Centre's Multicultural Day Centre, as well as at an event during Human Rights Week, and at a range of community forums and meetings.

Through the engagement process, past and current key initiatives were highlighted. Community members and service providers were asked what issues multicultural people identify as a priority and how the City of Hobart respond to these issues.

During the review process, the context for discussions included the current level of resourcing, the current environment of financial restraint, the activities currently being undertaken by the City of Hobart and the City's social inclusion roles.

The methodology used to engage the community included a discussion-based approach in small groups, targeted sector emails, an on-line internet survey and one-on-one meetings.

A draft strategy was developed as a result of the engagement and was distributed for further feedback by contributors and the Networking for Harmony Multicultural Advisory Group (NFHMAG).

Issues

The key issues that were actioned in the most recent Multicultural Strategy (formerly named the Cultural and Linguistic Diversity (CALD) Strategy) have been reaffirmed through the community engagement process. The key issues have been identified as:

- Language barriers resulting in a lack of knowledge of available services, facilities and programs
- Lack of volunteering and employment opportunities
- Racism and safety
- Lack of inter-community participation

These views are also consistent with the issues identified in the development of the State Government's Tasmanian Multicultural Policy 2014 and in the community consultations for Hobart 2025.

These issues will be addressed in three priority areas for activity:

- Perception
- Communication
- Participation

Demographic Context

The multicultural profile in Hobart has significantly changed in recent times. Tasmania is the only state in Australia where humanitarian entrants are already the largest proportion of overseas arrivals. These changes in the diversity of the resident population require appropriate levels of support, resource allocation, empathy and encouragement from all sectors of the community.

In the Hobart LGA, according to the 2011 Census, 25.8% of the total population was born overseas. The top five countries of birth, other than Australia, were United Kingdom (5.4%), Mainland China (2.1%), New Zealand (1.2%), USA (0.6%) and Italy (0.5%). For 44% or 21,425 residents, one or both of their parents were born overseas.

More than one in eight people (12.6%) speak a language other than English at home.

The top ten languages after English spoken at home are Mandarin, Greek, Arabic, Italian, Cantonese, German, Korean, French, Hindi and Japanese.

This strategy generally applies to those who live, study, work in or visit the City of Hobart. As a capital city, many government and non-government services / agencies are located in the Hobart municipal area. These include the Migrant Resource Centre – South, Multicultural Council of Tasmania, Department of Premier and Cabinet, Department of Immigration and Border Protection, Centacare, Anglicare, University of Tasmania (UTAS), Royal Hobart Hospital, Colony 47, Mission Australia, the Adult Migrant English Program (AMEP), the Office of the Anti-Discrimination Commissioner and A Fairer World.

International education has grown to become Australia's fourth largest export industry. In Greater Hobart there were 2,408 international higher education students in 2011.

Hobart 2025 – A 20 Year Strategic Framework

Hobart 2025 was an extensive community visioning process that produced a framework for the City of Hobart's long term strategic planning. It gives a solid picture of what the people of Hobart want the city to be like in 2025.

