

CBCity Cultural Diversity Plan 2024–2028



7

destinations



Safe & Strong

A proud inclusive community that unites, celebrates and cares

Safe & Strong documents are guided by the Social Inclusion Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as being a child friendly City, children's services, community safety and crime prevention, inclusiveness, community services, universal access, reconciliation, ageing, community harmony and youth.



Clean & Green

A clean and sustainable city with healthy waterways and natural areas

Clean & Green documents are guided by the Environmental Sustainability Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as managing our catchments and waterways, natural resources, hazards and risks, emergency management, biodiversity and corporate sustainability.



Prosperous & Innovative

A smart and evolving city with exciting opportunities for investment and creativity

Prosperous & Innovative documents are guided by the Prosperity and Innovation Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as revitalising our centres, employment, investment, being SMART and creative, and providing opportunities for cultural and economic growth.



Moving & Integrated

An accessible city with great local destinations and many options to get there

Moving & Integrated documents are guided by the Transport Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as accessibility, pedestrian and cycling networks, pedestrian and road safety, transport hubs, and asset management.



Healthy & Active

A motivated city that nurtures healthy minds and bodies

Healthy & Active documents are guided by the Health and Recreation Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as lifelong learning, active and healthy lifestyles, and providing quality sport and recreation infrastructure.



Liveable & Distinctive

A well designed, attractive city which preserves the identity and character of local villages

Liveable & Distinctive documents are guided by the Liveable City Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as preserving the character and personality of centres, heritage, affordable housing, and well managed development.



Leading & Engaged

A well- governed city with brave and future focused leaders who listen

Leading & Engaged documents are guided by Council's Lead Resourcing Strategies. Supporting Plans, Action Plans and Policies cover such themes as open government, managing assets, improving services, long term funding, operational excellence, monitoring performance, being a good employer, civic leadership, and engaging, educating and communicating with our community.

Strategic Planning Framework Summary

The Strategic Planning Framework (SPF) maps out the role of all current and future Council strategies and plans that work to deliver the vision for the City. The framework works from the highest level of strategic direction in the Community Strategic Plan through to more detailed plans that will eventually drive works projects and programs on the ground. The framework is comprised of the following levels:

The **COMMUNITY STRATEGIC PLAN (CSP)** is our highest level plan and translates the community's desired outcomes for the city into key destinations. The CSP includes community suggested actions which can be tested in the development of all other plans.

1 **LEAD STRATEGIES** are Council's response to the CSP and provide high level strategic direction on key challenges facing the City. They are informed by a sound evidence base that considers key trends and an understanding of the implications of key issues and opportunities on the City.

2 **SUPPORTING PLANS** break down broad theme areas discussed in LEAD STRATEGIES into smaller themes providing high level actions. SUPPORTING PLANS identify broad works projects and programs required to deliver on these actions. Supporting plans include indicative costing and resourcing requirements and delivery timeframes.

3 **DETAILED ACTION PLANS** take actions from SUPPORTING PLANS and identify specific works projects and programs required to deliver on these actions. Detailed action plans include detailed costing and resourcing requirements and delivery timeframes.

4 **GUIDELINES, POLICIES AND CODES** provide detailed information, rules for activities or guidance for specific works on Council or other lands.

Contents

Acknowledgment	5
1. Introduction	6
2. Community profile	7
3. Context	8
4. Strategic and policy context	9
International	9
Federal (Australia)	10
State (NSW Government)	10
Local (City of Canterbury Bankstown)	10
5. Our Achievements	11
6. Development of the Plan	13
Community engagement	13
Social planning	13
Research and analysis	13
Findings	13
Challenges and barriers	14
Emerging issues and needs	14
7. What we will do (priorities and actions)	16
Vision	16
Priorities for 2024-2028	16
8. Conclusion	19



Acknowledgment

The City of Canterbury Bankstown acknowledges the traditional custodians of the land, water and skies of Canterbury-Bankstown, the Darug (Darag, Dharug, Daruk, Dharuk) People.

We recognise and respect Darug cultural heritage, beliefs and relationship with the land.

We acknowledge the First Peoples' continuing importance to our CBCity community.

01 Introduction

Canterbury-Bankstown is one of the most diverse places in Australia, with 44.6 per cent of residents born overseas.

These residents contribute to a vibrant, resourceful and resilient community where people are valued for their unique strengths and personal qualities.

The City of Canterbury Bankstown is committed to supporting people from culturally and linguistically diverse (CALD) backgrounds to

fully participate in social, economic and cultural life and to ensure their voices are heard in the Council's decision-making processes.

