



CULTURAL DIVERSITY STRATEGY 2013-2016

"Here, people of different cultures, backgrounds and belief systems actively engage and contribute to the shaping of our City. Interwoven with this is an acknowledgement of the special relationship and spiritual connection our Indigenous people have with the land".

Logan 2026 City Directions



CITY OF OPPORTUNITIES
FOR FAMILIES, LIFESTYLE AND BUSINESS



“Logan City is proud of its extraordinary cultural mix and supports the expression of all aspects of our many peoples, our art and our music. Our harmonious community spirit is channelled into colourful festivals and events throughout the year, celebrating everything that makes Logan unique”. Logan 2026 City Directions

Message from the Mayor and Committee Chairperson

Logan is a vibrant, culturally diverse City which is experiencing unprecedented expansion. As our City grows, we will continue to embrace a growing diversity of people and cultures from both Australia and around the world.

We are lucky to be a multicultural City. With different cultures comes opportunities to learn about and appreciate dance, art, fashion and music from around the world; our children get to interact with children from a diversity of backgrounds and learn more about different cultures and languages; and we have the opportunity to experience and appreciate a variety of authentic foods and cuisines. Being a multicultural City also gives us a competitive edge in an increasingly globalised world.

Through this strategy, Logan City Council aims to fulfil our commitment to multiculturalism by embracing the City's shared values and cultural traditions, and ensuring that Council services and programs are responsive and accessible to people of culturally and linguistically diverse backgrounds. This is an exciting time for our City and this strategy will help all of us build an even better Logan City for everyone.



Cr Pam Parker
Mayor



Cr Phil Pidgeon
Chairperson, Health, Sport and
Community Services
Committee

Message from the DCEO Community and Customer Services

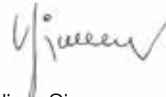
The Cultural Diversity Strategy 2013-2016 marks the beginning of a new chapter for community development in Logan City.

This is about a true partnership between Logan City Council and the many community organisations in Logan.

Working together is the only way we can achieve real change and Logan City Council is proud to partner with groups and organisations in responding community needs. Logan City's culturally and linguistically diverse population make a significant contribution to the social, economic and cultural fabric of life in Logan City.

We will join with local community groups and organisations to enhance capacity, provide support and respond to identified and emerging needs.

I look forward to implementing the Logan City Cultural Diversity Strategy 2013-2016.



Oliver Simon
Deputy Chief Executive Officer
Community and Customer Services





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Logan City Council acknowledges the people and clans of the Jagera and Yugambah language groups as the Traditional Custodians of the Logan City area. Council acknowledges there are also other Aboriginal and Torres Strait Islander people who live, work in and contribute to the cultural heritage of Logan City.



Introduction

Logan is a vibrant, culturally diverse city which is experiencing unprecedented expansion.

Logan City is made up of people from across the globe, practicing many different religions, speaking a multitude of languages and expressing and maintaining various cultural traditions. The City is home to people from at least 215 different nationalities and ethnic groups², including established and recently arrived migrants, descendants of people born overseas and Aboriginal and Torres Strait Islander people.

Logan City's culturally and linguistically diverse (CALD) populations make a significant contribution to the social, economic and cultural life of Logan City. With an increasingly multicultural community, Logan City Council is committed to being inclusive, equitable and culturally sensitive in its service development and delivery. This is supported by Council's vision for the community, as outlined in the Logan 2026 City Directions strategy:

"In the year 2026 Logan is a city of opportunity. Strategically positioned within a rapidly changing region and a global economy, we live in a dynamic city that sustains our quality of life. Here, neighbours, generations and cultures connect. Our lifestyles are in harmony with our environment. Logan City is a safe and healthy community, a place all generations will be proud to live and thrive in".

The Cultural Diversity Strategy 2013 – 2016 is a whole of Council document, and seeks to build and strengthen an organisational culture that embraces the principles of multiculturalism in Logan City, including:

- Embracing our shared values and cultural traditions as well as a shared commitment to Australia and developing one's potential for the country's economic and social benefit;
- Allowing those who choose to call Logan City their home the right to practise and share their cultural traditions and languages within the law and free from discrimination;
- Acknowledging that government services and programs must be responsive to the needs of our CALD communities; and
- A commitment to providing equitable access to services provided or funded by Council.

Developed in consultation with the community, the Cultural Diversity Strategy 2013-2016, together with Council's Cultural Diversity Policy, provides a framework for Council's approach to multiculturalism. It supersedes the 2007 Cultural Diversity Strategy, builds upon the achievements of past and ongoing initiatives and incorporates existing and future plans and activities across all branches of Council.

In order to ensure an integrated approach across all areas of Council, the strategies and planned actions are underpinned by the following four key directions:

- Communicating
- Partnering
- Spaces and Places
- Resourcing

This approach acknowledges the synergies between the program areas of Council's Community Services Branch as well as proposing an integrated approach across all of Council.

An emphasis on engagement and participation has underpinned the process of developing the Cultural Diversity Strategy 2013-2016. Council has consulted with a diverse range of community and Council stakeholders to understand the issues that are important to them. In this sense, the development of the strategy sought to strengthen the relationship between Council and the community, a relationship which will continue over time through the implementation and review of all Community Services Branch strategies.

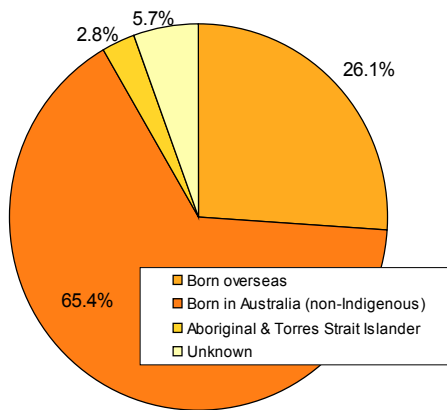
While this Cultural Diversity Strategy 2013-2016 provides strategies and actions focussing on CALD communities, Council is committed to equitable outcomes for all residents.



