



# 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**

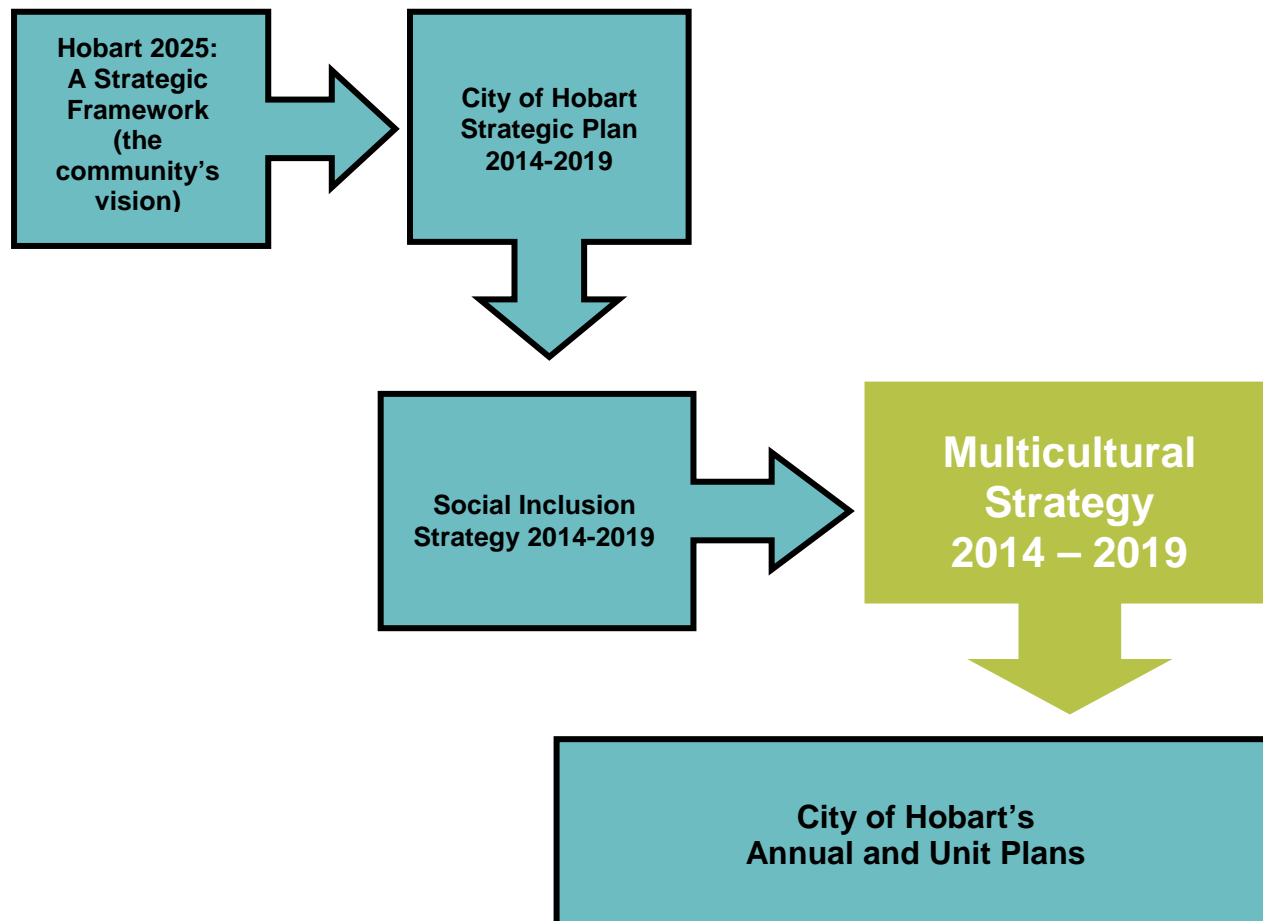
This picture is expressed in seven Future Direction Statements, three of which specifically target social inclusion outcomes.

- *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.

## 2017-18 Action Plan

<b>PRIORITY AREA OF ACTIVITY 1: Perception</b>		
<b>Priority Area for Action</b>	<b>Actions / Initiatives</b>	<b>Performance Measure</b>
Support events and initiatives that promote and build community harmony.	Support the cultural celebrations of Hobart's culturally and linguistically diverse populations through capacity building and collaboration opportunities.	Celebrations supported by the Council.
	Support the Tasmanian Human Rights Awards through sponsorship and committee involvement.	Support provided.
	Promote the Community Development Grants program to organisations planning community projects that promote multicultural harmony and provide application support as needed.	Grant program promoted.
	Work with the Networking For Harmony Multicultural Advisory Group (NFHMAG), local networks and the wider multicultural community to investigate appropriate community initiatives and activities that develop community understanding including but not limited to Harmony Week events.	Opportunities investigated.
	Support welcoming events for International and culturally and linguistically diverse students with education providers such as UTAS.	Events supported by the Council.
	Promote Refugee Week activities.	Refugee Week promoted.
	Explore opportunities to work collaboratively with other groups to respond to safety issues identified by multicultural communities.	Opportunities explored.
	Provide opportunities and undertake activities that promote positive interaction between multicultural communities and other users of public open spaces.	Activities supported and promoted.