Key Future Direction Statements

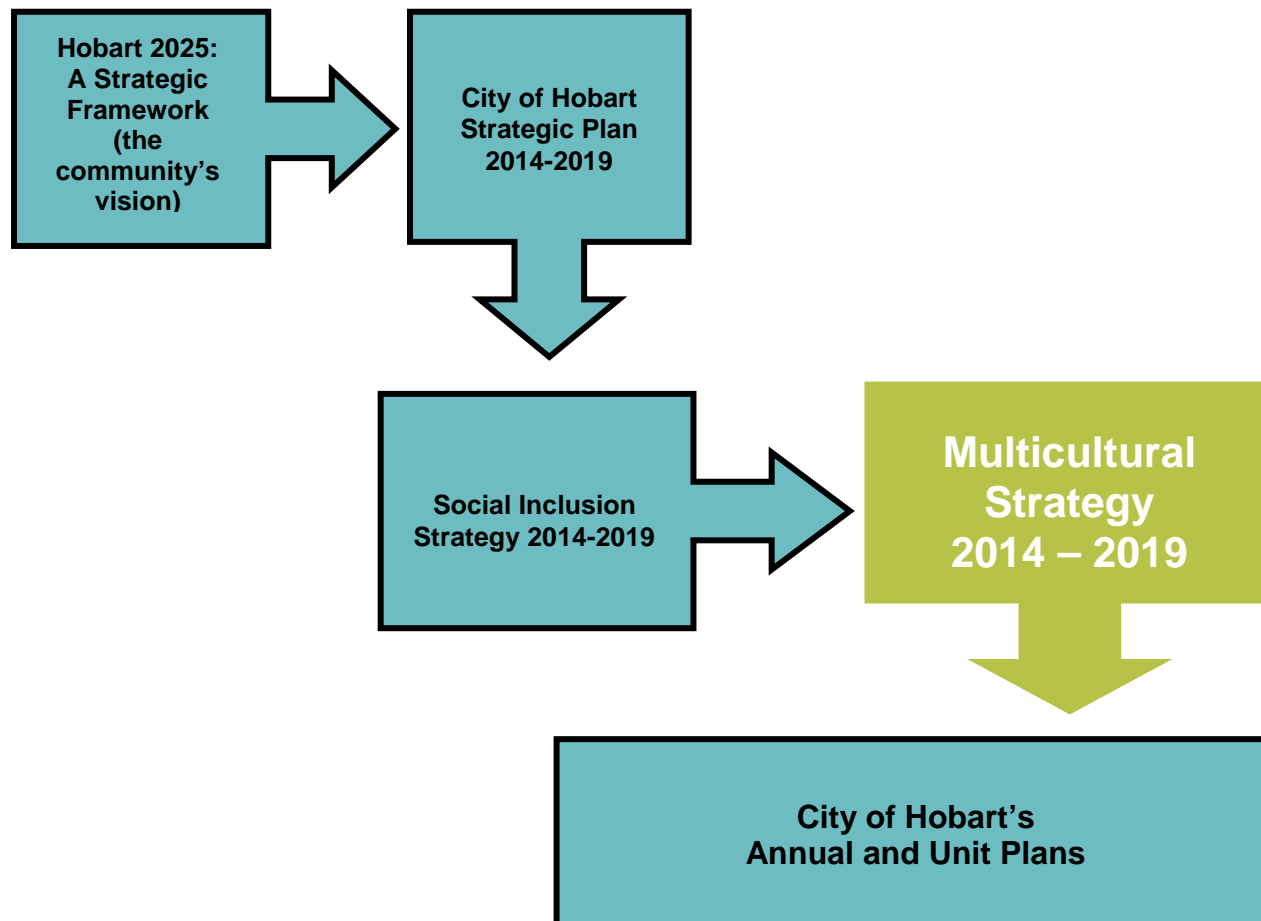
This picture is expressed in seven Future Direction Statements, three of which specifically target social inclusion outcomes.

- *Offers opportunities for all ages and a city for life*
In 2025 Hobart will be a city that provides opportunities for education, employment and fulfilling careers. A city that is able to retain its young people and provide a lifestyle that will encourage all ages to see the city as a desirable location and lifelong home.
- *Builds strong and healthy communities through diversity, participation and empathy*
In 2025 Hobart will be a city that reflects a spirit of community and tolerance. By valuing diversity and encouraging participation by all ages in the life of their community a friendly and compassionate society will underpin a safe and healthy city.
- *Is dynamic, vibrant and culturally expressive*
In 2025 Hobart will be a city that is a destination of choice and a place for business. Clever thinking and support for creativity will help build a strong economic foundation, and entertainment, arts and cultural activities promote the distinctive character of the city. Lifestyle opportunities and strong communities will ensure a vibrancy and a way of life that is Hobart.

