

# Multicultural Partnerships Plan 2015-2018

## PROGRESS REPORT - Year Three Actions – 2017

### Priority Area 1 - Relationships

OBJECTIVE	STRATEGY	ACTION	PROGRESS
<p>1.1 Create opportunities for people from multicultural backgrounds to make connections and share traditions, encouraging a stronger sense of belonging to the broader Yarra community.</p>	<p>1.1.1 Create and cultivate opportunities for cultural exchange between community groups, providing opportunities for sharing of traditions and cultural practices.</p>	<p>Yarra’s community grants program referred to: -community groups -service providers</p> <p>Connect groups with each other as well as local community organisations and Neighbourhood Houses, to pool resources and interact during special events.</p> <p>Connect CALD groups and individuals with Council departments, to link in to initiatives and projects, enhancing relationship and capacity building.</p>	<p><b>Information regularly distributed to networks, groups and agencies, including organising speakers at network meetings.</b></p> <p><b>Visits to community groups conducted regularly to provide information on Council resources and programs.</b></p> <p><b>New groups and contacts provided with Community Grants information as well as connections to relevant local networks and services.</b></p>
	<p>1.1.2 Explore and support programs to combat isolation, so that vulnerable, isolated residents are supported to access services and activities that meet their needs.</p>	<p>Connect with local agencies via the Yarra Settlement Forum and individual meetings, to explore ways of engaging with socially isolated residents.</p> <p>Explore existing programs currently being offered at Council and promote to community and stakeholders. Explore potential for new initiatives and partnerships.</p>	<p><b>Liaison visits made to local services; invitations to attend the Yarra Settlement Forum as well as presenting. Some examples of presentations include services for trafficked sex workers, education and training needs of CALD residents, and family and children’s services.</b></p> <p><b>A Welcome Community Lunch was organised at Belgium Avenue Neighbourhood House with the Welcome Dinner Project, on 1st April 2017, bringing together local residents and newly arrived</b></p>

			residents to foster social connections and sharing of traditions.
1.2 Provide opportunities for Council to build strong relationships with multicultural groups, and enable these groups to contribute to Council processes as active informed citizens who are involved in the life of their communities.	1.2.1 Continue to facilitate the Yarra Multicultural Advisory Group (YMAG).	Hold quarterly meetings of the YMAG in 2017, inviting Council staff to attend as well so as to provide information on services and forge relationships.	<p><b>A total of four quarterly meetings were held with the YMAG.</b></p> <p><b>YMAG meetings proved successful with a range of diverse groups being represented at each meeting and stronger relationships being forged between Council and community members. Various Council consultations were conducted with the YMAG including for the Library Draft Strategy, 26 January information sheet, and Family and Children's Services (0-25) Plan.</b></p>
	1.2.2 Establish and strengthen links with ethno-specific organisations, multicultural groups and leaders in Yarra.	Maintain and update internal database of multicultural groups and services, adding new entries and maintaining contact with established contacts.	<p><b>The CALD group directory has been maintained in Trim and updated. This directory is shared with other Council staff upon request and is a useful tool for accessing CALD communities.</b></p>
	1.2.3 Facilitate networking and collaboration between groups, service providers and Council.	<p>Hold monthly Yarra Settlement Forum meetings from February to November, including:</p> <ul style="list-style-type: none"> <li>-holding a minimum of 2 special forums focussing on an emerging issue, and</li> <li>-a planning and review session in November.</li> </ul>	<p><b>YSF meetings held monthly, administrative duties (agendas and minutes) attended to, and invitations sent to new contacts and services.</b></p> <p><b>Special forums held on (1) training workshop on Advocacy Strategies for Asylum Seekers and (2) Education and Training Opportunities for CALD communities in Yarra.</b></p> <p><b>A planning and review session was held in November 2017 along with an anonymous survey to record feedback from YSF members. The review of the YSF has led to changing to bi-monthly meetings in 2018 in line with worker feedback.</b></p> <p><b>The newly established network on ESL providers for Asylum Seekers in Yarra and</b></p>

		<p>Assist the Yarra Interfaith Network to hold monthly meetings from February to December, including:</p> <ul style="list-style-type: none"> <li>-holding special presentations on topics of community interest and open to the public, and</li> <li>-the Annual General Meeting in November.</li> </ul> <p>Visit the Neighbourhood House Network meeting a minimum of three times per year to strengthen relationships and share information.</p>	<p>inner metropolitan Melbourne has continued throughout this year, and has collaborated on advocacy initiatives together.</p> <p><b>The Yarra Interfaith Network has continued to meet monthly, and have made several tours to places of worship, and increased membership. A forum was held in May 2017 on “Progressive Approaches to Faith”, and the AGM in November 2017.</b></p> <p><b>YSF activities and forums were promoted to Neighbourhood Houses at Network meetings.</b></p> <p><b>Yarra Council representative appointed to the Victorian Multicultural Council’s Regional Advisory Committee North West Region.</b></p>
	<p>1.2.4 Develop the “Stand Together” project in collaboration with service providers and community members.</p>	<p>Involve community members in the anti-vilification project “Stand Together” which will assist in the building of relationships and provide opportunities for community members to be involved in the implementation of this project.</p>	<p><b>The “Stand Together” project was completed in December 2017, producing a wallet-sized fold out card for residents providing assistance in the event of being a bystander or target of racial / religious-motivated abuse. The development of the material was made in collaboration with community members and was focus group tested at various stages of the project. Training was then provided to community facilitators who presented the resource to their groups and classes. A launch was held in December 2017.</b></p>