The Cultural Diversity Plan 2024-2028 outlines our commitment to creating a welcoming, inclusive and equitable community that values, respects and celebrates the diversity of our community. The Plan provides guidance and a framework for our Council to deliver the best possible services that are responsive to the specific needs of our CALD residents.



02 Community profile

According to the 2021 ABS Census, Canterbury-Bankstown is the second-largest local government area in NSW by population with more than 371,000 residents.

Almost half of Canterbury-Bankstown residents were born overseas (44.6 per cent) with the most common overseas birthplaces being Vietnam, Lebanon, China, Bangladesh and Greece. In the same year, 59.1 per cent of the population used a language other than English at home and 74.1 per cent practiced various religions such as Islam (23.6 per cent of the population), Western Catholic (18.1 per cent) and Greek Orthodox (6.6 per cent).

Between 2016 and 2021 ABS Census periods, Canterbury-Bankstown welcomed 25,646 new arrivals, including individuals born in China (11.1 per cent), Vietnam (10.5 per cent), Bangladesh (6.9 per cent) and Pakistan (7.4 per cent). Additionally, approximately 552 people seeking asylum have made Canterbury-Bankstown their home, with most originating from countries such as Iran, Sri Lanka, Bangladesh, Afghanistan, and Iraq.

While diversity can present certain challenges, it also makes our City a vibrant and interesting place to live in. It creates opportunities for collaboration and partnerships to ensure our CALD residents feel valued, respected, have improved access to opportunities and resources and can actively contribute to the community.



44.6 %
of Canterbury-Bankstown
residents were born overseas



59.1%
speak a language other
than English at home



74.1%
practiced
various
religions



25,646 new arrivals
between 2016 and 2021

03 Context

People from multicultural backgrounds have the right to freely and equally participate in public life, enjoy their own culture and practice their religion without facing discrimination. However, they often face unique challenges and barriers that hinder their full participation and contribution to the social, economic and cultural life of Canterbury-Bankstown.

The City of Canterbury Bankstown's Cultural Diversity Plan 2024-2028 serves as our framework for establishing a welcoming, inclusive and equitable Canterbury-Bankstown. This initiative aligns with Council's Community Strategic Plan, which outlines the strategic direction to *Safe & Strong* - A proud inclusive community that unites, celebrates and cares.

We actively sought input from our community members and local community service providers in the development of the Cultural Diversity Plan.

This plan demonstrates our commitment to creating a welcoming City where everyone matters and differences are celebrated.



04 Strategic and policy context

The Plan is supported and informed by a range of international, federal, state and local government legislation and policies.

International

- The Universal Declaration of Human Rights
- The International Covenant on Civil and Political Rights
- The International Covenant on Economic, Social and Cultural Rights
- UNESCO Universal Declaration on Cultural Diversity
- The 1965 International Convention on the Elimination of All Forms of Racial Discrimination
- The 1967 Protocol the International Convention on the Protection of the Rights of all Migrant Workers and of Their Families



Federal (Australia)

- The Racial Discrimination Act 1975
- The Australian Human Rights Commission Act 1986
- Anti-Discrimination Act 1977
- The Australian Government Access and Equity Strategy
- The Charter of Public Services in a Culturally Diverse Society
- The Social Inclusion Agenda
- Department of Home Affairs, Multicultural Access and Equity Policy Guide, 2018
- Multicultural Australia: United, Strong, Successful (Australian government's public statement)

State (NSW Government)

- Multicultural NSW Act 2000 – The Multicultural Principles
- The Local Government Act 1993
- The Local Government (General) Regulation 2005

Local (City of Canterbury Bankstown)

- Community Strategic Plan - CBCity 2036
- CBCity Child-friendly City Action Plan 2020 - 2024
- CBCity Disability Inclusion Action Plan 2022 - 2026
- CBCity Community Safety and Crime Prevention Plan 2023 - 2027
- CBCity Positive Ageing Plan 2024 - 2028 (under development)
- CBCity Innovate Reconciliation Action Plan 2024 - 2026 (under development)

These connections serve as guidance and inform our efforts in creating a welcoming, inclusive and equitable Canterbury-Bankstown.