Strategic Plans

The City of Hobart's Strategic Plan 2014 – 2019 identifies the actions the City will take over the five year period to achieve the community's vision. The Social Inclusion Strategy specifically identifies the social outcomes for the city and informs the Multicultural Strategy 2014 - 2019. These documents inform the Annual and Unit Plans produced each year by the City.

This strategic framework is provided as a visual representation below.



Guiding Principles

The City of Hobart's multicultural policy position sits within the context of the Council's Social Inclusion Guiding Principles, as outlined below.

Social Inclusion – Guiding Principles

In recognition of the fundamental right of all citizens of Hobart to have the opportunity to participate fully socially, culturally, economically, physically and politically in the life of their community, the City of Hobart is committed to the following guiding principles:

- Recognising that diversity in the community is one of its greatest strengths
- Acknowledging that all individuals and communities have strengths, and building capacity through a whole-of-community approach
- Ensuring that the needs and aspirations of the most vulnerable and disadvantaged people in the community are addressed in partnership with other key stakeholders
- Understanding and being informed about all aspects of the community
- Engaging the community as identifiers of community needs and aspirations and participators in the responses
- Identifying and understanding the underlying causes of social exclusion and giving priority to supporting early intervention and prevention approaches
- Promoting and providing equity and access to all City of Hobart's activities, programs, facilities and services
- Ensuring the City of Hobart's practices, policies and procedures actively build social inclusion and do not contribute to social exclusion
- Utilising a whole-of-organisation approach to address the barriers that exclude people from full participation in community life through the implementation of the Social Inclusion Strategy

Role of the City of Hobart

The City of Hobart has a unique role in promoting and providing for culturally and linguistic diversity in the Hobart municipal area. With this in mind, the City's role in cultural diversity is fully aligned with its social inclusion roles, which are defined as follows:

Leadership

Hobart has a unique role as the capital city and regional hub. Many people who live outside the municipal area look to the City of Hobart as a key driver in addressing social issues.

Advocacy

There are many issues and opportunities where the City of Hobart can use its voice to advocate for outcomes that will benefit all.

Management

The City of Hobart has a key role in the strategic planning, development and management of land, infrastructure and facilities in order to benefit the community.

Connection

The City of Hobart has a significant lead role in bringing people and organisations together and establishing relationships in order to achieve community outcomes.

Informing

The City of Hobart as an organisation has access to a vast array of information, is a collector and source of information for the community and has a vital role in raising awareness on issues.

Facilitation

The City of Hobart is in a unique position of being able to provide a broad range of support to facilitate innovative community-based initiatives that respond to local need, and may include delivery of services when there is a clear need and a lack of capacity in the community to provide the required service.

Accountability

In terms of monitoring the City of Hobart's performance in the delivery of its Multicultural Strategy, the following approach will be utilised:

- Regular reporting to the Council. This is done three times a year for all City of Hobart operations, and annually through the Annual Report that is also presented to the community at the Council's Annual General Meeting held in November.
- Regular consultation through the City of Hobart's Networking for Harmony Multicultural Advisory Group (NFHMAG). This group, which meets quarterly, provides direction and advice to the City of Hobart on issues that relate to culturally and linguistically diverse people. This group also has a role in monitoring the implementation of the Multicultural Strategy 2014/2015 Action Plan. The group comprises individuals from Hobart's multicultural and broader community who have an interest in multicultural issues as well as service providers from the multicultural sector.

Areas for Activity

Priority Area 1: Perception

This priority area includes the Council and broader community's perception of multicultural communities and the multicultural community's perception of the City of Hobart.

- Continue to undertake a leadership role in promoting Hobart's cultural diversity.
- Enhance the wider community's understanding of the diversity of experiences of migrants and former refugees, so that both the commonalities and differences of these experiences are better understood.
- Enhance the multicultural community's understanding of the different levels of government in Australia.
- Improve City of Hobart staff's awareness and understanding of language, cultural needs and diversity of multicultural communities.