**Priority Area 2– Access and Inclusion**

OBJECTIVE	STRATEGY	ACTION	PROGRESS
<p>2.1 Provide information and services that are accessible to multicultural communities and are appropriate to their cultural needs and language requirements.</p>	<p>2.1.1 Promote Council frameworks and guidelines to provide an integrated and inclusive approach to communications, as well as practical tools for Council officers to use.</p>	<p>Promote Language Services Policy and Guidelines, to Council staff via visits to teams, via the intranet and in newsletters.</p> <p>Provide instruction and training on use of best practice approaches to language services.</p> <p>Participate in cross-organisational working group on accessible communications (ACE) that draws together the expertise of a broad range of Council staff and provides practical support to Council when communicating with the public.</p>	<p><b>The Yarra-produced desktop Guide to using Language Services has continued to be distributed to staff at Yarra, which provides step by step instructions on how to book and use interpreters and translations.</b></p> <p><b>Ongoing assistance provided to staff on request in assistance with language services.</b></p> <p><b>Participation in ACE has continued, led by Communications Unit.</b></p>
	<p>2.1.2 Develop Council information in key community languages.</p>	<p>Continue working with Communications to develop Council information in multiple community languages.</p> <p>Continue involvement in dissemination of Council Information Packs in multiple languages, providing advice on which languages to re-print.</p> <p>Improve website information for CALD communities, by liaising with Communications on website review.</p>	<p><b>Assistance provided to Aboriginal Partnerships staff on development of Information Sheet for CALD communities on changes to January 26.</b></p> <p><b>Council Information Packs (translations) continued to be distributed to new residents, groups and contacts.</b></p> <p><b>Ongoing liaison with Communications staff in website improvement (eg. advice on most commonly used languages of residents).</b></p>
	<p>2.1.3 Facilitate cultural awareness training for council staff.</p>	<p>Provide advice and resources to Council’s People and Culture, and contribute to Corporate Training</p>	<p><b>Training conducted in May / June 2017 with Leisure staff on Cultural Competence.</b></p>

		Calendar on topics related to cultural awareness training.	
2.2 Support programs and services that target groups from multicultural backgrounds at risk of further disadvantage (e.g. asylum seekers, women, people with disabilities, international students, GLBTI).	2.2.1 Work in collaboration with local stakeholders to identify and potentially respond to emerging issues in communities at risk of further disadvantage (e.g. asylum seekers, women, people with disabilities, international students, GLBTI).	<p>Organise a minimum of 2 workshops for service providers, based on identification of emerging issues for multicultural groups at risk of further disadvantage.</p> <p>Collaborate with Council’s Community Grants team to identify potential areas for funding in CALD communities, assist with assessments of grant applications, and link services/CALD groups to Grants Program.</p> <p>Work on anti-vilification project “Stand Together”, which focuses on development of a resource for Yarra residents on what racial and religious vilification is and how to report it, along with training of community leaders to disseminate the resource.</p> <p>Continue to work with Libraries to organise community information sessions aimed at CALD communities which provide capacity building opportunities, eg. computer skills, use of MyGov etc.</p>	<p><b>A training workshop was held on Effective Advocacy for Asylum Seekers in June 2017 for Council staff as well as external stakeholders.</b></p> <p><b>A Training and Education forum was held in September providing information from the major providers in Yarra on training options for CALD residents.</b></p> <p><b>Provided assistance with assessment of Annual grants, Small Projects Grants, as well as Investing in Communities grants, as well as ongoing contact for specific grant holders.</b></p> <p><b>“Stand Together” project collaboration completed December 2017.</b></p> <p><b>No specific sessions held in libraries due to funding limitations, although libraries are linked in to YMAG to promote internal courses and programs.</b></p> <p><b>Participation in LGBTIQ internal working group “Q&amp;A”, including providing assistance on projects and events, lending a specific multicultural perspective to the work in this area</b></p>