05 Our Achievements

- The nation's first Council (former Bankstown Council) to officially sign the Refugee Council of Australia's Refugee Charter in 2008;
- Refugee Welcome Zone since 2002;
- A member of Welcoming Cities;
- Endorsement of #RacismNotWelcome campaign in 2021;
- Various documents, brochures and books in a number of community languages;
- Preschool storytime in community languages;
- English conversation groups and resources;
- Multicultural programs and events at libraries;
- Language Aides Program;
- Active member of Canterbury-Bankstown Multifaith Network (CBMN);
- Active member of Canterbury-Bankstown Multicultural Interagency (CBMIA); and
- Community events and initiatives including Welcome to Canterbury Bankstown Tour and Picnic, International Day for the Elimination of Racial Discrimination event, Welcoming Week events, Refugee Week event and Interfaith Prayers for Peace.





06 Development of the Plan

It was informed by valuable input from our community members, as well as local community stakeholders, including the CBMN and CBMIA.

Community engagement

Community engagement activities included Diversity Plan community pop-up sessions, workshops, a community survey and presentations at interagency networks. The Plan was open for public comments from 16 January 2023 to 30 March 2023. Exhibition information was translated into the eight dominant languages used in the City of Canterbury Bankstown, ensuring accessibility for our CALD community members to participate in the survey and contribute to the development of the Plan. The engagement process successfully reached a total of 1,121 individuals in Canterbury-Bankstown.

Social planning

On 28 February, Council hosted its annual Social Planning workshops, which included the Culturally and Linguistically Diverse workshop. The workshop aimed to gather input for the development of Council's Cultural Diversity Plan 2024-2028. A total of 65 registered participants from government and non-government community organisations had the opportunity to provide feedback on current priorities, emerging issues and contribute to the development of actions listed in the Plan.

Research and analysis

In addition to the community engagement activities and the social planning workshops, other activities were conducted to support the development of the Plan. These activities included desk research on demographic information on the City's residents, a review of the international and national context, an analysis of findings from previous community consultations conducted to inform recent Council projects and a benchmarking exercise against other local government plans.

Findings

The Cultural Diversity Plan survey was designed to enhance our understanding of the connection, community participation and barriers experienced by our CALD community members in Canterbury-Bankstown.

Here is a summary of the survey results:

- 73 per cent of respondents expressed feeling a sense of safety, while 76.5 per cent reported feeling a sense of belonging and welcome in Canterbury Bankstown;
- 78 per cent of respondents stated that they feel free to express and celebrate their faith and culture, while 77 per cent indicated that they feel respected and valued within the community;
- Respondents have actively engaged in community groups and activities such as volunteering, Council events, library programs and playgroups. In saying this, they sometimes face challenges in participating due to their busy work or family lives, or limited English proficiency;
- Some of the commonly reported challenges and issues included financial constraints/ high cost of living, mental health concerns, unemployment, experiences of racism/ discrimination and social isolation; and
- The survey revealed that word of mouth, social media, emails and local newspapers are among the primary methods used by respondents to stay informed about community events and activities.

Challenges and barriers

Below are some of the barriers and challenges to community participation identified during a series of consultation workshops:

- Language and cultural barriers;
 - Not enough translated resources, interpreters and bilingual workers
 - Unfamiliar systems (e.g. education system, health system) and cultural differences
 - Fear of stigma when accessing services
- Lack of information and support;
 - Lack of knowledge of local services
 - Difficulty finding and navigating services
 - General lack of support, lack of workers/services for people in their own background/communities
- Lack of effective community engagement strategies that reflect the diverse range of CALD communities; and
- Other barriers and challenges included unemployment, mental health, domestic violence, low social economic security, transport and intergenerational cultural conflicts.

Emerging issues and needs

The community engagement and consultation have highlighted the following emerging issues and needs experienced by our CALD community members:

- Social connection and information/culture sharing;
 - Lack of communal spaces, social activities and opportunities for people to connect with others and share information and culture
 - Lack of understanding, information and support on how to navigate Australian systems (education, housing, Medicare etc)
 - Over-reliance on technology which creates social isolation
 - Not enough language support – translations, bilingual workers, interpreters
- Employment;
 - Qualifications not recognised
 - Low level of education
 - Low income
 - Cost of study/cost of accessing services
 - Low financial literacy
 - Lack of role models and mentors
- Poor mental health;
 - Due to social isolation
 - Stress, anxiety, depression and trauma triggered by racial discrimination
 - Due to taboo and stigma
 - Due to low mental health literacy
 - Cultural differences that hinder accessing support services
- Other issues and needs identified included domestic violence, poverty and housing, services and policies not culturally sensitive, lack of effective community engagement, safety education, activities for CALD youth as well as CALD mothers/families.