Priority Area 2: Communication

This priority area includes the City of Hobart's communication with multicultural communities and the multicultural community's and sector's communication with the City of Hobart.

- Enhance the diversity and effectiveness of consultation mechanisms, two way communication and provision of information between the City of Hobart and multicultural communities.
- Improve the provision of general City of Hobart information for activities, programs and events and critical information.
- Provide support to multicultural communities to facilitate their connections / communications with each other.
- Ensure the City's understanding and knowledge of new and emerging multicultural communities is current.
- Promote the City of Hobart's point of contact for multicultural-related issues.

Priority Area 3: Participation

This priority area includes the involvement of multicultural communities and the multicultural sector in City of Hobart activities.

- Continue to undertake a leadership role in building community harmony.
- Ensure multicultural communities are encouraged to participate in all City of Hobart activities including those with a multicultural focus.
- Support employment assistance and volunteer opportunities for multicultural communities.

2015/2016 Action Plan

| PRIORITY AREA OF ACTIVITY 1: Perception | | |
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| Priority Area for Action | Actions / Initiatives | Performance Measure |
| | Implement the Multicultural Strategy 2015/2016 Action Plan. * | Strategy distributed and promoted regularly. |
| Continue to undertake a leadership role in building community harmony. | Include members of the multicultural community in the second stage of the Signal Box public art project. | Members of the multicultural community included in the second stage of Signal box project. |
| | To help address racism within the Hobart mainstream community, develop and evaluate anti-racism initiatives, including "Racism. It Stops With Me" initiative with key partners. | Initiatives delivered and evaluated. |
| | Support the celebration of the cultures of Hobart's migrant and humanitarian entrant populations through capacity building. | Celebrations supported. |
| Enhance the diversity and effectiveness of consultation mechanisms, two way communication and provision of information between the Council and multicultural communities. | Provide support to multicultural communities to facilitate their connections / communications with each other: | |
| | Support inter-community participation through the development of a Communication Plan in collaboration with the Networking for Harmony Multicultural Advisory Group (NFHMAG). | Communication Plan developed and actioned. |
| Continue to undertake a leadership role in building community harmony. | Deliver the annual Welcome to International, Migrant and Humanitarian Entrant Students event with the Networking for Harmony Group in March 2016. | Event delivered. |

| PRIORITY AREA OF ACTIVITY 1: Perception | | |
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| Priority Area for Action | Actions / Initiatives | Performance Measure |
| | Advocate with/for multicultural communities in appropriate networks and forums and share information about what is happening in the City of Hobart. | Agency meetings attended. |
| | Partner with UTAS Sandy Bay campus to promote the City of Hobart in the week of Harmony Day as part of the UTAS' International Week. | Lord Mayor attendance. |
| | Coordinate a City of Hobart International Student Ambassador to speak at the UTAS Harmony Day celebration. | Ambassador attendance. |
| | Promote Hobart as a Refugee Welcome Zone at all multicultural events. | Refugee Welcome Zone promoted at all City of Hobart multicultural events. |
| | Share information with agencies regarding current issues affecting migrants and former refugees, including: <ul style="list-style-type: none"> • Migrant Resource Centre • Red Cross • Centacare • Anglicare • Multicultural Council of Tasmania • Mission Australia • Amnesty International • Rainbow Communities Tasmania Inc. | Information shared. |
| | Work with the NFHMAG, local networks and the wider multicultural community to investigate appropriate community initiatives and activities that develop community understanding. | Four NFHMAG meetings convened each year. |