**Priority Area 3 – Opportunities**

OBJECTIVE	STRATEGY	ACTION	PROGRESS
<p>3.1 Support and strengthen the capacity of Yarra communities to become independent, resilient, engaged and informed.</p>	<p>3.1.1 Link community groups and individuals to Council’s Community Grants and other programs.</p>	<p>Inform and update new and established community groups about Council’s Community Grants Program.</p> <p>Provide information about opportunities for training in applying for grants and issues related to group governance, to:</p> <ul style="list-style-type: none"> <li>-Community groups</li> <li>-service providers</li> <li>-YMAG</li> </ul> <p>Provide opportunities for members of the YMAG to build capacity, learn skills and participate in Council initiatives.</p>	<p><b>Promotion of Grants program and governance training is ongoing at networks via attendance of meetings (YSF, YMAG, Neighbourhood Houses) as well as via email, requesting workers to share information with new and established groups. Visits to CALD community leaders and new CALD groups was another opportunity to inform of the Grants program.</b></p> <p><b>The Neighbourhood House network has also been effective in dissemination of this information.</b></p> <p><b>Began process of Yarra becoming a “Welcoming City”, an initiative which seeks to create more inclusive communities by connecting local government authorities and work towards a standardised approach to creating inclusive welcoming communities.</b></p>
<p>3.2 Build an inclusive workforce at Yarra Council by increasing cultural, linguistic and religious diversity.</p>	<p>3.2.1 Assist in developing an inclusive and welcoming workplace at Yarra.</p>	<p>Review induction content and contribute to the cultural diversity module of the training. Deliver content at each induction training session (6 per year).</p> <p>Provide advice and advocate for conditions at Council which promote inclusion eg. reflection spaces.</p>	<p><b>Participated in six bimonthly Induction training sessions for new staff, providing a presentation on diversity and inclusion for CRALD communities.</b></p> <p><b>Ongoing advice provided to Council staff upon request.</b></p>

## Priority Area 4 – Anti-racism

OBJECTIVE	STRATEGY	ACTION	PROGRESS
<p>4.1 Support opportunities which promote intercultural relations, combat racism, celebrate diversity and acknowledge the multicultural heritage of Yarra.</p>	<p>4.1.1 Organise events in the community to highlight the richness of the cultural heritage of Yarra and promote intercultural relations.</p>	<p>Organise event (March) to celebrate Cultural Diversity Week/Harmony Day for community members, which also highlights the Yarra Multicultural Advisory Group (YMAG).</p> <p>Organise event to celebrate Refugee Week (June) for community members.</p> <p>Promote and organise Taste of Harmony initiative at Council which celebrates staff cultural diversity.</p>	<p><b>Cultural Diversity Week event held at Collingwood Town Hall in March 2017 to accommodate increasing numbers of previous years. Approximately 250 people attended from various cultural backgrounds, sharing traditions and food.</b></p> <p><b>Refugee Week event held in June 2017 at Fitzroy Town Hall as a concert style event with performances and presentations including a photographic display. Many Atherton gardens residents attended the event, a first for this type of event.</b></p> <p><b>A Taste of Harmony was celebrated on a whole of Council scale, with three events being held in March at Richmond, Collingwood and the Depot.</b></p>
	<p>4.1.2 Build relationships within the Yarra community to foster anti-racism messages.</p>	<p>Develop and strengthen relationships by meeting a minimum of 4 times per year with:</p> <ul style="list-style-type: none"> <li>-Victoria Police representatives in Yarra,</li> <li>-Neighbourhood Houses,</li> <li>-community organisations, and promote anti-racism campaigns and messages.</li> </ul>	<p><b>Links made in the Stand Together Project ensured regular meetings with Victoria Police and staff from the Victorian Equal Opportunity and Human Rights Commission, promoting the Stand Together resource.</b></p> <p><b>Neighbourhood Houses regularly consulted and involved in various stages of projects and events.</b></p>
	<p>4.1.3 Highlight and support programs combating racism in the community.</p>	<p>Develop and promote the “Stand Together” project within Council and externally with other service providers and networks.</p> <p>Support and promote programs and initiatives combating racism funded through Yarra’s Community Grants Program. Share information with:</p>	<p><b>Completion of Stand Together project which involved collaboration with partners from the Yarra Settlement Forum.</b></p> <p><b>Promotion of programs to networks and community organisations funded through Grants program which raise awareness and promote tolerance.</b></p>

		<ul style="list-style-type: none"> <li>-relevant Council units,</li> <li>-community groups</li> <li>-service providers</li> </ul> <p>Link in with other governmental Anti-racism initiatives.</p>	<b>Continued relationship with VEOHRC, meeting regularly.</b>
4.2 Provide leadership at Council level by taking a stand against racist behaviour.	4.2.1 Provide advice on Council policies and procedures to promote a 'zero tolerance' stance on racist behaviour.	Provide advice on Council documents and policies where requested.	<b>Opportunities did not arise for this specific issue, however advice was provided to Council staff on use of language services, and general strategies for cultural competence.</b>
	4.2.2 Promote campaign 'Racism. It stops with me' to community and Council staff.	<p>Ensure Council's support of this campaign is promoted through many channels such as forums, conferences, online and in signs in town hall reception areas.</p> <p>Ensure campaign is also promoted in key community languages.</p>	<p><b>This campaign was promoted via email banner, and links to web page.</b></p> <p><b>The Stand Together resource was translated into Arabic, Chinese, Somali, Vietnamese and Oromo.</b></p>