Our multicultural community

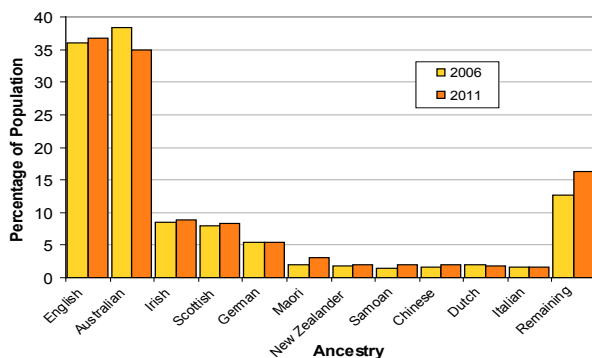
Logan City is one of the most culturally diverse cities in Queensland with 26.1% of its 287,500 residents born overseas and 2.8% from Aboriginal and Torres Strait Island descent¹, representing at least 215 different nationalities and ethnic groups².

Origins of Logan City's Diverse Population, 2011¹



As a City we continue to become more diverse. Of the 72,618 people living in Logan City who were born overseas, 21% arrived in Australia within the last five years¹. The following graph indicates the increasing proportion of people identifying as being from diverse ancestries.

Ancestries in Logan City 2006 and 2011³



Present day CALD communities are made up of:

- Established migrants and their families largely from New Zealand and the United Kingdom with smaller populations from South Africa, Samoa, Fiji, Germany and the Netherlands¹;
- Recently arrived skilled and family migrants largely from India, Philippines, the United Kingdom, South Africa, Fiji and China⁴;
- Recently arrived humanitarian migrants largely from Burma, Afghanistan, Thailand, Congo and Laos⁴; and
- Aboriginal and Torres Strait Islander peoples¹.

Australia's Indigenous people have a rich, complex and ancient culture and have occupied Australia for thousands of years. There are over 200 Indigenous language groups in Australia which comprise of detailed clan and family groups. Logan City is on the intersection of two large language groups, the Yugambah and Jagera. Logan City is also home to a diversity of Aboriginal and Torres Strait Islander people from across Australia who have an important role in contributing to the social fabric of our City.

Approximately 12.8% of the City's residents speak a language other than English at home. This has increased from 10.2% in 2006 and is higher than Queensland's average of 9.8%. In 2011, the top languages other than English spoken at home in Logan City are Samoan, Mandarin, Filipino/Tagalog, Hindi, Spanish, Vietnamese, Arabic, Khmer and Cantonese¹.

Of the 36,500 residents who speak a language other than English at home, on average, 17% speak limited English or no English at all. Languages with the highest number of people who speak limited to no English include Mandarin, Vietnamese, Khmer, Samoan, Karen, Hmong and Cantonese¹.

From June 2006 to November 2012 over 8,000 people settled in Logan City under the Department of Immigration and Citizenship. 33.3% of people arrived as Humanitarian Migrants, 36.1% as Skilled Migrants, and 30.6% as Family Migrants⁴. Logan City is an important settlement area for humanitarian migrants largely due to the availability of funded service providers, the City's strategic location between the Gold Coast and Brisbane and comparable housing affordability.



Key achievements

Logan City Council has led and partnered to deliver a range of programs and activities to proactively support multiculturalism in our City. Involvement spans many branches of Council, including Community Services, Libraries and Cultural Services, Community Engagement and Marketing, Information Services, Strategy and Planning, Major Venues and Facilities and People and Culture. Examples of past and present initiatives include:

Local Area Multicultural Partnership (LAMP) Program

The LAMP Program was initiated by Logan City Council in 2001. Today the program is operating in 14 local government areas in Queensland and is designed to assist in the promotion and enhancement of services to people from CALD backgrounds.

Welcome to Logan

An inaugural 'Welcome to Logan' ceremony was held in October 2011 to officially welcome migrants and refugees from the humanitarian settlement scheme.

Logan City Cultural Profiling

Preparation of a 'Flags of Logan' study to determine the number of nationalities and ethnic groups in the City as well as demographic profiles presenting the cultural diversity of Logan City which are available on Council's website.

Corporate Cultural Awareness Induction Training

Cultural awareness induction training is delivered to all new Council staff on the first day of employment.

Ethnic Leaders Advisory Group (ELAG)

A group of multicultural community leaders and elders who convene to provide advice and guidance to ensure that planning, programs and services are accessible and responsive to the needs of CALD residents.

Disaster Management Education and Awareness

Logan City Council has developed and distributed a Disaster Management Information fact sheet for residents, which has been translated into 20 languages. A local Disaster Management Reference Group has also been formed in partnership with CALD communities and community agencies to identify ways to build the resilience of CALD residents in their preparation, response and recovery from an emergency or natural disaster.

Youth and Experience Project (YEP)

The YEP project was developed as a strategic approach to improving intercultural relations and harmony in our community. Over a 12 month period the project involved 20 young people and 20 seniors from different cultural backgrounds through workshops where they were able to share their stories, cultural differences and similarities. Twelve of these stories were published in a booklet.

Three Levels of Government Forum

This forum, which ran from 2003 to 2009, was an opportunity for key multicultural stakeholders to gain information and exchange dialogue with various local, state and federal government agency representatives.

Library Literacy and Cultural Programs

Logan City Council Libraries deliver several popular programs that provide opportunities for people from CALD backgrounds to share their cultures. The 171 Club showcases specific communities living in Logan, and Yarning with our Mob family storytime celebrates Aboriginal and Torres Strait Islander cultures. You can improve your English conversation in an informal environment through English Conversation Groups. The Page Turners Reading Program is a one-on-one personalised service recognising that all children have different reading needs. The Lego Literacy Club and Homework Help are also offered for young people in several libraries.

Council has also partnered with community organisations in delivering:

- Harmony and Refugee week celebrations
- Kaleidoscope Multicultural Street Festival and other cultural festivals
- Logan Drumming
- Fire, Water and Safety Training
- International Relations Strategy
- Logan Women's Swimming Program
- Arts, Culture and Heritage Strategy
- Ewing Park Waterways Master Plan
- Logan Central Master Plan
- Cemeteries Strategy
- Healthy communities initiative
- Work experience program
- Food safety training for community events
- Participation in multicultural network groups



“A connected Logan is one where residents have a greater sense of identity and belonging; where they are connected socially, economically, culturally and physically.”

Connected Communities Strategy 2009-2013



Key issues for multicultural communities

While we celebrate the benefits and strengths of being a culturally diverse City, Logan City Council also acknowledges that people from CALD backgrounds can experience a range of issues that impact upon their ability to access services, participate in society and meet their aspirations.

