

# AGENDA

## **INCLUSIVE COMMUNITIES STRATEGIC REFERENCE GROUP MEETING**

Notice is hereby given that a meeting of the Inclusive Communities Strategic Reference Group will be held in the Manly Chambers, Belgrave St, Manly on

**THURSDAY 20 APRIL 2017**

Beginning at 5.00pm for the purpose of considering and determining matters included in this agenda.

## **To Committee Members**

|                        |   |
|------------------------|---|
| Alex McTaggart (Chair) | Implementation Advisory Group             |
| Kay Millar             | LRC - Social                              |
| Vanessa Moskal         | LRC - Social                              |
| Susan Alexander        | Mona Vale Chamber of Commerce             |
| Maria-Elena Chidzey    | Manly Community Centre&Services Inc.      |
| Mark Daly              | Resident – Frenchs Forest Ward            |
| Amanda Farrar          | Resident – Curl Curl Ward                 |
| Bill Gye               | Scotland Island Residents' Association    |
| Julia Hornsby          | Warriewood Residents Association          |
| Tania Johnson          | Uniting - Ability Links                   |
| Greg Jones             | Resident – Narrabeen Ward                 |
| Elaine Kent            | Resident – Manly Ward                     |
| Carolyn McKay          | NBI (Northern Beaches Interchange)        |
| Amanda Parkinson       | Sydney North Health Network               |
| Yvonne Parsons         | Mona Vale Hospital Auxilliary             |
| Kathryn Pritchard      | Resident – Curl Curl Ward                 |
| Susan Watson           | Manly Drug Education & Counselling Centre |
| Sandie Wong            | Resident – Frenchs Forest Ward            |

## **Council Officer Contacts**

|                      |   |
|----------------------|---|
| Lindsay Godfrey      | Executive Manager Community Services            |
| Fiona Winter         | Community Development Officer – Social Planning |
| Janine Curtis        | Community Development Officer                   |
| Hannah Schulz-Fulham | Community Development Officer                   |
| Sherryn McPherson    | Administration Officer Governance               |

## **Quorum**

Majority of members (excluding vacant positions)

**Agenda for a meeting of the Inclusive Communities Strategic Reference Group**

**to be held on Thursday 20 April 2017**

**in the Manly Chambers, Belgrave St, Manly**

**Commencing at 5.00pm**

|            |  |          |
|------------|--|----------|
| <b>1.0</b> | <b>APOLOGIES</b>   |          |
| <b>2.0</b> | <b>DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST</b>                            |          |
| <b>3.0</b> | <b>REVIEW OF MEETING NOTES</b>   |          |
| 3.1        | Notes of Inclusive Communities Strategic Reference Group held 16 February 2017 ..... | 1        |
| <b>4.0</b> | <b>AGENDA ITEMS .....</b>  | <b>6</b> |
| 4.1        | Multicultural Issues .....   | 6        |
| 4.2        | Disability Inclusion Action Plan .....   | 59       |
| 4.3        | Developing an Inclusive Community - Workshop .....                                   | 61       |
| 4.4        | Developing the Community Strategic Plan - update .....                               | 62       |
| <b>5.0</b> | <b>UPDATE ON ACTIONS FROM LAST MEETING</b>   |          |
|            | Nil  |          |
| <b>6.0</b> | <b>GENERAL BUSINESS</b>  |          |
|            | <b>NEXT MEETING Thursday 22 June 2017</b>  |          |

## **2.0 CONFIRMATION OF NOTES OF PREVIOUS MEETINGS**

### **2.1 NOTES OF INCLUSIVE COMMUNITIES STRATEGIC REFERENCE GROUP HELD 16 FEBRUARY 2017 .....1**

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#### **RECOMMENDATION**

That the Notes of the Inclusive Communities Strategic Reference Group held 16 February 2017, copies of which were previously circulated to all Members, be confirmed as a true and correct record of the proceedings of that meeting.

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# NOTES

## **INCLUSIVE COMMUNITIES STRATEGIC REFERENCE GROUP MEETING**

held in the Manly Chambers, Belgrave St, Manly on

**THURSDAY 16 FEBRUARY 2017**

**Notes of the Inclusive Communities Strategic Reference Group Meeting  
held on Thursday 16 February 2017  
in the Manly Chambers, Belgrave St, Manly  
Commencing at 5.06pm**

**ATTENDANCE:**

**To Committee Members**

|                     |  |
|---------------------|--|
| Kay Millar          | LRC - Social                           |
| Vanessa Moskal      | LRC - Social                           |
| Maria-Elena Chidzey | Manly Community Centre & Services Inc. |
| Mark Daly           | Resident – Frenchs Forest Ward         |
| Bill Gye            | Scotland Island Residents' Association |
| Julia Hornsby       | Warriewood Residents Association       |
| Tania Johnson       | Uniting - Ability Links                |
| Greg Jones          | Resident – Narrabeen Ward              |
| Elaine Kent         | Resident – Manly Ward                  |
| Carolyn McKay       | NBI (Northern Beaches Interchange)     |
| Yvonne Parsons      | Mona Vale Hospital Auxiliary           |
| Kathryn Pritchard   | Resident – Curl Curl Ward              |

**Council Officer Contacts**

|                   |  |
|-------------------|--|
| Lindsay Godfrey   | Executive Manager Community Services             |
| Sherryn McPherson | Administration Officer Governance                |
| Leanne Kelly      | Manager, Youth, Families & Community Development |
| Fiona Winter      | Senior Social Policy Researcher                  |
| Fiona Van Dort    | Research Officer                                 |

**Quorum**

Majority of members (excluding vacant positions)

## 1.0 APOLOGIES

Apologies were received from Alex McTaggart for non attendance.

## 2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

Nil

## 3.0 CONFIRMATION OF NOTES OF PREVIOUS MEETINGS

### 3.1 NOTES OF INCLUSIVE COMMUNITIES STRATEGIC REFERENCE GROUP HELD 3 NOVEMBER 2016

#### DECISION

That the Notes of the Inclusive Communities Strategic Reference Group held the 3 November 2016, copies of which were previously circulated to all Members, are hereby confirmed as a true and correct record of the proceedings of that meeting.

## 4.0 AGENDA ITEMS

### 4.1 COMMUNITY STRATEGIC PLAN DEVELOPMENT WORK – FIONA VAN DORT

#### DISCUSSION

Fiona Van Dort – Research Officer, Community Engagement, outlined the progress in developing the Community Strategic Plan (CSP):

- Stage One outcomes: Vision, aspirations and priorities have been developed
- Stage Two: has commenced with a Discussion Paper in preparation, and further community consultation planned, towards developing goals and strategies

A presentation was delivered and discussed, outlining the four main themes (or ‘pillars’) of the CSP – the Quadruple Bottom Line. This is comprised of Social, Environmental, Economic and Governance approaches to help ensure a holistic plan is developed.

The four themes have been developed into ‘Draft Goals and Strategic Considerations’, which was circulated for a feedback session. It was outlined that ‘Inclusive Communities’ is addressed under the Social theme as part of Goal no.17 *“Our community is open and friendly, providing social and cultural opportunities for everyone”*.

The Members were asked to indicate of all the goals and considerations which statements they supported? Anything missing? Anything they don’t support?

A copy of the presentation provided to the group is attached to the Notes at (refer **Attachment 1**).

#### ACTION

The group worked both collectively and as individuals to review and discuss the draft goals and strategic considerations for the CSP. Council has summarized over 2,000 comments from the community. Council will capture feedback from all SRGs and analyse it to identify matters that need to be incorporated in the CSP and Delivery Program (refer **Attachment 2**).

## **DECISION OF EXECUTIVE MANAGER CORPORATE STRATEGY & PLANNING**

That the Community Safety Strategic Reference Group participate in a workshop to assist in the further development of the Community Strategic Plan.

### **4.2 CONNECTING THE NORTHERN BEACHES – FIONA VAN DORT**

#### **DISCUSSION**

Fiona Van Dort – Research Officer, Community Engagement provided an update on this item. A copy of the presentation provided to the group is attached to the Notes at **Attachment 3**. To view a copy of the map and further information regarding the walkway, please click on the following link:

<https://www.northernbeaches.nsw.gov.au/council/connecting-northern-beaches>

#### **DECISION OF RESEARCH OFFICER**

That Inclusive Communities Strategic Reference Group note the information presented.

### **4.3 PRESENTATION ON AGED CARE REFORMS- FIONA WINTER**

#### **DISCUSSION**

Fiona Winter – Senior Social Policy Researcher provided an update on this item. A copy of the presentation provided to the group is attached to the notes at (refer **Attachment 4**).

#### **DECISION OF EXECUTIVE MANAGER COMMUNITY SERVICES**

1. That the meeting be extended for a further 15min to allow for questions on this item and allow for the group to also be updated on item 4.4.
2. That the information presented be noted.

### **4.4 NATIONAL DISABILITY INSURANCE SCHEME**

#### **DISCUSSION**

Lindsay Godfrey, Executive Manager – Community Services provided an update on this item.