| PRIORITY AREA OF ACTIVITY 1: Perception | | |
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| Priority Area for Action | Actions / Initiatives | Performance Measure |
| | <p>Link into the TasTAFE's English as Another Language programs, Centacare, Multicultural Council of Tasmania and Migrant Resource Centre to communicate:</p> <ul style="list-style-type: none"> • The function of local government; • The boundaries of the Hobart municipal area; • Citizens' rights and responsibilities; • The diversity of services and programs provided by the City of Hobart; and • Requirements and standards relating to environmental health, including food outlets, immunisations and other important information. | Council services communicated. |
| | Manage the recruitment, selection, orientation and activities for the International Student Ambassador program and link Ambassadors to Council activities. | Ambassadors engaged in activities. |
| | Work with City of Hobart's Human Resources Unit and agencies for relevant customer service and other staff to participate in A Fairer World's Human Library Training. | Training delivered. |
| | Source electronic CCAT for Tasmanian Travel and Information Centre staff. | Training delivered. |

| PRIORITY AREA OF ACTIVITY 2: Communication | | |
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| Priority Area for Action | Actions / Initiatives | Performance Measure |
| Enhance the diversity and effectiveness of consultation mechanisms, two way communication and provision of information between the City of Hobart and multicultural communities. | Expand the membership of the Networking for Harmony Multicultural Advisory Group to include a broader representation of multicultural communities and in particular community leaders to develop appropriate solutions to issues. | Increased diversity of membership. |
| | Link into existing structures to promote City of Hobart initiatives/activities, such as: <ul style="list-style-type: none"> • TasTAFE • Southern Providers Forum • Centacare • Study Tasmania • UTAS International Student Expos | Meetings, forums and expos attended. |
| | Attend relevant workshops to share information, listen to concerns, provide information and advice to community groups and feedback to relevant Council staff. Agencies include: <ul style="list-style-type: none"> • Multicultural Council of Tasmania • Migrant Resource Centre • Anglicare • Centacare | Information disseminated. |
| | Ensure the City of Hobart information sheets and Cultural Diversity and Youth Services map are included in the New Resident Pack. | Information included in pack. |
| | Where possible attend community meetings to discuss issues and concerns. | Attendance at community meetings. |

| PRIORITY AREA OF ACTIVITY 2: Communication | | |
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| Priority Area for Action | Actions / Initiatives | Performance Measure |
| | Investigate appropriate methods of providing information eg telephone, face to face and email (including pictorials/visuals) to established multicultural communities about City of Hobart activities through the Migrant Resource Centre and/or Multicultural Council of Tasmania. | Meet with Migrant Resource Centre and Multicultural Council of Tasmania to develop a plan on best way to communicate information. |
| | Ensure that the Council's website is relevant and accessible to multicultural communities. | Update and send link to networks. |
| Provide support to multicultural communities to facilitate their connections / communications with each other. | Send information to networks including schools, churches, other religious groups, LINC's, Mission Australia, TasTAFE, community groups and Human Library. | Information via email, and telephone distributed. |
| | Attend meetings and forums with agencies who work with new arrivals to ensure current knowledge of new and emerging multicultural communities including: <ul style="list-style-type: none"> • Multicultural Friends of Parliament • Multicultural Council of Tasmania • Red Cross • Centacare | Attend meetings and liaise when necessary. |
| Promote the City of Hobart's staff point of contact for multicultural-related issues. | Promote City of Hobart's Community Development Officer (Multicultural) to sector and multicultural communities. | Network at events. |
| | Build on the multicultural communities database and provide registration sheets at all multicultural events and activities. | Contacts collected and added to database. |