The following list of interrelated issues and challenges have been identified through engagement with local community networks and working groups and meetings with community representatives and leaders, service providers and government agencies.

Many of these issues are unique to CALD communities, while others are also experienced by people in the broader population. Identified issues include:

- Difficulty accessing information and services and the need for improved communication strategies;
- Difficulty accessing employment and training opportunities;
- Communication and language barriers;
- Lack of appropriate, affordable and/or sustainable housing (including overcrowding of houses);
- Limited understanding about the role of local government and other government departments;
- Lack of cross-cultural understanding throughout the community;
- Family breakdowns;
- Discrimination and potential for community conflict;
- Problems with youth who are becoming disengaged, including crime and homelessness;
- Need for improvement in the cultural awareness and competence of Council staff;
- Difficulties in accessing transport services;
- Experiences of cultural and social exclusion;
- Experiences of poverty and disadvantage;
- Suffering associated with past experiences and worry for family who are overseas;
- Difficulties in finding and accessing spaces for celebrations, meetings, sports, etc;
- Desire for more avenues of cultural expression;
- Communications from government are experienced as being 'top down'. Strong desire for collaboration to find appropriate solutions to community issues;
- Many people's qualifications from overseas are not recognised;
- Pressure to pay debts and support family back home;
- Limited awareness and utilisation of existing cultural places and facilities;
- Many CALD communities are not adequately prepared for a disaster;
- Some CALD communities experience issues associated with health and wellbeing;
- Limited recognition of community leaders who volunteer their time to represent their communities;
- A sense of hopelessness and exacerbation of problems for Pacific Islander and New Zealand populations impacted by the federal Trans-Tasman Agreement. Limited awareness about the implications of the Agreement on individuals prior to arriving and the impact on existing residents are major issues; and
- Perceived lack of understanding or awareness by government about the detail of key issues.

While Logan City Council may not have a direct role in addressing all of these issues, raising widespread awareness of local issues is important for forming partnerships, facilitating community-led solutions and enabling strong and cohesive communities.



The role of local government

Comprehending the role of different government agencies in the functioning of Australian society is a key challenge faced by migrants and refugees as they settle into Australian life. Many of our City's migrants and refugees come from countries that have different government structures and some where governments fail to provide many basic functions for their citizens. Gaining an understanding of the role of government is an important step to empowering people to contribute to and benefit from Australian life. The following diagram provides an overview of the three levels of government in Australia, followed by more information about the role of Logan City Council.

Australian (Commonwealth or Federal) Government: Matters that affect the whole country. The leader is the Prime Minister. Examples of responsibilities include: taxes, social security, Medicare, telecommunications, postal services, foreign affairs, immigration, pensions, customs, defence and trade.

State (or Territory) Government: Matters that affect each state or territory. The leader is the Premier. Examples of responsibilities include: public hospitals, conservation, fire brigade, main roads, emergency services, police services, education, railways, land titles and tenancy.

Local Government: Matters that affect local areas. Governed by a council. The leader is the Mayor. Councils have a role in improving the liveability of local communities by providing a range of important services and facilities. Detailed information about Logan City Council's services and responsibilities are outlined on this page.

Logan City Council plays a vital role in the community, providing services including:

Looking after essential infrastructure

Roads, parks and public works

- Building new roads and bridges
- Controlling traffic flow
- Providing and maintaining community centres and other public facilities
- Caring for parks and gardens
- Managing water supply and sewerage

Flood control/mitigation

- Building drainage systems
- Constructing levee banks
- Controlling development of flood plains
- Management of stormwater through drains

Looking after the environment

Environment protection, conservation and sustainability

- Regulating activities that affect the environment
- Protecting waterways, biodiversity and vegetation
- Environmental education and engagement

Land use

- Planning and development assessment
- Controlling and regulating how land is used

Waste disposal

- Arranging for waste to be collected and recycled
- Operating landfills and transfer stations
- Cleaning streets, footpaths and other public areas

Control of declared pests and noxious weeds

- Declared pests and noxious weeds program

Building control

- Building certification for new buildings and alterations

Looking after people

Community development

- Community health and wellbeing programs
- Partnerships with community organisations, government agencies and universities

Recreation and cultural development

- Library services and an art gallery
- Community events
- Entertainment centre
- Sports fields and swimming pools

Public health and safety

- Animal registration and management
- Immunisation programs
- Building, plumbing and drainage compliance
- Food safety and health inspections
- Local law administration
- Nuisance, noise and vector control
- Disaster management
- Graffiti clean-up
- Safety camera program

Promoting economic growth

- Encouraging and attracting businesses and jobs



Strategic context

Integration of strategic documents globally and across all levels of government is an integral part of developing a cohesive strategy.

Federal Initiatives

“The People of Australia” Australia’s Multicultural Policy 2011

Australia’s multicultural policy recognises the amazing breadth and diversity of Australian society, and reaffirms the Government’s unwavering support for a culturally diverse and socially cohesive nation. It embraces our shared values and cultural traditions, and allows those who choose to call Australia home the right to practise and share their cultural traditions and languages within the law and free from discrimination.

Australia’s Multicultural Policy outlines the following principles:

1. The Australian Government celebrates and values the benefits of cultural diversity for all Australians, within the broader aims of national unity, community harmony and maintenance of our democratic values;
2. The Australian Government is committed to a just, inclusive and socially cohesive society where everyone can participate in the opportunities that Australia offers and where government services are responsive to the needs of Australians from CALD backgrounds;
3. The Australian Government welcomes the economic, trade and investment benefits which arise from our successful multicultural nation; and
4. The Australian Government will act to promote understanding and acceptance while responding to intolerance and discrimination with strength, and where necessary, with the force of the law.

Access and Equity for a Multicultural Australia

In June 2012 the Australian Government released findings from an inquiry into the responsiveness of Australian Government services to Australia’s culturally and linguistically diverse population.

The inquiry makes several recommendations and reaffirms the Governments commitment to multiculturalism. The inquiry provides 20 recommendations aimed at rejuvenating the Australian Government’s Access and Equity policy, implementation and practices across all Australian Government programs and services.