#### **DECISION OF EXECUTIVE MANAGER COMMUNITY SERVICES**

That the information presented and discussed at the meeting be noted.



## “SUMMARY OF ACTIONS

| ITEM NO. | ACTION  | RESPONSIBLE OFFICER | DUE DATE |
|----------|---|---------------------|----------|
| 4.1      | Identify matters that need to be incorporated in the CSP and Delivery Program | Fiona Van Dort      |          |

*The meeting concluded at 7.15pm*

This is the final page of the Notes comprising 5 pages numbered 1 to 5 of the Inclusive Communities Strategic Reference Group meeting held on Thursday 16 February 2017 and confirmed on Thursday 20 April 2017

## 4.0 AGENDA ITEMS

|                          |   |
|--------------------------|---|
| <b>ITEM 4.1</b>          | <b>MULTICULTURAL ISSUES</b>   |
| <b>REPORTING OFFICER</b> | <b>EXECUTIVE MANAGER COMMUNITY SERVICES</b>                             |
| <b>TRIM FILE REF</b>     | <b>2017/075406</b>  |
| <b>ATTACHMENTS</b>       | <b>1 <a href="#">Download</a> Culturally Diverse Warringah Strategy</b> |

### ISSUE

To provide a presentation on the Warringah Multicultural Strategy (2015-2020) and discuss how that relates to the broader area of the Northern Beaches. The Strategy "Culturally Diverse Warringah" is attached for pre-reading.

### BACKGROUND

The development of a multicultural strategy was identified as a key priority in Warringah Council's Operational Plan for 2014/15.

More than 800 people from various cultural backgrounds were consulted as part of this strategy. The engagement was conducted in 2014/15 and focused on the former Warringah local government area.

As a result, six key strategic directions were identified:

1. Housing
2. Employment, Education and Training
3. Access to Information and Services
4. Identity and Belonging
5. Celebrations and Events
6. Health and Safety

The Strategy was adopted by the Council of the time on 22 September 2015.

### DISCUSSION

With the new amalgamated council boundaries, there is an opportunity to review this paper and discuss its relevance to the broader Northern Beaches. The SRG members are invited to read through the document and to make comment on various aspects, in particular the six strategic directions contained within.

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### RECOMMENDATION OF EXECUTIVE MANAGER COMMUNITY SERVICES

That the information presented and discussed at the meeting be noted.

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# MULTICULTURAL STRATEGY

*Culturally Diverse Warringah 2015-2020*

WARRINGAH.NSW.GOV.AU

W  
WARRINGAH  
COUNCIL

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*Front cover image: Students from Mackellar Girls School at their Cultural Day*

## EXECUTIVE SUMMARY

Warringah Council's Multicultural Strategy – *Culturally Diverse Warringah* – 2015-2020 provides a framework that outlines Council's commitment to developing an inclusive community, where all cultures are respected and valued.

With 28.1% of its residents being born overseas, Warringah is home to many culturally and linguistically diverse (CALD) communities which each make a significant contribution to our area. They enrich the broader community, both socially and culturally. However, with increasing cultural diversity, certain challenges arise, and this Strategy acknowledges the challenges our CALD population faces.

Furthermore, this Strategy describes how Council will work towards ensuring its programs, services and facilities are accessible to residents from culturally and linguistically diverse backgrounds. It reflects Council's commitment to working together with the community to strengthen engagement, build relationships and maintain community harmony.

It aims to inspire a multicultural Warringah: to embrace, acknowledge and celebrate the diversity within our area; to identify those people in our community who may need assistance; and to create an inclusive, vibrant community for all. This Strategy outlines how Council and the community can work together to strengthen community harmony, create opportunities and improve community engagement.

The Strategy has been developed following significant research and thorough community engagement and participation. Council consulted with over 800 stakeholders including CALD groups and individuals, Council staff and service providers.

The Strategy provides direction for Council and for partnering organisations to guide effective planning of service delivery. Following the adoption of this Strategy, an action plan will be developed to outline deliverables.

For more information about Warringah Council's Multicultural Strategy in a language other than English, contact Warringah Council or Translating and Interpreting Service (TIS) on 131 450.





# SETTING THE SCENE

## Background

The development of a multicultural strategy was identified as a key priority in Council's Operational Plan for 2014/15, which is informed by the long term vision for Warringah – the Community Strategic Plan.

The Strategy is about effective planning and providing culturally appropriate and properly targeted services that will meet the diverse needs of the community.

## Role and Purpose of this Strategy

*Culturally Diverse Warringah* will serve as a planning document for Council in terms of service delivery. The purpose is to set overarching strategic directions for how Council approaches CALD communities.

The Strategy will serve the dual function of forming the basis for Council's annual Community Services planning as well as being the basis for ongoing conversations and collaboration with CALD communities and service providers. The Strategy reflects Council's commitment to collaboration and innovation in responding effectively to the needs of multicultural communities in Warringah.

## Australia's First People

Warringah Council respectfully acknowledges that Indigenous Australians were the first people of this land. We celebrate the survival of Indigenous Australians and their culture following European colonisation. Many local indigenous people were consulted for this strategy and we thank them for their insights and inputs.

Council will continue to work collaboratively with Australia's first people to foster partnerships and collaboration to improve the wellbeing of our first peoples and work towards reconciliation.





## National, State and Local Government Context

This Strategy sits alongside the relevant government policies at federal, state and local levels.

### National

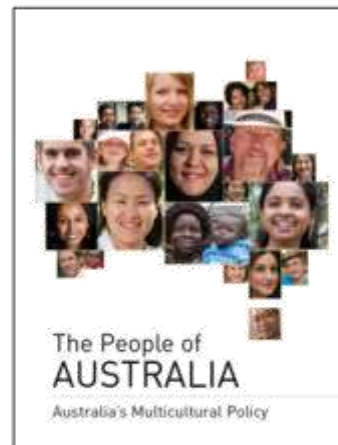
In recent years, the Federal Government has introduced a number of policies that detail its commitment to a multicultural Australia including:

- Racial Discrimination Act 1975
- The Australian Government Access and Equity Strategy 1985 and 2012
- Charter of Public Service in a Culturally Diverse Society 1998
- Multicultural Australia: United in Diversity 2003
- Human Rights Framework 2010
- The People of Australia: Australia's Multicultural Policy 2011.

The Federal Government has also implemented some initiatives at a local level including the Diversity and Social Cohesion Program, National Harmony Day and the Settlement Grants Program.

The Settlement Grants Program (SGP), administered locally via the Manly Community Centre service based at Brookvale, provides funding aimed at assisting humanitarian entrants and migrants settle in Australia and participate equitably in Australian society as soon as possible after their arrival. To ensure that SGP funding is directed to those most in need, settlement services are directed to those permanent residents who have arrived in Australia in the last five years as:

- Humanitarian entrants
- Family stream migrants with low levels of English proficiency
- Dependents of skilled migrants in rural and regional areas with low English proficiency (Department of Social Services, 2014).



## **State**

Since 1983, all NSW Government agencies have been required to have a multicultural plan (previously known as an Ethnic Affairs Priorities Statement).

The NSW Community Relations Commission and Principles of Multiculturalism Act (2000), requires all public authorities to implement and report on the principles of multiculturalism.

Warringah supports and implements the principles in the Act, which include:

- All individuals in NSW should have the greatest opportunity to contribute to, and participate in, all aspects of life;
- Individuals are free to profess, practise and maintain their own linguistic, religious, racial and ethnic heritage;
- Provisions are made for the culture, language and religion of others and that these are respected;
- All individuals are able to participate in relevant activities and programs provided or administered by the NSW Government;
- Cultural and linguistic assets are promoted and celebrated as a valued resource.

The NSW commitment to cultural diversity and community harmony is further strengthened through the following:

- White Paper: Cultural Harmony; The Next Decade 2002-2012
- Multicultural Advantage 2012-2015
- NSW State Plan 2021
- Implementing the Principles of Multiculturalism Locally: A planning guide for NSW Local Governments produced by NSW Community Relations Commission and Department of Local Government in 2010.

## **Local**

At a broad level, Section 8 of the NSW Local Government Act (1993) incorporates a charter which states that councils are required to provide, after consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services are managed efficiently.

Furthermore, councils are required to exercise their functions in a manner that is consistent with and actively promotes the principles of multiculturalism.

The Local Government Amendment Planning and Reporting Act (2009) introduced a new Integrated Planning and Reporting approach to councils by the Division of Local Government and strengthened councils' strategic approach to the delivery of services. It also provided greater involvement by the community in the process of forward planning and guided councils on how to address and integrate local social, environmental, economic and civic leadership issues based on the social justice principles of equity, access, participation and rights.





# OUR COMMUNITY (WARRINGAH'S CULTURAL DIVERSITY)

## Demographic Snapshot

This section provides an overview of key demographic trends followed by more detailed demographic data in the appendix.