## PRIORITY AREA OF ACTIVITY 1: Perception

Priority Area for Action	Actions / Initiatives	Performance Measure
<p>Enhance the diversity and effectiveness of consultation mechanisms; two way communication and provision of information between the Council and multicultural communities.</p>	<p>Provide support to multicultural communities to facilitate their connections / communications with each other.</p>	<p>Networking opportunities provided and communication support provided.</p>
	<p>Advocate with/for multicultural communities in appropriate networks and forums and share information about what is happening in the City of Hobart.</p>	<p>Attend multicultural service provider/agency meetings.</p>
	<p>Share information with agencies including the NFHMAG and others regarding current issues affecting culturally and linguistically diverse communities. Agencies include</p> <ul style="list-style-type: none"> <li>• Migrant Resource Centre</li> <li>• Red Cross</li> <li>• Catholicare</li> <li>• Anglicare</li> <li>• Multicultural Council of Tasmania</li> <li>• Mission Australia</li> <li>• Amnesty International</li> </ul>	<p>Information shared.</p>
	<p>Provide an opportunity for feedback on Council policy, strategy and practice through the NFHMAG.</p>	<p>Consultation provided.</p>
	<p>Communicate with NFHMAG and other agencies and multicultural businesses regarding Council services including:</p> <ul style="list-style-type: none"> <li>• The function of local government;</li> <li>• The boundaries of the Hobart municipal area;</li> <li>• Citizens' rights and responsibilities;</li> <li>• The diversity of services and programs provided by the City of Hobart; and</li> <li>• Requirements and standards relating to event management, environmental health, immunisations and other Council processes and services.</li> </ul>	<p>Council services communicated.</p>

<b>PRIORITY AREA OF ACTIVITY 2: Communication</b>		
<b>Priority Area for Action</b>	<b>Actions / Initiatives</b>	<b>Performance Measure</b>
Enhance the diversity and effectiveness of consultation mechanisms, two way communication and provision of information between the City of Hobart and multicultural communities.	Link into existing networks to promote City of Hobart initiatives/activities, such as: <ul style="list-style-type: none"> <li>• TasTAFE</li> <li>• Southern Providers Forum</li> <li>• Catholicare</li> <li>• Study Tasmania</li> <li>• UTAS International Student Expos</li> </ul>	Meetings, forums and expos attended.
	Attend relevant workshops, meetings, forums etc to share information, listen to concerns, provide information and advice to community groups and feedback to relevant Council staff.	Meetings attended and information disseminated.
	Ensure that the Council's website is relevant and accessible to multicultural communities.	Website content monitored.
Provide support to multicultural communities to facilitate their connections / communications with each other.	Communicate opportunities for connection broadly within culturally and linguistically diverse communities and the broader population as appropriate.	Support for networking and communication provided.
	Facilitate meetings of the Networking For Harmony Multicultural Advisory Group and explore opportunities for enhancing the format of this group to better facilitate connections.	NFH MAG meetings convened. Alternative formats explored with the group.
	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"> <li>• Multicultural Friends of Parliament</li> <li>• Multicultural Council of Tasmania</li> <li>• Red Cross</li> <li>• Centacare</li> </ul>	Attend meetings and liaise when necessary.

<b>PRIORITY AREA OF ACTIVITY 2: Communication</b>		
<b>Priority Area for Action</b>	<b>Actions / Initiatives</b>	<b>Performance Measure</b>
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.	Database maintained.



### PRIORITY AREA OF ACTIVITY 3: Participation

Priority Area for Action	Actions / Initiatives	Performance Measure
Support employment assistance and volunteering opportunities for multicultural communities.	Manage the recruitment, selection, orientation and activities for the International Student Ambassador program and link Ambassadors to Council activities.	Ambassadors recruited and engaged in activities.
	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.
	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 City of Hobart volunteering roles and promote the benefits of volunteering through UTAS, Migrant Resource Centre, Multicultural Council of Tasmania and agencies.	Volunteering opportunities promoted.
	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, and assisting groups with Council policy compliance issues.	Opportunities identified and assistance provided.

**PRIORITY AREA OF ACTIVITY 3: Participation**

<b>Priority Area for Action</b>	<b>Actions / Initiatives</b>	<b>Performance Measure</b>
Coordination of Citizenship Ceremonies.	Organise and coordinate four Citizenship Ceremonies in accordance with the Citizenship Ceremonies Code and within current resource availability.	Activities coordinated on time, within budget and resources.
	Explore opportunities to enhance the cultural diversity of these ceremonies through entertainment and public speaking opportunities.	Opportunities explored.