National Integrated Strategy for Closing the Gap in Indigenous Disadvantage

This strategy has been developed and agreed by the Council of Australian Governments and sets out the National Integrated Strategy for Closing the Gap which is a schedule to the National Indigenous Reform Agreement. The foundation of the Strategy is the identification of and commitment to targets to reduce Indigenous disadvantage, and associated building blocks or areas for action.

State Initiatives

“A multicultural future for all of us” Queensland Multicultural Policy 2011

A multicultural future for all of us promotes unity in our society and a sense of belonging for all Queenslanders, regardless of our cultural, linguistic, religious and ethnic backgrounds. The policy affirms an Australian and Queensland approach to multiculturalism which emphasises citizenship, diversity, harmony and a ‘fair go’.

The Queensland Multicultural Policy principles are for all Queenslanders to:

- Share a commitment to Queensland and Australia
- Welcome and value the contribution diversity brings to our community;
- Have a responsibility to abide by the state’s laws and respect the democratic processes;
- Are treated fairly and with mutual respect and understanding;
- Can express and promote our cultures within our shared laws, values, aspirations and responsibilities
- Work toward sustainable development;
- Have opportunities to participate in and contribute to economic, social, cultural and political life;
- Have equitable access to the services provided or funded by the state; and
- Share in the benefits of our ambitions and endeavours for Queensland to be strong, smart, green, healthy and fair.

“Australia’s multicultural composition is at the heart of our national identity and is intrinsic to our history and character”

Australia’s Multicultural Policy “The People of Australia”

Queensland Multicultural Action Plan 2011-14

The actions detailed in Queensland’s Multicultural Action Plan give practical effort to the principles and key themes in the Queensland Multicultural Policy. Core outcomes include:

- Improved cultural competence of staff;
- Improved access to interpreters for clients when accessing services;
- Improved communication and engagement with CALD communities and/or organisations; and
- Improved recruitment and retention strategies for staff from CALD backgrounds.

Local Area Multicultural Partnerships (LAMP) Program

The LAMP program is a unique partnership between the Queensland government and local government to support local governments to integrate the principles and practices of multiculturalism throughout their organisations and promote positive intercultural relations in their local areas.

LAMP is designed to support the Queensland government’s multicultural policy objectives of ensuring that all Queenslanders, regardless of their cultural, linguistic or religious backgrounds:

- Have equitable access to services and programs that respond appropriately to their needs;
- Are able to fully participate in and benefit from all aspects of life in Queensland; and
- Feel a sense of belonging in a cohesive and harmonious community.

In particular, LAMP aims to:

- Strengthen multiculturalism in the local government sector; and
- Promote positive intercultural relations and social cohesion.

Logan City Council is one of 14 local government authorities in Queensland participating in the LAMP program. Council’s LAMP officer is responsible for reporting to the state government on progress against the LAMP Services Agreement, and will therefore have a key role in implementation and monitoring of this strategy.

Queensland Government Reconciliation Action Plan 2009-2012

The Queensland government, in partnership with the Council of Australian Governments has committed to closing the gap in life outcomes and opportunities between Indigenous and non-Indigenous Queenslanders. The Queensland Government Reconciliation Action Plan 2009-2012 was developed in consultation with all Queensland government agencies, Indigenous and non-Indigenous peoples and representatives from Reconciliation Queensland Incorporated and Reconciliation Australia. The action plan reflects the Reconciliation Australia principles of relationships, respect and opportunities.

Local Initiatives

Logan 2026 City Directions

The Logan 2026 City Directions document provides a vision for Logan City in the year 2026, which is:

“In the year 2026 Logan is a city of opportunity. Strategically positioned within a rapidly changing region and a global economy, we live in a dynamic city that sustains our quality of life. Here, neighbours, generations and cultures connect. Our lifestyles are in harmony with our environment. Logan City is a safe and healthy community, a place all generations will be proud to live and thrive in”.

Logan 2026 City Directions is committed to a City which is:

- **Active & healthy:** promoting and supporting safe, active and healthy lifestyles through a well designed and integrated City
- **Creative & innovative:** promoting cultural and artistic creativity and encouraging economic and technological innovation
- **Green & sustainable:** protecting and managing our built and natural environments using sustainable development principles
- **Inclusive & vibrant:** encouraging greater social and cultural participation in the community
- **Regionally & globally connected:** supporting the development of integrated networks and infrastructure





2009-2014 Corporate Plan (revised 2012)

The Corporate Plan is the strategic business plan for Logan City Council. It translates the communities' needs and expectations into action. The plan identifies the priorities, outcomes and strategies Council will pursue to deliver on the Logan 2026 City Directions document under six priority areas. Several of these strategies support the development of accessible and equitable services and programs for culturally and linguistically diverse communities:

1. Infrastructure and Community Facilities
2. A Sustainable Economy and Employment
3. Growth Management
4. Council Systems and Services
5. Healthy and Safe Environments
6. Strong and Supportive Communities

Logan City Council Cultural Diversity Policy

Logan City Council's Cultural Diversity Policy provides the framework by which Council will be inclusive, equitable and culturally sensitive in its services development and delivery to people of CALD backgrounds. It includes principles, definitions and procedures that align with both state and federal policies and are applicable to Council's elected members, employees and consultants who deliver services or engage with groups and individuals from CALD backgrounds.

The Cultural Diversity Strategy provides strategies and actions for the implementation of Council's Cultural Diversity Policy for the four years from 2013 to 2016.

Other Local Strategies

The Cultural Diversity Strategy 2013-2016 also aligns with the following Logan City Council strategic documents:

- Logan City Arts, Culture and Heritage Strategy 2010 – 2013
- Customer Service Charter 2011-2013
- Community Engagement Strategy, 2009
- Logan Seniors Action Plan 2011 – 2013
- Connected Communities Strategy 2009 – 2013

- Logan Youth Vision 2010 – 2013
- Active Logan Strategy 2010 – 2013
- Creating a Safer City 2010 - 2015
- Draft Community Infrastructure Strategy
- Libraries and Cultural Services Asset and Services Management Plan, 2012
- Major Venues and Facilities Branch Asset and Services Management Plan, 2012
- Logan Arts and Culture Mapping Project, 2011
- Baby Boomers Library Services Strategy 2011 – 2014
- Local Disaster Management Plan, 2010
- Logan City Council Enterprise-Wide Risk Management Framework, 2011
- Logan City Economic Development Strategy 2008 – 2012
- Draft Logan Street Landscape Strategy, 2010
- Draft Park Strategy, 2010
- Draft Nature Conservation Strategy, 2012
- 2012/2013 Operational Plan "Road Mapping Logan's Future"

Non-government sector

Logan has a diverse and engaged non-government and community sector delivering strategic and grass roots services that meet the needs of local CALD communities.