Warringah is home to over 155,000 people\* with a steady population growth since 1991. Although Warringah has a smaller proportion of people born overseas or from a non-English speaking background than the Sydney average, Warringah is becoming increasingly diverse and there are growing numbers of people from culturally and linguistically diverse backgrounds residing in the area.

Alongside traditional 'beach' culture, Warringah is a community of many nations and faiths. Based on a population of 140, 741 (excluding overseas visitors) from 2011 census data:

- 28.1% of Warringah residents were born overseas (39,591)
  - United Kingdom 8.2% (11,547)
  - New Zealand 2.5% (3,504)
  - China 1.4% (1,991)
  - Italy 1.2% (1,748)
  - South Africa 1.2% (1,740)
  - Philippines 0.8% (1,089)
  - India 0.8% (1,083)
  - Germany 0.7% (995)
  - United States 0.7% (988)
  - Brazil 0.7% (955)
- 14.6% of Warringah residents were born in non-English speaking countries (20,556)

*"There are many faces  
representing a great diversity  
in the community  
in which we live and  
I really like that"*

- The top 10 ancestries in Warringah are listed below. Ancestry defines the cultural association and ethnic background of an individual going back three generations.
  - English 37.8% (53,166)
  - Australian 33.0% (46,453)
  - Irish 11.1% (15,555)
  - Scottish 9.2% (12,998)
  - Italian 5.2% (7,373)
  - German 3.5% (4,905)
  - Chinese 3.4% (4,758)
  - Dutch 1.9% (2,623)
  - New Zealander 1.4% (2,026)
  - Greek 1.0% (1,465)
- 85.4% of Warringah's population in 2011 were listed as Australian citizens (120,176)
- In Warringah, 2,803 people (2.0% of the population) who were able to speak another language, reported difficulty speaking English
- In Warringah, 16.1% of people speak a language other than English at home (22,644). The dominant language groups are:
  - Italian 2.0% (2,753)
  - Mandarin 1.2% (1,685)
  - Cantonese 1.0% (1,456)
  - Armenian 0.8% (1,111)
  - German 0.8% (1,103)
  - Portuguese 0.8% (1,109)
- Between 2006 and 2011, the number of people born overseas increased by 4,428 or 12.6%, and the number of people from a non-English speaking background increased by 2,493 or 13.8%.
- The largest changes in birthplace countries of the population in this area between 2006 and 2011 were for those born in:
  - United Kingdom (+1,234 persons)
  - Brazil (+624 persons)
  - India (+449 persons)
  - South Africa (+356 persons)

- Warringah is home to Australia's largest Tibetan population, however the exact numbers are difficult to measure as most have their country of origin listed as China. More Tibetans are expected to settle in Warringah in coming years as humanitarian entrants.
- 0.4% of people in Warringah (602) identified as being of Aboriginal or Torres Strait Islander descent



\*Population figure of 155,289 based on Australian Bureau of Statistics (ABS) estimated residential population from 2014.

## Council's Current Activities

### Community Services

- Council delivers a range of services and facilities for the CALD communities in Warringah. These include activities for seniors, people with disabilities, youth, arts and cultural which are all well attended by CALD residents.
- Warringah's Community Development Team gives regular presentations to new migrants as part of the settlement program and Adult Migrant Education Program (AMEP) at the Northern Beaches Institute of TAFE. These talks include a translator and deliver vital information to assist the new settlers adjust comfortably into Australian society. This includes the responsibilities of each of the three levels of government taking a particular focus on how local government is here to help in their transition into Australian life.

Warringah is home to Australia's largest Tibetan population and this number is growing – Tibetan migrants make up the majority of the AMEP.

- Council's Community and Cultural Development Grants Program has recognised the importance of this group with grants to the Tibetan Learning Centre and a Tibetan Children's Camp in recent years. Through the competitive grants program, Council has previously contributed financially to events such as Eurofest, the Sydney Multicultural Festival and the Tibetan Losar Festival.





- Council has numerous community centres which are available for use by CALD groups for meetings, cultural celebrations and other activities.
- Information booklets on home care services in Northern Sydney for seniors and people with disabilities are provided and these are available in nine community languages.
- The Pacific & Maori Work on the Street Program was set up in 2012 by the Northern Beaches Police Command, in response to high levels of contact between police and young people from those communities. They have a range of programs, from Friday Night Out Reach Patrols around Dee Why to running Cultural Days with the schools, weekly language and cultural events and Pacific Beats nights where both modern and traditional singing and dance skills are on display. More recently, the NSW Department of Family and Community Services has also helped to establish a Pacific Islander community working group for the Northern Beaches. The working group aims to prioritise key community issues and discuss how they can be addressed.
- The NSW Department of Family and Community Services has also established the Mana Allawah Project Management Group, of which Council is an active member. The purpose of the Mana Allawah Project Management Group is to collectively draw upon the specialist skills, experiences, knowledge and abilities of Aboriginal and non-Aboriginal people working in the Northern Sydney district in the education, employment, health and community sectors to lead the implementation of the outcomes from the Mana Allawah Summit held in 2014. Mana Allawah is a Darug word meaning 'Get Together' (Darug Elder, Aunty Edna Watson 2014).
- Council also participates in the Northern Beaches Multicultural Network coordinated by the Manly Community Centre. The network meets monthly and discusses new and emerging communities and shares information and resources across the various partner organisations to address local issues.

### Cultural Events

- Each year, Council celebrates its rich diversity through citizenship ceremonies, Guringai Festival, Australia Day festivities and many other events. Some of these events are CALD specific, and others intended for the broader community. Through broad publicity, CALD communities are encouraged to participate in community events.
- Harmony Day is also often celebrated in Warringah through A Taste of Harmony. For this day of celebration, staff will bring in a dish representing their culture to share with their colleagues. Similarly, events such as these have been held during Seniors Week for the general public to participate in.



## Library Services

- Warringah's libraries have a vast array of multilingual resources with reading materials and language learning resources for those in the community from other cultures. There is a range of community language resources available including Tibetan, Chinese and Italian. Warringah's community language resources are borrowed from the State Library resulting in a constantly evolving collection of resources. Access to databases and information from other providers is available through links with the State Library.



## Customer Service

- Warringah Council was officially declared a Refugee Welcome Zone on 17 July 2012, registered with the Refugee Council of Australia. This declaration has been used to foster an awareness of the issues facing refugees, and improve visibility of refugees, in the Warringah community.
- Council's Reconciliation Action Plan, and previously the Social Plan and Cultural Plan also support the benefits of staff being able to understand and appreciate other people's cultures to facilitate our commitment to multiculturalism, diversity and fairness.

- Council provides a range of services to residents from CALD backgrounds through Customer Service. All Council staff undertake cultural awareness training upon induction and on an ongoing basis.

Being culturally aware is one way in which staff at Warringah Council can demonstrate its equal employment opportunity responsibilities. This is done through practices that consider cultures other than our own when making decisions and delivering services to our customers and our colleagues. Being culturally aware is also a tool that can help Council's operations and teams run more smoothly, by helping us to communicate more effectively with the people we deal with every day.

- Warringah Council strongly supports Equal Employment Opportunity which is aimed at achieving:
  - equitable employment outcomes
  - a harassment-free workplace
  - full staff participation
  - a diverse workforce that reflects, and is responsive to, the community served.
- Staff also use the telephone interpreting service (TIS) to access translation if required.

### **Sister Cities**

- Warringah Council has also developed a number of Sister and Friendship Cities over the years including:
  - Chichibu, Japan
  - Brewarrina, NSW
  - Honolulu, Hawaii  
(Goodwill Beach City Agreement)





## Community Engagement – The Process

This strategy is the result of extensive conversations, workshops, focus groups, interviews and written commentary by Council staff with people from CALD backgrounds. As the highest levels of migration in Warringah are from English speaking countries (with a vast majority from United Kingdom), this research focused mainly on those communities from more culturally diverse and non-English speaking backgrounds, who would be expected to encounter far more barriers to community engagement and participation than those from similar cultures.

More than 800 people from various cultural backgrounds were consulted as part of this strategy. A variety of methodologies were chosen, including a survey (both online and paper-based), targeted small group face-to-face consultations and larger group forums. Interpreters were made available for various groups to aid in translation.