| PRIORITY AREA OF ACTIVITY 3: Participation | | |
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| Priority Area for Action | Actions / Initiatives | Performance Measure |
| | Continue to assist multicultural communities to provide cultural festivals and celebrations and participation in the Christmas Pageant. | Assistance provided. |
| | Encourage social enterprises to apply for funding through the City of Hobart IF (Interest Free) loans program. | IF Loans promoted and supported. Loan applications increased. |
| | Support multicultural communities with funding submissions and resources. | Support provided. Youth Arts & Recreation Centre and Mathers House and other City of Hobart venues and spaces promoted. |
| | Work with the Safer Hobart Community Partnership and other City of Hobart staff to develop solutions to safety issues identified by multicultural communities. | Liaison with the Safer Hobart Community Partnership and City of Hobart staff. |
| | Provide opportunities and undertake activities that promote positive interaction between multicultural communities and other users of public open spaces. Participate in Human Rights Week and Refugee Week activities and other events. | Activities supported and promoted. |
| | Support the <i>Waste to Wonderful</i> committee to assist the Textile Skills Sharing Workshops. | Support provided. |
| Support employment assistance and volunteer opportunities for multicultural communities. | Continue to assist multicultural communities to identify and access employment opportunities within the City of Hobart, including traineeships, apprenticeships, vocational skills placements volunteering, workplace mentoring and work experience opportunities which meet the needs of a diverse range of multicultural communities. | Volunteering and employment opportunities promoted. |

| PRIORITY AREA OF ACTIVITY 3: Participation | | |
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| Priority Area for Action | Actions / Initiatives | Performance Measure |
| | Promote the Tasmanian Travel and Information Centre (TTIC) 'Meet and Greet' volunteer program to UTAS students, International Student Ambassadors, TasTAFE students and the multicultural community. | Numbers of students and community members that have joined TTIC volunteer program. |
| | Advertise other City of Hobart volunteering roles and promote the benefits of volunteering through UTAS, Migrant Resource Centre, Multicultural Council of Tasmania and agencies. | Volunteering roles advertised. |
| | Identify opportunities for multicultural communities to gain skills within City of Hobart processes, such as encouraging stallholder applications for The Taste of Tasmania and Salamanca Market. | Assistance with applications provided. |
| | Consult with relevant multicultural service providers regarding the development of the City of Hobart's Housing Policy. | Consultation undertaken. |
| | Explore a range of opportunities to acknowledge and celebrate NAIDOC WEEK and National Reconciliation Week. | Activities delivered. |
| | To establish how culturally diverse Council employees are, distribute a survey to all Council staff and share information with staff and the NFHMAG. | Survey completed and information distributed. |
| | Organise and coordinate four Citizenship Ceremonies, three at the Town Hall and one at the Australia Day Sandy Bay Regatta. | Activities coordinated on time, within budget and resources. Ceremonies delivered in January, April, July and October. |

| PRIORITY AREA OF ACTIVITY 3: Participation | | |
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| Priority Area for Action | Actions / Initiatives | Performance Measure |
| | Invite International Student Ambassadors to speak at official ceremonies and meet and greet guests. | Ambassadors participated. |
| | Include Exit Left Performance Academy students to participate in the entertainment prior to and during the official ceremony. | Student participation. |
| Continue to undertake a leadership role in building community harmony: | Consult with interested community members and keep abreast of trends and research in sister city related fields of practice, including Sister Cities Australia. | Consultation completed. |
| | Continue to convene Hobart-Yaizu Sister City Committee meetings and attend L'Aquila, Sister City meetings to identify, facilitate and promote activities. | Meetings convened and attended. Activities coordinated and promoted. |
| | Coordinate annual Yaizu students exchange in Hobart and Hobart students in Yaizu. | Exchanges completed. |
| | Explore ideas for the Hobart-Yaizu Sister City Committee 40 year anniversary celebrations. | Ideas established. |
| | Coordinate the Yaizu Mayor visit in 2015. | Visit organised. |
| | Liaise with Sister City related organisations, including but not limited to the Abruzzese Association, Australia Japan Society, and Council of Local Authorities for International Relations (CLAIR). | Liaison as required. |
| | Update the Sister Cities pages on the website in collaboration with Economic Development staff. | Website updated and current. |
| | Ensure all financial reporting requirements are fulfilled. | Reporting undertaken. |