Council acknowledges the important work and efforts of these organisations and passionate individuals who provide settlement, aged care, disability, education, health, language, social, employment and humanitarian support and services to our City's diverse communities.

Logan City Council works to value, promote, support and develop the capacity of non-government organisations that deliver services to residents of Logan City.

More information is available at <http://www.logan.qld.gov.au/community-support/linking-logan>

"As a Local Government authority, Logan City Council has the responsibility to establish dialogue, collect and disseminate information, coordinate resources in the community and most importantly involve the community to enable them to express concerns and act on these to the extent of their capacity"

Connected Communities Strategy 2009 - 2013





Action plan

The Cultural Diversity Strategy 2013 – 2016 contains total of 49 actions that fall within the following 16 strategies, which are set out in four Key Direction areas:

1.0 **Communicating** - Establishing, developing and maintaining effective two-way communications is fundamental to ensuring that Council meets the needs of CALD communities in the delivery of organisational programs and services. Strategies include:

- 1.1 Improving the cultural awareness and competence of Logan City Council staff;
- 1.2 Facilitating improved communication between Council and CALD communities;
- 1.3 Increasing awareness by CALD communities about the mix of services and programs that exist throughout the community;
- 1.4 Sharing stories about our culturally diverse communities with the broader public; and
- 1.5 Building organisational capacity to identify and respond to CALD community needs.

2.0 **Partnering** - Partnering refers to people and organisations from multiple sectors working together towards a common purpose. Council endeavours to create strong partnerships to support and empower communities to achieve their goals. Strategies include:

- 2.1 Collaborating to share information and promote community connectedness and services for CALD communities;
- 2.2 Formalise Council's approach to working with and acknowledging local Aboriginal and Torres Strait Islander communities; and
- 2.3 Putting Logan City on the map as a celebrated, vibrant and multicultural community.

3.0 **Space and Places** - Spaces and places refers to existing and future planning for the development of facilities, infrastructure and open space to maximise opportunities for community use. Strategies include:

- 3.1 Improving awareness and use of community spaces and places by CALD communities;

- 3.2 Encouraging participation by CALD community representatives in planning for community spaces and places; and
- 3.3 Recognising and celebrating our cultural diversity.

4.0 **Resourcing** - Resources are used to enable the community to acquire the necessary knowledge and skills to benefit them over the longer term. It also refers to working strategically to empower people to participate in society and enable them to identify and implement locally driven solutions. Strategies include:

- 4.1 Encouraging and enabling CALD communities to take collective responsibility for key issues and solutions;
- 4.2 Keeping informed about demographic trends;
- 4.3 Encouraging the attraction of state and federal funding;
- 4.4 Facilitating opportunities for training and employment; and
- 4.5 Improving the disaster preparedness of CALD communities.

The Action Plan incorporates work that is already underway or planned in relevant plans and strategies across all of Council as well as proposing actions that align with community identified priorities and state and federal policies. It includes proposed responsible branches of Council (**in bold**), potential partner agencies and council branches as well as links to existing strategic documents. While many of these actions are already underway or planned, it is anticipated that all actions will be undertaken within the 2013 to 2016 period.

Catalyst Projects

Of the 49 actions, there are 10 catalyst actions that have the potential to have significant positive flow on effects for the broader community. These catalyst projects are highlighted (**in bold**) throughout the Action Plan.

KEY DIRECTION 1: COMMUNICATING

ACTIONS		Responsibility / partners	Linkages (with existing plans)
1.1	Improving the cultural awareness and competence of Logan City Council staff.		
1.1.1	Catalyst Project 1: Arrange for in-depth cross cultural training to be available for all Council staff, and encourage participation through inclusion in Council's Corporate Development program. All new staff should be encouraged to participate in the training within the first 6-12 months of employment. This will help facilitate greater organisational capacity to respond to CALD community needs and more informed and positive interactions with people from CALD communities. The training should include a module on the use of Translating and Interpreting Services (TIS) and other translating and interpreting services available to Council.	Community Services (CMS), People & Culture (P&C), Council Customer Services (CUS), all branches	Customer Services Strategy 2011-2013, 2012/2013 Operational Plan
1.1.2	Continue to deliver cross cultural inductions for all new staff to Logan City Council, and encourage the use of Council's internal linguistics register of staff who speak languages other than English.	CMS, P&C	
1.1.3	Communicate and celebrate success of staff in completing cross cultural training and that we are culturally sensitive in the delivery of services to the community.	CUS, all Council branches	
1.1.4	Provide opportunities for elected members to participate in cultural competence, awareness and information sessions.	CMS, Governance (GOV)	
1.2	Facilitating improved communication between Council and CALD communities.		
1.2.1	Catalyst Project 2: Development and implementation of effective guidelines that provide a clear and consistent whole-of-Council approach to engage with people from CALD communities in the development and delivery of Council's plans, programs and services. The guidelines should include recommendations about when, who and how to engage, take into account 'burnout' from over consultation and ensure mechanisms are in place to feed information back to the community post-consultation.	Community Engagement and Marketing (CEM), CMS, Libraries and Cultural Services (LCS), all Council branches, ELAG	Arts, Culture and Heritage Strategy (ACHS), CALD Community Engagement Protocols (draft)
1.2.2	Continue to work closely with Logan's government, non government and service agency networks to exchange information. This includes promoting Council's services and programs in a way that better engages CALD communities as well as gathering relevant information from the community and government agencies for communication back to Council.	CMS, all Council branches, government and non-government organisations	
1.2.3	Create a database of Council documents that are available in other languages (including which languages they are available in) and provide clear guidelines for the translation of Council documents.	CMS, CEM, all Council branches	CALD Community Engagement Protocols (draft)
1.2.4	Develop clear guidelines for Council staff on engaging interpreting and translating services. The guidelines should include encouragement for the use local community-based translating and interpretation services (where free Translator and Interpreter Services (TIS) are not available). This not only supports local social ventures, but also provides employment for local people from CALD backgrounds.	CMS, CUS, all Council branches,	