### Focus Groups and Discussions

Focus group sessions and/or discussions were conducted with various cultural groups:

- Aboriginal
- Brazilian
- Chinese
- Church based groups
- Dee Why multicultural playgroup
- Filipino
- French
- Indian
- Islamic
- Italian
- Korean
- Maori
- Nepalese
- Pacific Islanders
- Serbian
- Spanish
- Tongan



- Tibetan
- School based groups
- Sporting groups
- Multicultural youth forum – a gathering of 55 secondary school students from various ethnic backgrounds

*"It was an opportunity for our voice to be heard, for us to say what we think!"*  
- Youth forum participant

Extensive discussions were also held with service providers including:

- Health services
- Settlement services
- Welfare agencies
- Community support organisations
- Carer support groups
- Education institutions
- Small business sector
- Attendees at cultural festivals and general community events
- Council's Vibrant Connected Communities Strategic Reference Group
- Police consultation
- Internal consultation with libraries, community centres, beach services
- Other Councils



## Surveys

- 135 participants completed the online version of the survey
- 188 participants completed and returned hard copies of the survey

## Your Say website

- The Your Say Warringah community engagement website had close to 500 page visitors



*Warringah Council would like to say thank you to all those who participated in the consultation and so generously gave up their time to provide us with their feedback.*

*Your involvement and contribution will ensure that the Strategy is relevant to the Warringah community.*

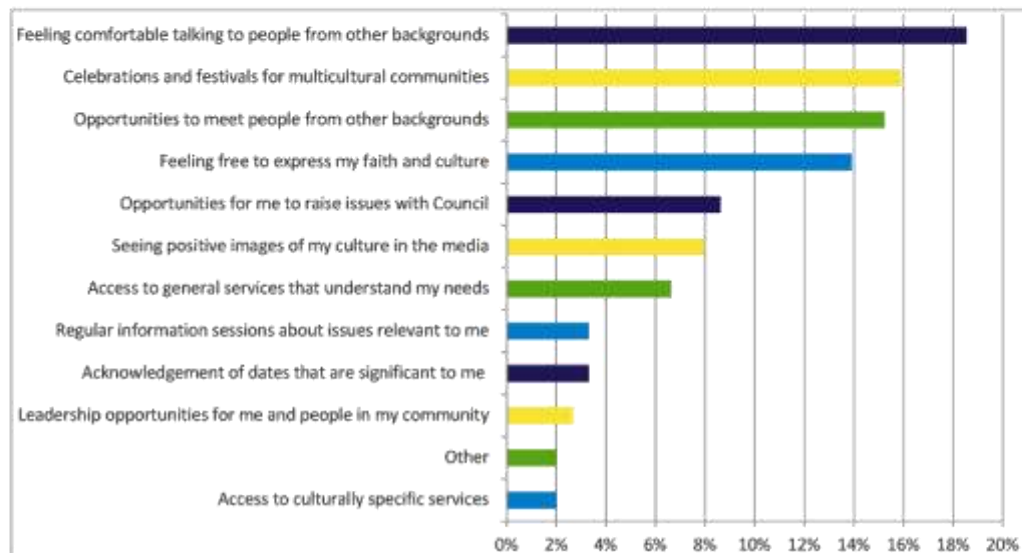




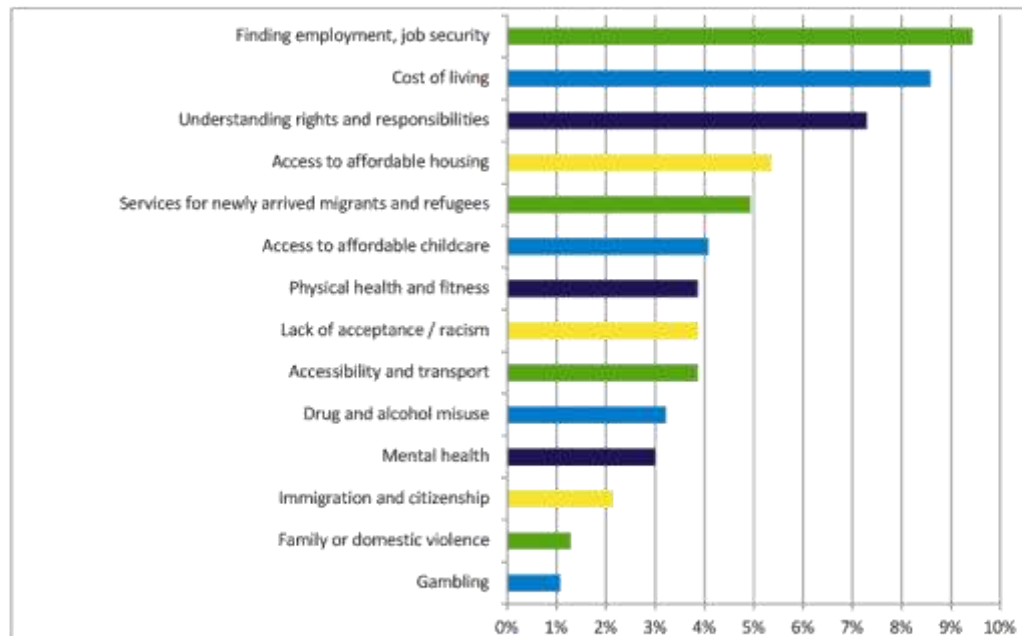
## Key Findings from the Multicultural Survey 2015

More detailed survey data is listed in the appendix.

What are the three most important things that make you feel like you belong to the Warringah community?



What do you think are the five most important issues for local multicultural communities?



MULTICULTURAL STRATEGY: CULTURALLY DIVERSE WARRINGAH

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## 1. Housing

The cost of housing has increased significantly in recent years in Warringah and across metropolitan Sydney. According to CoreLogic RP Data, in 2015, the current median house price for the Northern Beaches is now \$1.241 million.

*"Warringah is a very nice place to live, however housing affordability is very difficult"*

Upon arrival in Australia, migrants often require accommodation in the private rental market. However with vacancy rates at around 1%, increasing rental prices and a tight market with limited supply, even securing rental accommodation can be a challenging task.

This high cost of housing has made it difficult for people on low to moderate incomes to secure safe, affordable accommodation for their families. In addition to the lack of affordable accommodation available, people from CALD backgrounds, may face added barriers in accessing suitable accommodation.

Local community consultation identified these barriers as:

- a shortage of housing to accommodate larger families
- new arrivals having limited rental history and references
- low proficiency in English
- discrimination based on their cultural background
- not being aware of tenancy rights and responsibilities
- limited budgeting skills (Shelter WA, 2013)

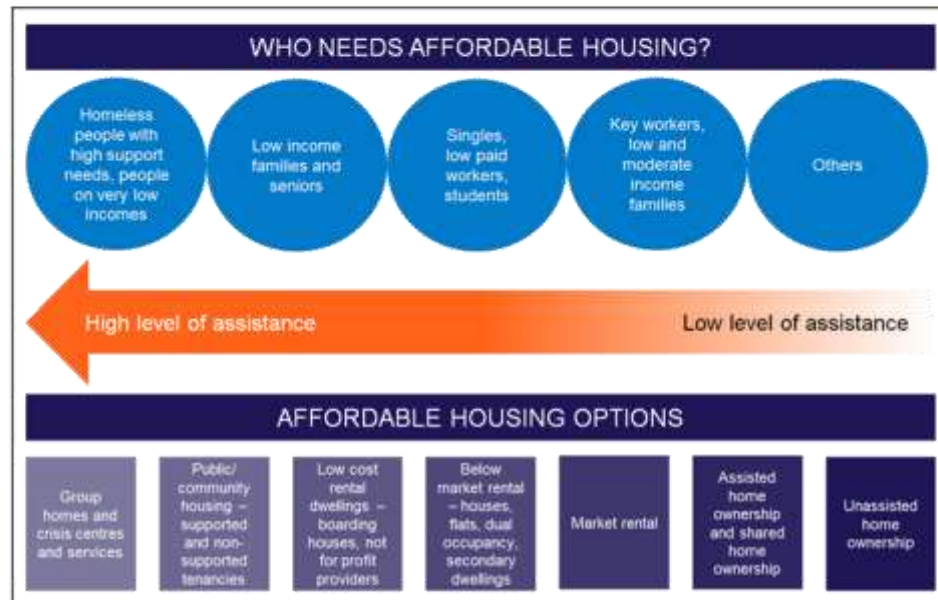
In addition to increasing housing costs, the cost of living for necessities such as utilities, food and transport have all increased which contributes to significant housing stress. Throughout the consultations, the cost of living was raised numerous times as a topic of concern.





Whilst social housing is available through government programs, the demand far outweighs supply. Long waiting lists and a very limited supply of social housing stock in Warringah, means that some families feel their only option is to move out of the area.

### Spectrum of Housing Needs



(Your Say Warringah, 2014)

### Strategic Objectives

***Our long-term objective is that increased affordable housing options are available for all residents including those from CALD backgrounds***

***1.1 Facilitate a diversity of housing options through the provision of a greater mix of housing, in terms of type, density and affordability, to accommodate an increasing and diverse population***

***1.2 Provide information to people from CALD backgrounds on a range of housing options including tenancy rights and responsibilities***

## 2. Employment, Education and Training

Meaningful employment provides individuals and families with validation of participation in society, a source of pride and dignity (NSW Community Relations Commission, 2006) as well as social inclusion and acceptance in a community (Australian Government, 2009).

For many new arrivals, there are often barriers to obtaining employment including:

- lack of available employment
- low levels of English and/or literacy, numeracy and computer skills
- lack of recognition of overseas qualifications and skills and the need for re-training
- lack of Australian work experience
- perceived discrimination from potential employers (Maitland City Council, 2008)

Consultation with CALD communities highlighted a strong work ethic and a desire to gain employment, as obtaining employment was viewed as a measure of success. Many cited that often their overseas qualifications were not recognised in Australia and required retraining. Often retraining is an expensive exercise, or difficult due to limited training opportunities in Warringah or a lack of English.