07 What we will do (priorities and actions)

Vision

A welcoming City where everyone matters and differences are celebrated.

Priorities for 2024–2028

Priority 1 – Address language and cultural barriers			
Objective	Action	Delivery responsibility/partnerships	Timeframe
1.1 Ensure equitable access to services and resources for CALD community members.	1.1.1 Foster partnerships with local community service providers to disseminate essential information and resources effectively.	Community and Cultural Services Unit CBMIA NSW Police Force – Multicultural Community Liaison Officers (MCLOs)	Annually
	1.1.2 Coordinate and support initiatives that address language and cultural barriers.	Community and Cultural Services Unit CBMIA	Annually
	1.1.3 Ensure Council communication is clear and easily understandable, providing translations where possible.	Community and Cultural Services Unit Communications Unit	Annually
	1.1.4 Coordinate and support initiatives that tackle racial discrimination and hate crime.	Community and Cultural Services Unit CBMIA MCLOs Racism Not Welcome Working Group	Year 1

Priority 2 – Increase access to information and support

Objective	Action	Delivery responsibility/partnerships	Timeframe
2.1 Coordinate and support initiatives aimed at enhancing CALD community members' awareness of local facilities and services.	2.1.1 Organise a series of welcome events for new residents to showcase the available local facilities and services.	Community and Cultural Services Unit CBMIA Leisure and Aquatic Services Unit Local service providers	Year 1
	2.1.2 Create opportunities for CALD individuals to connect with local community service providers and access essential information in their preferred language.	Community and Cultural Services Unit Local service providers Sustainable Future Unit	Year 2
2.2 Ensure a welcoming and inclusive environment for all residents and visitors of Canterbury-Bankstown	2.2.1 Develop a Welcome to Canterbury-Bankstown resource that provides new residents with access to a wide range of local services, assistance and information.	Community and Cultural Services Unit CBMIA Other community networks	Year 1

Priority 3 – Increase social connection and culture sharing

Objective	Action	Delivery responsibility/partnerships	Timeframe
3.1 Create opportunities for CALD individuals to connect with others and engage in the sharing of information and culture.	3.1.1 Develop and implement initiatives that promote and facilitate intercultural and interfaith dialogue.	Community and Cultural Services Unit CBMIA	Year 2
	3.1.2 Develop and implement initiatives that connect CALD individuals with each other and engage in shared learning experiences.	Community and Cultural Services Unit CBMIA	Year 3
3.2 Engage and empower CALD individuals to celebrate their cultures and achievements.	3.2.1 Provide support for community-led events that celebrate the diverse cultures within the community.	Community and Cultural Services Unit Community stakeholders	Year 2
	3.2.2 Create opportunities for CALD individuals to showcase their talents.	Community and Cultural Services Unit Community stakeholders	Year 3
	3.2.3 Support initiatives that recognise and celebrate the achievements of CALD women.	Community and Cultural Services Unit CBMIA	Annually

Priority 4 – Increase employment opportunities

Objective	Action	Delivery responsibility/partnerships	Timeframe
4.1 Support CALD people to obtain and maintain meaningful employment.	4.1.1 Coordinate and support initiatives that enhance the employability of CALD individuals.	Community and Cultural Services Unit CBMIA	Year 2
	4.1.2 Develop and implement initiatives that will facilitate connections between CALD individuals and job or volunteer opportunities.	Community and Cultural Services Unit Local service providers	Year 3
	4.1.3 Create opportunities for CALD individuals to utilise their existing skills and make contributions to the community.	Community and Cultural Services Unit Local service providers	Year 4



08 Conclusion

The City of Canterbury Bankstown is a vibrant, multicultural community and this cultural diversity enriches our City, making it a more interesting and better place to live.

CALD community members are resilient, capable and make enormous contributions to our community. However, certain individuals, particularly those seeking asylum and refugees, face unique issues and challenges that hinder their full participation in society.

The Cultural Diversity Plan 2024-2028 provides a framework to address the challenges and barriers to community participation experienced by our culturally diverse residents. Through this framework, our Diversity Officer will collaborate with community members and local service providers to promote an equitable, inclusive and cohesive Canterbury-Bankstown that embraces people from culturally diverse backgrounds.

This Plan is a living document; it will be reviewed on an ongoing basis to reflect emerging community issues and trends.

**WHERE
INTERESTING
HAPPENS**