ACTIONS		Responsibility / partners	Linkages (with existing plans)
1.2.5	Ensure website content is written in plain English (for example, Council's corporate website, tenders website, Facebook and Twitter) and online translation services are investigated (for example, Google Translate).	CEM , CMS, Information Services (IS), all Council branches	
1.3	Increasing awareness by CALD communities about the range of services and programs that exist throughout the community.		
1.3.1	Catalyst Project 3: Investigate options to support a sustainable, well-patronised online directory or portal of community services and programs to promote greater awareness of and accessibility to existing services throughout the City. This would include, in partnership with community organisations, investigating the effectiveness and potential of past and existing community directories.	CMS , CUS, community organisations and networks	
1.3.2	Improve the capacity of internal staff to respond to CALD community issues and enquiries through the development of a database of local community organisations and services that support people from CALD backgrounds.	CMS , CUS	
1.4	Sharing stories about our culturally diverse communities with the broader public.		
1.4.1	Collect, record and publish representative stories of migrant settlers and Aboriginal and Torres Strait Islanders living in Logan City. This would build on the stories collected during the Youth and Experience Project and involve establishing effective strategies for communicating these stories to the broader community. Communication strategies might include a regular column in the City Magazine, sharing them with Multicultural Affairs Queensland (MAQ) for inclusion in their migrant stories book, the presentation of stories, pictures, artefacts and the like through events, library and art gallery showcases and other opportunities as they emerge.	LCS, CMS , CEM, ELAG, CALD communities	ACHS
1.4.2	Explore opportunities for the development of Indigenous tourism product or experiences in Logan in partnership with the community and industry, for example, a local Indigenous Heritage Trail.	CEM , LCS, CMS, Parks (PA), community Elders	
1.5	Building organisational capacity to identify and respond to CALD community needs.		
1.5.1	Promote improved internal communications and awareness about CALD communities through, for example, regular presentations and updates at branch meetings and managers forums.	CMS , CEM, all Council branches	
1.5.2	Establish an internal cultural diversity reference group to monitor progress in implementing this and other relevant strategies and increase the capacity for Council to respond to new and emerging issues and opportunities as they arise.	Multiple Council branches	Links to the "Implementation and Monitoring" section of this strategy

KEY DIRECTION 2: PARTNERING

ACTIONS	Responsibility / partners	Linkages (with existing plans)
2.1	Collaborating to share information and promote community connectedness and services for CALD communities.	
2.1.1	Catalyst Project 4: Investigate the opportunity to reinstate the 'Three Levels of Government' community forum where information and dialogue can be exchanged between the community and local, state and federal government agencies.	CMS , MAQ, other state and federal government departments
2.1.2	Catalyst Project 5: Strengthen the role of the Ethnic Leaders Advisory Group (ELAG) in Council decision making processes through the implementation of Council's CALD Engagement Protocols.	CMS , CEM, all relevant Council branches, ELAG
2.1.3	Participation in key multicultural networks and committees to support connected, collaborative and informed CALD communities across the City.	CMS , other branches where appropriate
2.1.4	Maintain a register of multicultural networks and working groups, including the purpose, composition, timing, and key contact details for each group.	CMS , multicultural network coordinators
2.1.5	Actively participate in relevant inter-agency conferences to share information and promote the LAMP program.	CMS
2.1.6	Encourage the increased uptake of organised sports by CALD youth in partnership with key agencies.	CMS , Police Citizens Youth Club (PCYC), Access Community Services, MultiLink
2.1.7	Encourage engagement with Logan City schools' ESL coordinators and community liaison officers to promote improved information sharing and engagement with multicultural families.	CMS , LGS, Department of Education
2.1.8	Support Logan regional multicultural artists' professional development and local artist exhibition programs.	LCS
2.1.9	Identify appropriate ways to recognise and express appreciation for the contribution that community leaders and elders voluntarily make to the community and to Council's consultative processes.	CMS , CEM, ELAG





ACTIONS		Responsibility / partners	Linkages (with existing plans)
2.2	Formalise Council's approach to working with and acknowledging local Aboriginal and Torres Strait Islander communities.		
2.2.1	Catalyst Project 6: Formalise Logan City Council's partnership with Aboriginal and Torres Strait Islander communities. This could be through the development of a Reconciliation Action Plan or similar partnership arrangement that is agreeable to both Council and local Aboriginal and Torres Strait Islander communities.	CMS , CEM, Administration (AD), Aboriginal and Torres Strait Islander Elders	ACHS, Queensland Government Reconciliation Action Plan
2.2.2	In consultation with Traditional Custodians and Aboriginal and Torres Strait Islander Elders, develop protocols and procedures for Council for engaging with Aboriginal and Torres Strait Islander people in Council matters.	CEM , CMS, Aboriginal and Torres Strait Islander Elders	2012/2013 Operational Plan
2.2.3	Develop protocols and procedures to formalise Council's acknowledgement of Traditional Custodians, including protocols on when and how to undertake Acknowledgments of and Welcome's to Country.	GOV , CMS, CEM, Aboriginal and Torres Strait Islander Elders	
2.3	Putting Logan City on the map as a celebrated, vibrant and multicultural community.		
2.3.1	Catalyst Project 7: Monitor opportunities and, where appropriate, encourage the establishment of an appropriate iconic signature multicultural initiative and/or attraction that will benefit the whole community through increased tourism, cross cultural interactions and strengthening community pride. Investment in an iconic initiative or attraction would be led by the community or an investor, with its success being dependent on strategic support and encouragement by Council, community and business stakeholders.	Logan Office of Economic Development (LOED), CMS, CEM, Development Assessment (DA), Strategy and Planning (S&P), ELAG, tourism industry	Tourism Plan / ACHS, 2012/2013 Operational Plan

"Our goal is to build strong and cohesive communities by developing better ways to engage our communities in those issues that affect them".