*"When I first arrived to Australia, I volunteered for three years – it was a good way to improve my English and meet people"*

Whilst some people from CALD backgrounds receive up to 510 hours of free English lessons as part of the Adult Migrant Education Program, some participants secure employment prior to completing their course. Although obtaining employment is to be commended, it can mean their English literacy remains limited.



It should also be noted, however, that throughout the consultation, some people from CALD backgrounds, particularly with good English proficiency, secured employment rather quickly. This enabled them to settle into Australian life relatively easily.

Education was also raised as a key issue throughout the consultations. Many migrant and refugee students face difficulties at school after missing several years of structured learning before migrating to Australia. Often problems arise when these students with limited literacy and heightened settlement needs are placed in mainstream school classrooms (SydWest Multicultural Services, n.d.).

Alternatively, many of the young people we surveyed who were born in Australia to migrant parents stated that they had a strong desire to study hard, but there was also a lot of parental pressure placed upon them to succeed. These young people from CALD families often felt that



their parents didn't understand the modern day stresses associated with attending school or university, such as peer pressure, demanding workloads and new technologies. Similarly, parents cited they wanted to support their children with their studies but were often unsure how to do so.

## **Strategic Objectives**

***2. Our objective is that residents from CALD backgrounds have access to information related to meaningful employment, education and training opportunities***

***2.1 Promote and acknowledge local workplaces that accept and support cultural diversity and work in partnership with other service providers to facilitate and promote job opportunities for people of CALD backgrounds***

***2.2 Provide information and access to programs and services that relate to employment and education pathways for people of CALD backgrounds***



### 3. Access to Information and Services

Access and inclusion to information and services is essential for people to fully participate in community life and assist in their physical, emotional and mental wellbeing. Warringah residents should have equitable and easy access to services regardless of cultural background.

The key issues for the CALD community in accessing information and services are:

- The lack of knowledge about available services
- Language barriers
- Varying cultural attitudes to various services eg fear of authorities
- Services that are not sensitive to language, cultural and religious needs

It was raised frequently throughout our consultations, that many people from CALD backgrounds were not aware of the vast array of services and so require additional support to identify and access these services. Such services included:



- Childcare
- Healthcare
- Financial and practical assistance
- Home care for older residents and aged care facilities
- Government services eg Centrelink, immigration
- Legal advice
- Transport
- Support services eg counselling
- Social activities
- Interpreters when accessing services

It was cited throughout consultations, that some groups had identified specific issues in their cultural community, however were unsure about how to take action. While some cultural groups had formal structures by way of incorporated or peak organisations, others lacked organised leadership, structure and resources and so had difficulty progressing these issues beyond the discussion stage. Forming an incorporated organisation allows groups to apply for grants and work more collaboratively on projects, rather than relying on a few key individuals, who may have limited resources.

In terms of access to programs and services, the needs of young people and older people featured prominently in discussions. Many were concerned that opportunities to engage multicultural youth outside school hours remained limited due to a lack of programs and services, or prohibitive costs.

In relation to older members of the community, the need for culturally appropriate aged care facilities was raised frequently. It is evident there are limited ethno-specific community organisations and multicultural service providers in Warringah for the CALD community. This leaves a gap for the ageing CALD community and particularly for new and emerging groups as they settle in the area.

Over recent years, however, there has been a significant shift in funding away from ethno-specific services towards more generic multicultural providers (Burwood Council, 2013). Scalabrini Village in Allambie Heights, which has an Italian focus, is one of the few aged care facilities that targets a specific cultural group.

Language was also highlighted as a key issue. Limited resources are translated into languages other than English, and this continues to be a barrier to accessing services. Ensuring there are varied methods of communication in key community languages, is vital to ensuring residents have full access to information and services. This is problematic however, as Warringah has a diverse range of smaller CALD communities, without any being highly dominant.

*"Those from multicultural backgrounds with language difficulties have barriers to overcome and feel isolated because they do not know what is available to them"*

According to our survey results, the library is the most used Council facility by the CALD community. Beaches, parks, playgrounds, reserves and community centres all features highly as well.



The library is a key resource for the CALD community in Warringah, particularly for new migrants. It is often the focal point for community interaction and a place to access information and local knowledge. The role of the



library for the CALD and wider community is diverse, providing access to information, communication technologies, meeting the educational and recreational needs of the community, preserving and promoting cultural heritage and enabling lifelong learning.

Access to transport was viewed as a key factor in facilitating participation by older multicultural residents in group and community activities. An overarching issue in regards to accessing services as well as employment, education and training opportunities was transport. An accessible and effective transport system is critical for people to connect with the places they work, study, learn and recreate.

### **Strategic Objectives**

***3. Our objective is that residents from CALD backgrounds have access to information and services that support their health and wellbeing***

***3.1 Promote existing community services, groups and programs to people from CALD backgrounds***

***3.2 Provide information and services that are easily accessible to multicultural communities and are appropriate to their cultural needs and language requirements***

***3.3 In partnership with other stakeholders, continue to lobby the State Government for an effective, interconnected public transport system that is safe, efficient and affordable which will assist people of CALD backgrounds access services, education and work***

## 4. Identity and Belonging



Research has found that discrimination, social isolation and exclusion not only adversely affect the health status and wellbeing of individuals, but can also lead to economic disadvantage and a diminished sense of safety (Wilkinson and Marmot 1998). People who are socially isolated can feel lonely, bored and have a lower satisfaction with life. This isolation impacts on their ability to contribute and participate meaningfully in the community. As a result, not only is the individual affected but the whole community.

Consultations revealed that social inclusion is significantly enhanced when the diversity of cultures represented in the local area is visible and is reflected in the provision of services, in celebrations and in public spaces.

There are many local community groups, clubs and churches that play a key role in welcoming and including new migrants. Many survey participants felt strongly connected to their own cultural community, however felt far less connected to the wider Warringah community. All residents of Warringah have the right to be listened to, to be safe and to be accepted. The sense of belonging focuses on what people have in common, regardless of their cultural background, and highlights the many bridges between people and groups.

Many groups have a relatively small population in Warringah and often felt that there weren't visible to the broader population. They felt that a physical presence of more visible elements of cultural diversity, in the form of cultural icons and art as well as a dedicated space for cultural activities, gatherings, ceremonies and celebrations, would help to alleviate this feeling of isolation.

*"The most important issue  
for me is to maintain  
my culture and language,  
and share  
these with others"*

*"I feel very accepted living in Warringah, I can practise my culture and not be persecuted. It is great to be able to keep our culture alive without fear of persecution"*

Many older people from CALD backgrounds were finding it increasingly difficult to communicate with their grandchildren. This is because many older migrants spoke very little English when they arrived in Australia and since that time have only developed limited English. Their children learnt English throughout their schooling and still had a grasp on their native language. However, the grandchildren have only

been taught in English and so struggle to communicate with their grandparents. Fast-moving digital technologies have also exacerbated this divide in communication.

Interestingly, young people raised concerns of experiencing racism and discrimination in a social setting. Racism and discrimination can have serious consequences for those who experience it. It can shatter their confidence and sense of self-worth, as well as affecting their physical and mental health. A strong message came through from the consultations that taking action against racism and discrimination is critically important to build a welcoming and inclusive community.

### Strategic Objectives

***4. Our objective is that residents from CALD backgrounds feel welcome and have a sense of belonging to our community***

***4.1 Support opportunities which promote intercultural relations, and celebrate diversity and combat racism and discrimination***

***4.2 Continue to investigate opportunities for more visible elements of cultural diversity such as cultural icons and art and a dedicated place for cultural activities for various CALD groups***



## 5. Celebrations and Events

Participants throughout our consultations strongly identified the need to publicly celebrate and showcase their culture through celebrations, festivals and events. They also felt strongly about having the opportunity for different cultures to come together, interact and share.

There is an opportunity for Council to strengthen its program of activities and events in collaboration and partnership with local groups to support this community need. Council already facilitates many programs for the CALD community and these can be maintained and supported.



A range of festivals and events occur in Warringah and are well attended and supported by the community. Warringah Council's Community and Cultural Development Grants Program offers funding to high quality, culturally relevant festivals and events. One such example is EuroFest, which takes place each year at Ararat Reserve in Frenchs Forest. Frenchs Forest is home to a number of cultural clubs established in the post-war era by European migrants

*"I love Eurofest,  
particularly seeing  
everyone take so much  
pride in all their  
different cultures"*

who brought their traditions to enrich our community. These clubs include the Austrian Club, the Czech Sokol Club, the Austral Armenian Club and the Dutch Club Neerlandia which band together each September to bring Eurofest to the community. The newer CALD communities do not have these dedicated cultural clubs or facilities.

Council will work with the community to continue the rich tradition of celebrating cultural diversity through festivals and events and in so doing, promote the benefits of our multicultural community, support the practice of cultural traditions and build respect for the many cultures and ethnicities that make up Warringah.

### Strategic Objectives

*5. Our objective is that residents from CALD backgrounds have the opportunity to celebrate their culture*

*5.1 Continue to provide community and cultural development grants to multicultural groups through Council's Grants Program*

*5.2 Provide opportunities for all residents to participate in cultural celebrations and events through collaborative efforts with multicultural groups*



## 6. Health and Safety

As outlined in the Northern Sydney Health District Multicultural Plan 2012-16, a number of disease and health risk factors are more prevalent among some country-of-birth groups. This reflects diverse social, economic, environmental, cultural and genetic influences. The information below refers to NSW data. Some of these health concerns include:

- Cardiovascular health
- Cervical cancer
- Premature births
- Diabetes
- Psychological distress
- Tuberculosis
- Tobacco smoking
- Physical inactivity and obesity



In addition to the above diseases and risk factors, there are other factors associated with immigration and settlement which can negatively affect the health status of migrants. As documented in the NSW Policy and Implementation Plan for Healthy Culturally Diverse Communities 2012-2016 these factors include:

- Stress associated with the practical aspects of immigration and settlement in a new country such as learning a new language and culture, finding accommodation, gaining recognition of qualifications and finding suitable employment
- Pre-migration health status and risk factors
- Voluntary versus involuntary migration
- Age at the time of migration
- Limited English language proficiency and the lack of access to professional interpreting services
- Absence of a supportive family, community and social networks
- Financial, housing, employment, social status and education levels
- Racism and discrimination
- Health literacy including cultural perspectives on illness and health attitudes to preventative health care and familiarity with the health care system
- A sense of disempowerment

While individual health concerns weren't raised throughout consultations, accessing health services and the need for interpreters was raised frequently. Accessing services is explored earlier in Strategic Direction Three.

Community consultation did, however, identify that whilst many new migrants wanted to conduct themselves lawfully, they were somewhat unaware of the laws that are important for maintaining order and safety in a community. These include contractual arrangements (eg rent, payments and purchases), road rules, employment, industrial relation laws, family law, visas and citizenship, education, child protection and voting.

*"We feel it's very important to understand the Australian laws but this is very hard with the language barrier. We would very much like to have this available in other languages."*

Whilst a lack of understanding about the legal system is one issue, additional barriers to lawful conduct may include:

- Language and literacy issues
- Confusion about where to go to get help
- Cultural norms and roles
- Different cultural expectations, experiences and beliefs about the role of the police and the legal system

An area of concern which also featured strongly was water safety. As Warringah is a coastal environment and has a strong beach culture, many people from CALD backgrounds like to partake in beach recreation. Through observations and consultations, a number of water-based recreational pursuits were identified as areas of concern. These include swimming and surf safety, supervision of children and weaker swimmers, rock platform fishing and boating.



MULTICULTURAL STRATEGY: CULTURALLY DIVERSE WARRINGAH

These findings were markedly similar to those outlined in the NSW Water Safety Strategy 2013-2015. This strategy identified people from CALD backgrounds as a population group at a higher risk of drowning.

The overall objective of the NSW Water Safety Strategy is to reduce the rate of drowning in NSW and contribute toward the aspirational goal under the Australian Water Safety Strategy of a national reduction in drowning deaths of 50% by 2020. To do this, they are focussing their attention on:

- Improving water and boating safety culture through education, skills improvement and increasing participation.
- Increasing the uptake of personal safety equipment and behaviour, especially for high-risk activities.
- Improving the swimming ability of higher risk population groups including CALD
- Improving the understanding of weather and water conditions such as currents and rips

### **Strategic Objectives**

***6. Our objective is that residents from CALD backgrounds feel safe in the community and know where to seek help for legal and health concerns***

***6.1 Continue to work with local health and community services to improve the physical, mental and emotional health and wellbeing of CALD residents***

***6.2 Develop innovative approaches to community legal education for CALD communities***

***6.3 Work collaboratively with other stakeholders to increase water safety as outlined in the NSW Water Safety Strategy***





## IMPLEMENTATION

Once adopted, an action plan responding to the six strategic directions will be developed. This action plan will be reviewed and reported on annually which will enable Council to be responsive to the changing needs of the community and to changes in the social, economic and political environment.

At the end of each year, the actions that have been undertaken and future directions for the coming year will be reported upon. The subsequent year's action plan will be developed from this information.



# APPENDICES



*Traditional Tibetan music performed at cross-cultural soccer day, Dee Why*

# APPENDICES

## Glossary of Terms

### **ABS**

Australian Bureau of Statistics. The data contained in this Strategy is derived from the 2011 census conducted by the ABS.

### **Ancestry**

Defines cultural association and ethnic background of an individual going back three generations. Ancestry is a measure used to gauge the size of cultural groups in an area, regardless of where they were born or what language they speak.

### **Cultural Diversity**

Describes a multicultural population that is enriched by many cultural backgrounds, languages and religions. Cultural and linguistic diversity is a very broad concept and encompasses the differences that exist between people, such as language, dress, traditions, food, societal structures, art and religion.

### **Culturally and Linguistically Diverse (CALD)**

Culturally and linguistically diverse (abbreviated to CALD), refers to people for whom English is not their primary language, or who were born into a culture significantly different to the dominant Australian culture, and includes migrants from non-English speaking countries and refugees.

### **Ethnicity**

Relating to or characteristic of a people, especially a group, sharing a common and distinctive culture, religion or language.

### **Migrant**

A person who was born overseas and has obtained permanent Australian resident status prior to their arrival.

**Multiculturalism**

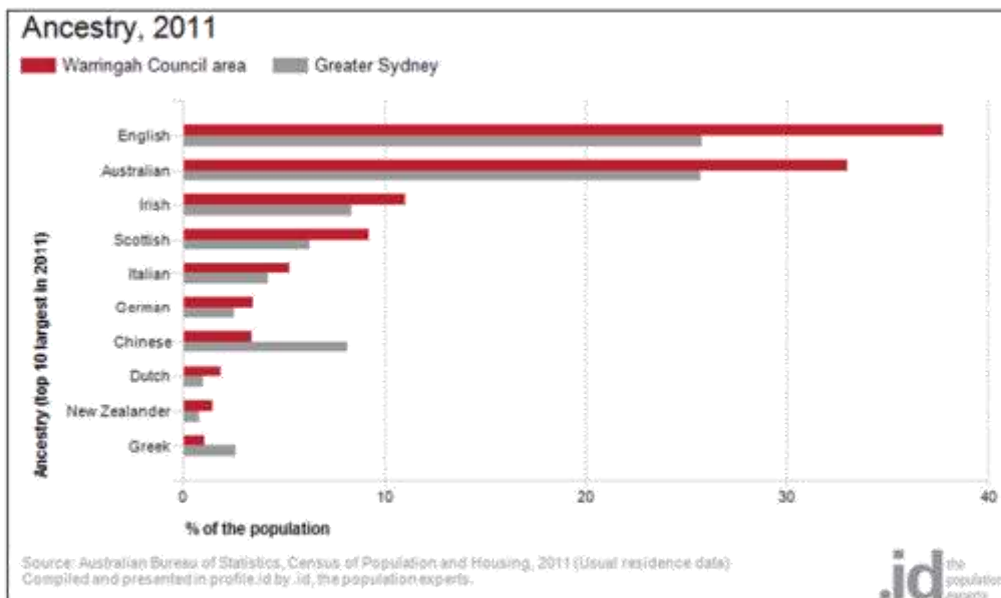
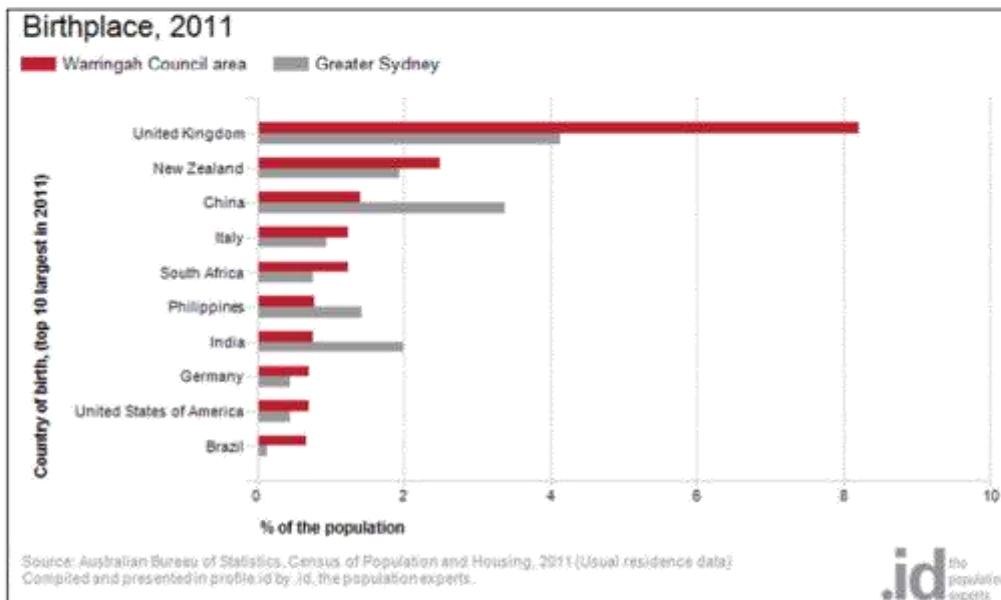
A broad concept that recognises the right of all to enjoy their cultural heritage, to equal treatment and to enjoy the same opportunities, irrespective of cultural, religious, linguistic or ethnic background.