2009-2014 Corporate Plan

KEY DIRECTION 3: SPACES AND PLACES

ACTIONS	Responsibility / partners	Linkages (with existing plans)
3.1.	Improving awareness and use of community spaces and places by CALD communities.	
3.1.1	Catalyst Project 8: Look at ways to encourage the use of Parks by CALD communities. For example, developing a “Top 12 parks to take your family in Logan City” brochure, including information about accessibility, features and things to do, translated into applicable languages for promotion to CALD families. This could be launched as a series of ‘culture in the park’ family fun days to promote localised intercultural understanding and opportunities for engagement between Council and CALD communities.	CMS , CEM, PA
3.1.2	Continue to support and promote community partnerships and participation by CALD communities in cultural programs at Councils libraries and art gallery.	LCS , CMS, ELAG
3.1.3	Promote and, where appropriate, facilitate accessibility and use of indoor and outdoor sporting and recreational facilities and activities by CALD community groups. This includes helping to reduce barriers and facilitate opportunities to encourage the use of Council managed facilities and activities by people from CALD backgrounds.	CMS, MVF
3.1.4	Encourage the promotion and use of existing community cultural facilities, such as Chung Tian Temple and Khmer Buddhist Temple, within the Logan City community.	CMS , CEM, all Council branches
3.2	Encouraging participation by CALD community representatives in planning for community spaces and places.	
3.2.1	Identify and consult with appropriate CALD community representatives in planning safe, healthy and connected spaces and places (e.g. land use planning, master planning, satellite towns, etc) to ensure that the needs and expectations of our diverse communities are reflected in the development of the City into the future.	CMS , CEM, S&P, Environment and Sustainability (E&S) all Council branches, ELAG
3.2.2	Encourage the community to establish thriving and sustainable multicultural Community Gardens in accordance with Council’s Community Garden Policy.	CMS , ELAG
3.3	Recognising and celebrating our cultural diversity.	
3.3.1	Continue to encourage events that celebrate cultural diversity. This includes encouraging the community to make use of Council’s grants programs, and promoting events through Council’s website.	CMS , CEM, LCS
3.3.2	Work with Leaders from diverse cultures across the City to identify opportunities for cultural exchange and arts practice in our community spaces and places.	LCS , CMS, E&S, ELAG



KEY DIRECTION 4: RESOURCING

ACTIONS		Responsibility / partners	Linkages (with existing plans)
4.1	Encouraging and enabling CALD communities to take collective responsibility for key issues and solutions.		
4.1.1	Catalyst Project 9: Seek partnership support for the delivery of governance training courses for community leaders who require further development of their business and governance skills for the effective running and management of their community organisations.	CMS , LOED, state and federal government, community organisations, ELAG	
4.1.2	Catalyst Project 10: Identify and agree upon Council's role in helping to address the impact that the federal Trans-Tasman Agreement has on the local community and local services. This may include offering strategic assistance to local networks, partnering to support further research and communications concerning the impacts of the agreement on Logan City's community and/or engaging with state and federal government about local issues.	CMS , education institutions, community leaders	
4.1.3	Identify Council's role in assisting with the issue of homelessness in Logan City.	CMS	
4.1.4	Continue to support Council-run English language initiatives such as Logan City Council Libraries English Conversation Group and Page Turners Reading Program, and promote community-based English programs such as those delivered by MultiLink and Access.	LCS , CMS	
4.1.5	Council to take a proactive role in partnering with key agencies to address issues associated with disengaged CALD youth.	CMS	Logan Youth Vision
4.2	Keeping informed about demographic trends.		
4.2.1	Collect, analyse and maintain up to date statistical information about CALD communities in Logan City from various sources, including ABS, DIAC, OESR and tailor the presentation of this information to support the capacity building and resourcing needs of Council and community organisations.	CMS	Logan Community Profile, MAQ Multicultural Action Plan
4.3	Encouraging the attraction of state and federal funding.		
4.3.1	Actively monitor opportunities for Council to pursue state and federal government funding sources and partnerships for the implementation of projects and initiatives that support participation and inclusiveness of CALD communities.	CMS , all Council branches, local organisations	ACHS
4.3.2	Actively monitor, communicate and encourage the uptake of opportunities for the community to seek funding to develop community-driven initiatives. This includes establishing and maintaining a grants database that includes information about local, state, regional and federal funding opportunities.	CMS , LCS	ACHS, 2012/2013 Operational Plan, Grant Writer
4.3.3	Encourage the use of Council's Grant Writer scheme which provides assistance to community organisations to identify and write funding applications.	CMS	Grant Writer

ACTIONS		Responsibility / partners	Linkages (with existing plans)
4.4	Facilitating opportunities for training and employment.		
4.4.1	Investigate barriers and implement strategic opportunities to encourage people from CALD communities, particularly people from communities that might not currently be well represented, to engage in Council's workforce (including work experience and traineeship positions when they become available). This might include engaging managers and staff in workshop sessions with cultural groups to raise awareness about career path opportunities in Council.	P&C , CMS, all Council branches	2012- 2015 LAMP Services Agreement
4.4.2	Identify opportunities to improve engagement by CALD communities in the City's workforce.	LOED , CMS, P&C	
4.4.3	Encourage increased participation by CALD residents in free business and marketing programs offered by the Logan Office of Economic Development (LOED).	LOED , CMS	
4.5	Improving the disaster preparedness of CALD communities.		
4.5.1	Investigate and implement effective communications strategies to improve the disaster preparedness of CALD communities. This might include: <ul style="list-style-type: none"> • Incorporating orientation programs into the Welcome to Logan event, including inviting police, ambulance, and other uniformed service representatives to help break down the fear that many newly arrived refugees associate with uniformed officials. • Investigate the opportunity to reintroduce fire and water safety information and training in TAFE programs for newly arrived refugees. 	Disaster Management (DM) , CMS, Disaster Management Reference Group, ELAG	



Summary of catalyst projects

Catalyst Project 1:

Arrange for in-depth cross cultural training to be available for all Council staff, and encourage participation through inclusion in Council's Corporate Development program. All new staff should be encouraged to participate in the training within the first 6-12 months of employment. This will help facilitate greater organisational capacity to respond to CALD community needs and more informed and positive interactions with people from CALD communities. The training should include a module on the use of Translating and Interpreting Services (TIS) and other translating and interpreting services available to Council.

Catalyst Project 2:

Development and implementation of effective guidelines that provide a clear and consistent whole-of-Council approach to engage with people from CALD communities in the development and delivery of Council's plans, programs and services. The guidelines should include recommendations about when, who and how to engage, take into account 'burnout' from over consultation and ensure mechanisms are in place to feed information back to the community post-consultation.