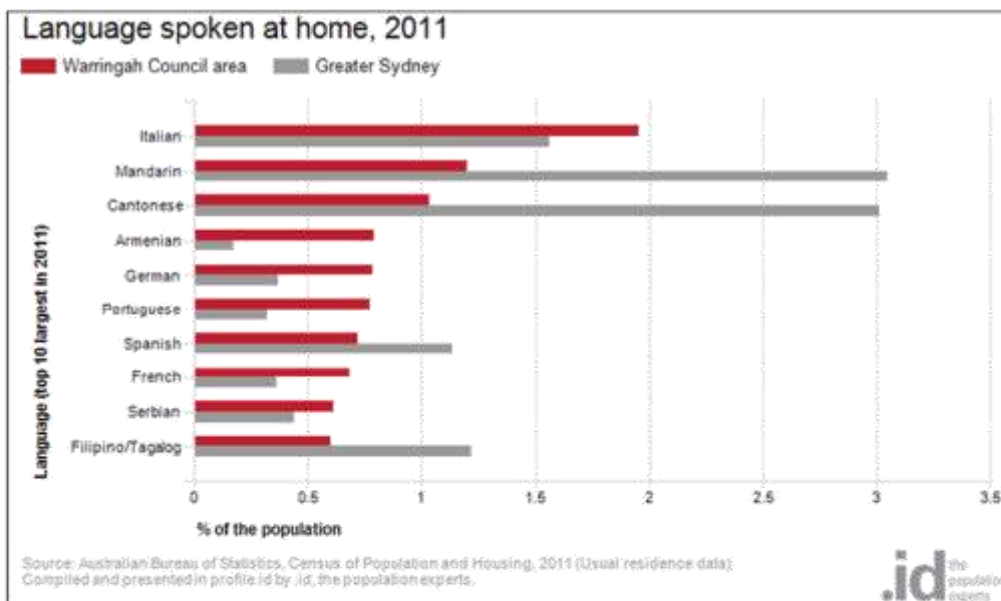
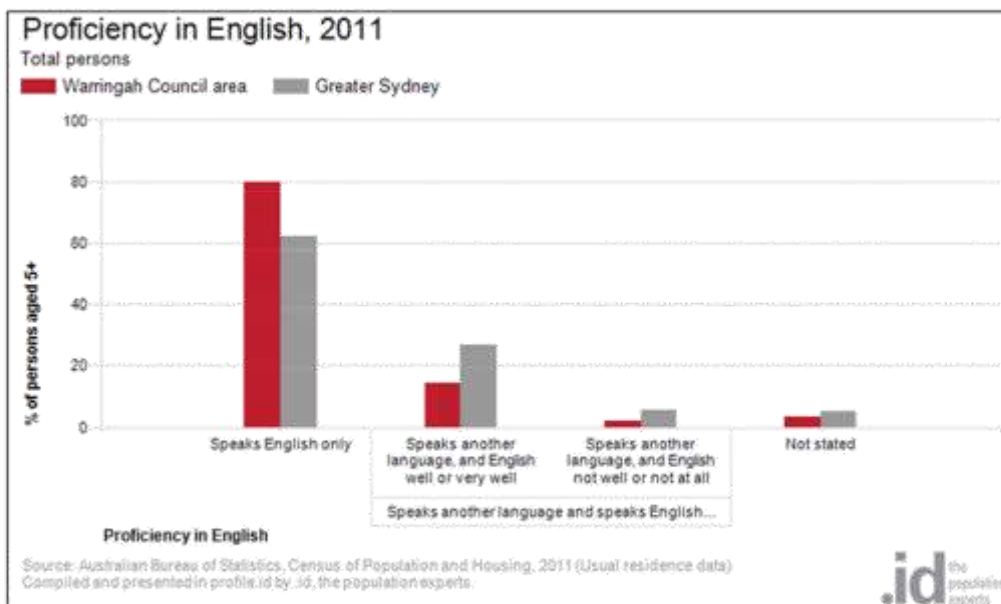
**New and Emerging Communities**

Groups of people that are small in number and newly arrived to an area and include groups assisted under the humanitarian program.

## Detailed Demographic Data

These tables show more detailed data comparing Warringah to Greater Sydney for birthplace, ancestry, proficiency in English and language spoken at home.





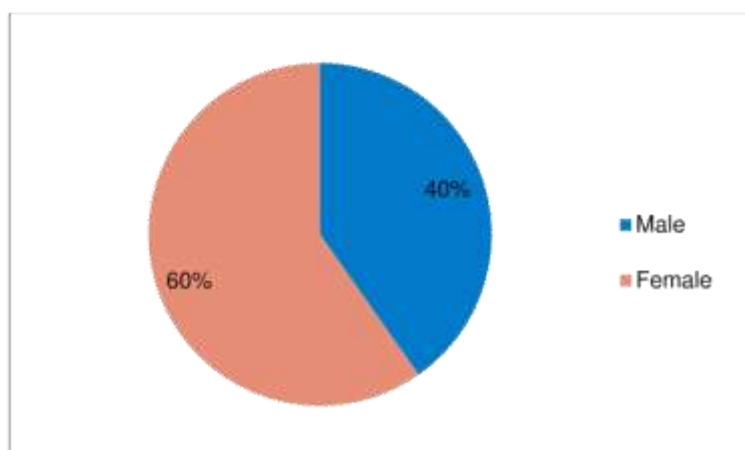


## Detailed Survey Data

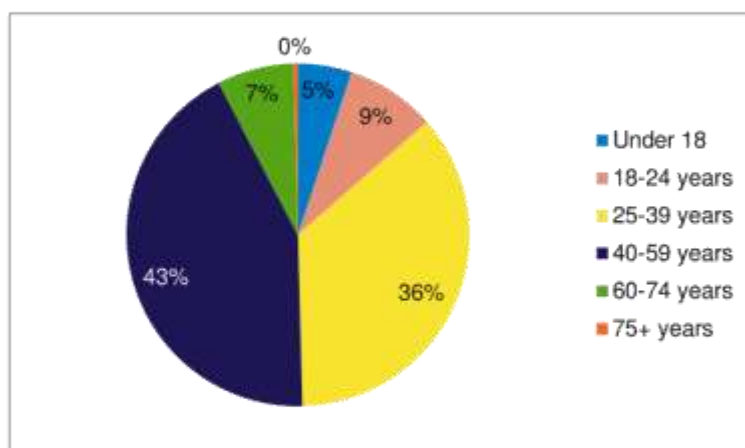
The consultation process was undertaken over a period of six months from September 2014 to March 2015.