Catalyst Project 3:

Investigate the options to support a sustainable, well-patronised online directory or portal of community services and programs to promote greater awareness of and accessibility to existing services throughout the City. This would include, in partnership with community organisations, investigating the effectiveness and potential of past and existing community directories.

Catalyst Project 4:

Investigate the opportunity to reinstate the 'Three Levels of Government' community forum where information and dialogue can be exchanged between the community and local, state and federal government agencies.

Catalyst Project 5:

Strengthen the role of the Ethnic Leaders Advisory Group (ELAG) in Council decision making processes through the implementation of Council's CALD Engagement Protocols.

Catalyst Project 6:

Formalise Logan City Council's partnership with Aboriginal and Torres Strait Islander communities. This could be through the development of a Reconciliation Action Plan or similar partnership arrangement that is agreeable to both Council and local Aboriginal and Torres Strait Islander communities.

Catalyst Project 7:

Monitor opportunities and, where appropriate, encourage the establishment of an appropriate signature multicultural initiative and/or attraction that will benefit the whole community through increased tourism, cross cultural interactions and strengthening community pride. Investment in an iconic initiative or attraction would be led by the community or an investor, with its success being dependent on strategic support and encouragement by Council, community and business stakeholders.

Catalyst Project 8:

Develop a "Top parks to take your family in Logan City" brochure, including information about accessibility, features and things to do, translated into applicable languages for promotion to CALD families. The launch of the brochure would involve a series of 'culture in the park' fun days to promote localised intercultural understanding.

Catalyst Project 9:

Seek partnerships support for the delivery of governance training courses for community leaders who require further development of their business and governance skills for the effective running and management of their community organisations.

Catalyst Project 10:

Identify and agree upon Council's role in helping to address the impact that the federal Trans-Tasman Agreement has on the local community and local services. This may include offering strategic assistance to local networks, partnering to support research on the impacts on Logan City's community and engaging with to state and federal government about local issues.



Implementation and monitoring

Progress against the Cultural Diversity Strategy 2013 – 2016 will be reviewed every six (6) months. This will align with state government reporting requirements for Logan City Council's Local Area Multicultural Partnerships (LAMP) program Service Agreement.

An internal cultural diversity reference group will also be formed to monitor progress in implementing this and other relevant Council strategies.

In accordance with the outcomes of the CALD Community Engagement Guidelines, Council will also engage with the community, including through the Ethnic Leaders Advisory Group, to review progress and ongoing and emerging priorities of the community in relation to the strategy and action plan.

Acknowledgements

The Logan City Cultural Diversity Strategy 2013 – 2016 could not have been developed without the vision, support and commitment of those involved in sharing their stories, issues, ideas and plans throughout its development.

Individuals from the following groups and organisations were involved in contributing towards to the development of this Strategy:

- Access Community Services Ltd
- Burmese Myanmar Friendship Association of Queensland
- Chung Tian Temple (Buddha Light International Association of Queensland)
- Dept of Aboriginal & Torres Strait Islander & Multicultural Affairs
- Ethnic Communities Council of Logan
- Greater Metro South Brisbane Medicare Local
- Grow Support Incorporated
- Hmong Australia Society Brisbane
- Islamic Women's Association of Queensland
- Khmer Buddhist Society of Queensland
- MultiLink Community Services Inc
- Locu-Tueng Community Collaborative
- Logan District Aboriginal & Torres Strait Islander Corporation for Elders
- Niue Nukututaha Association Queensland
- Nunukul Yuggera Aboriginal Dancers
- Queensland African Communities Council (Logan)
- Queensland Maori Society

- Vanuatu Australian South Sea Islander Committee
- Voice of Samoan People
- Woodridge State School and Woodridge State High School

A workshop was held in mid August 2012 with the members of the Ethnic Leaders Advisory Group, which was formed in 2007 to help create dialogue between Council and ethnic communities in Logan City.

An Internal Project Reference Group (IPRG), made up of Logan City Council departmental managers and officers, met five times throughout the development of the Strategy. The IPRG provided guidance throughout the development of the Strategy, to ensure its relevance across Council.

Elected members were also consulted through one-on-one meetings to identify issues, stakeholders and interests within Council divisions.



Acronyms

ABS	Australian Bureau of Statistics
ACHS	Arts, Culture and Heritage Strategy 2010 - 2013
AD	Administration (branch of Logan City Council)
ATSI	Aboriginal and Torres Strait Islander
CALD	Culturally and Linguistically Diverse
CEM	Community Engagement and Marketing (branch of Logan City Council)
CMS	Community Services (branch of Logan City Council)
DA	Development Assessment (branch of Logan City Council)
DATSIMA	Department of Aboriginal and Torres Strait Islander and Multicultural Affairs Queensland
DIAC	Department of Immigration and Citizenship
E&S	Environment and Sustainability (branch of Logan City Council)
ELAG	Ethnic Leaders Advisory Group
ESL	English as a Second Language
GOV	Governance (branch of Logan City Council)
IPRG	Internal Project Reference Group
IS	Information Services
LCC	Logan City Council
LCS	Libraries and Cultural Services (branch of Logan City Council)
LOED	Logan Office of Economic Development (business entity of Logan City Council)
MAQ	Multicultural Affairs Queensland (a division of DATSIMA)
MVF	Major Venues and Facilities (branch of Logan City Council)
OESR	Office of Economic and Statistical Research
P&C	People and Culture (branch of Logan City Council)
PCYC	Police Citizens Youth Club
S&P	Strategy and Planning (branch of Logan City Council)

References

1. Australian Bureau of Statistics, Census of Population and Housing 2006; 2011.
2. This comprises of 172 nationalities (country of birth) and 43 ethnic groups (major cultural identities) to make up 215 nationalities and ethnic groups. This is sourced from Logan City Council Governance Branch Citizenship Reports, 2011 Census of Population and Housing, Department of Immigration and Citizenship Settlement Database and consultation with Ethnic Leaders Advisory Group and the community.
3. This graph is derived from the Australia Bureau of Statistics, Census of Population and Housing 2006; 2011, accessed from Logan City Community Profile: <http://profile.id.com.au/logan/ancestry> (accessed in September 2012).
4. Department of Immigration Settlement Reporting Facility: <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-reporting-facility/> (accessed in August 2012)



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