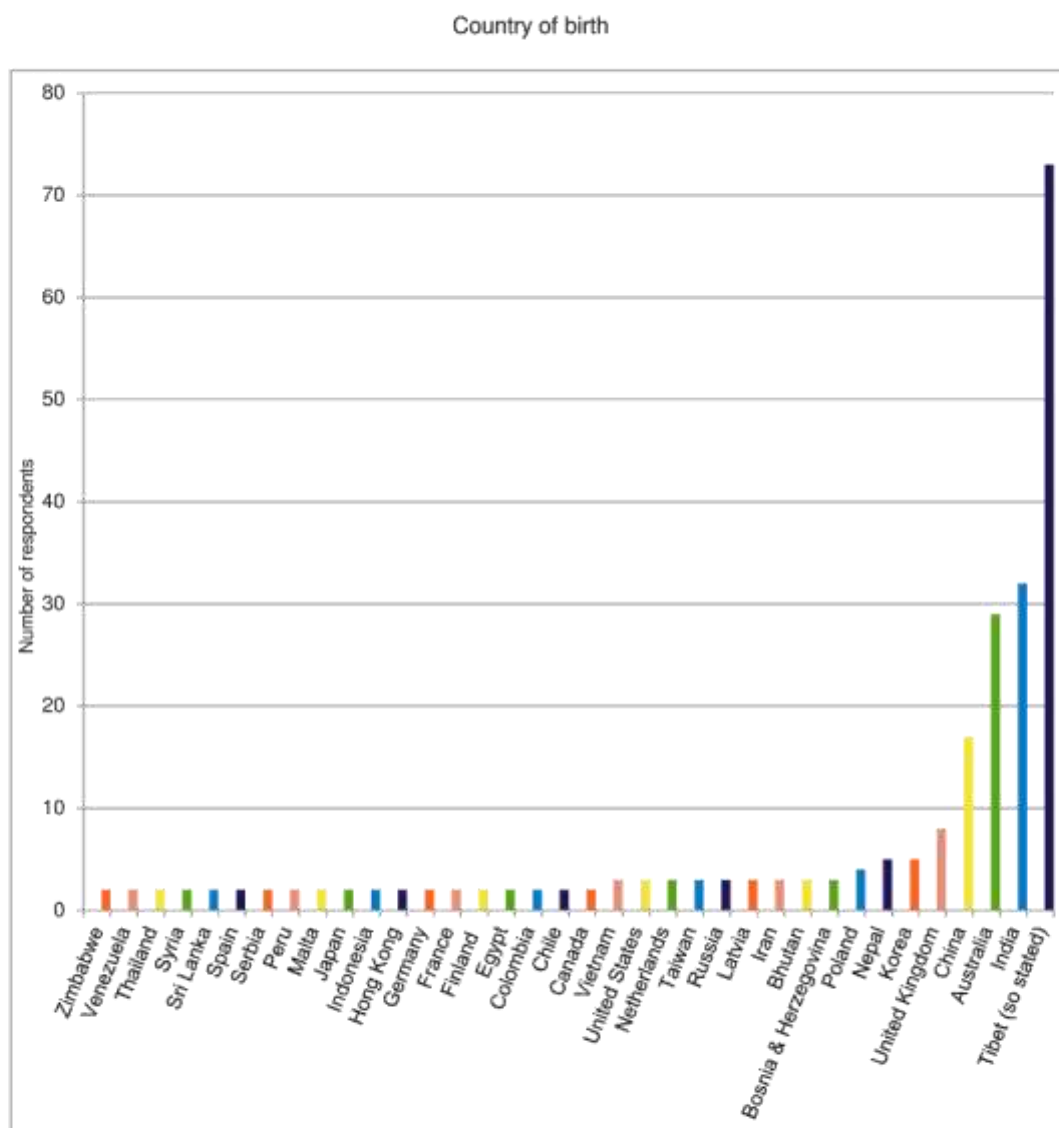
A survey was available online in which 135 completed. A simplified hard copy survey was also distributed among various groups, off which 188 were completed. The data was collated and revealed the following results:

Gender



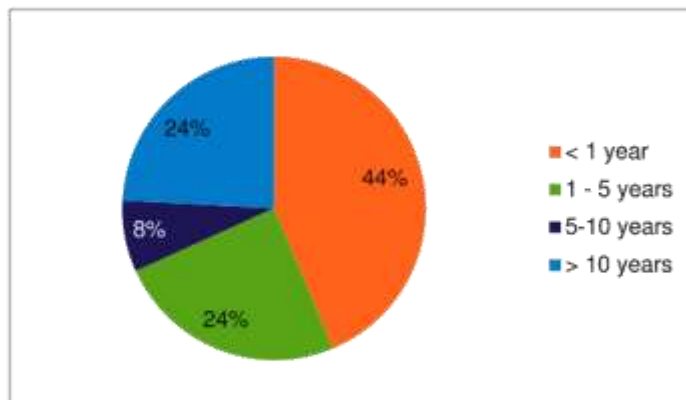
Age



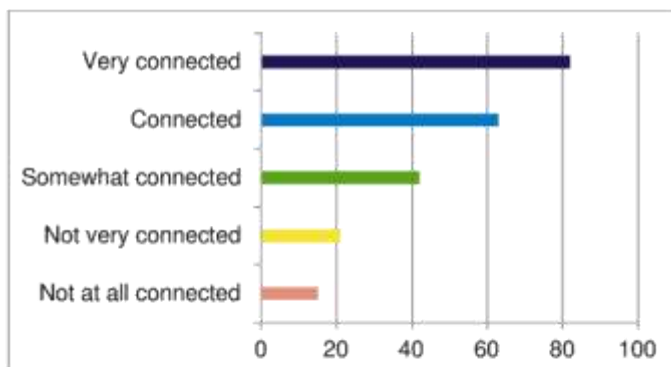


Although Warringah has a large Tibetan population, the high number of Tibetans shown in this graph is not reflective of their actual population percentage but is attributed to high levels of community engagement with this cultural group. Tibetans make up less than 1% of the Warringah population.

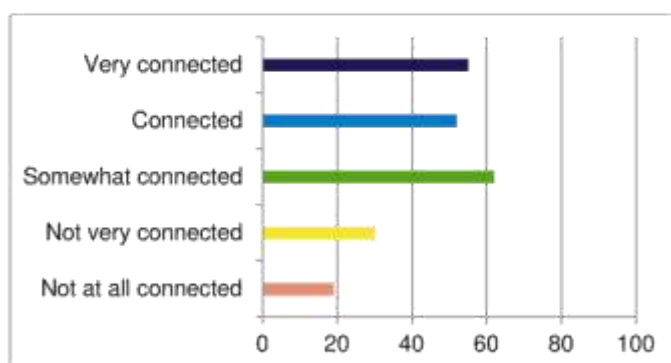
How long have you lived in Australia?



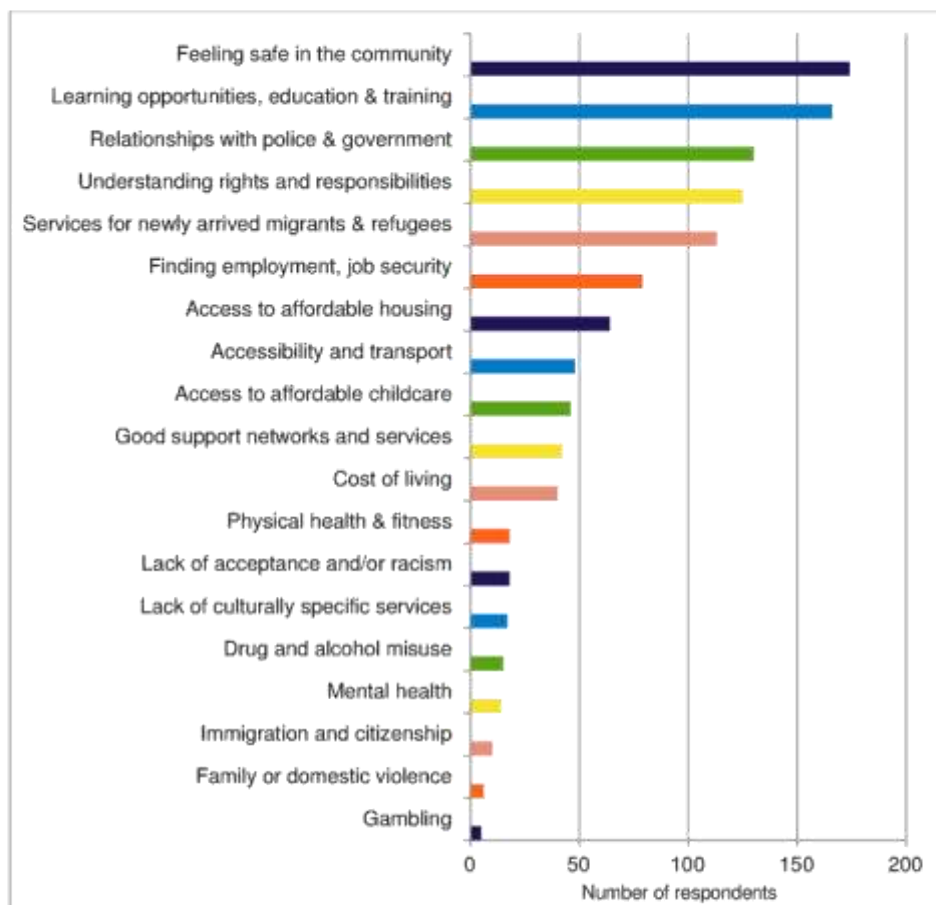
How connected do you feel to your cultural community?



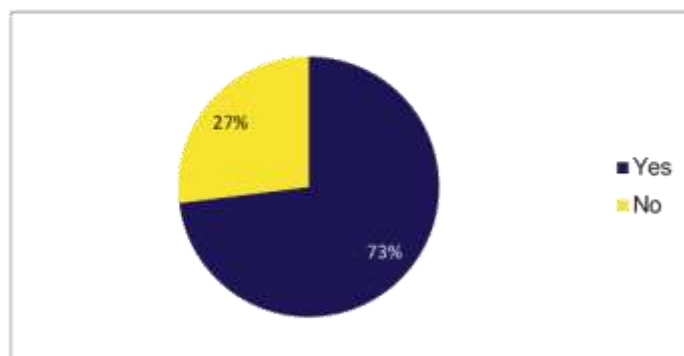
How connected do you feel to the broader Warringah community?



What do you think are the five most important issues for local multicultural communities?



Have you borrowed resources from any of Warringah's Libraries?



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|--------------------------|---|
| <b>ITEM 4.2</b>          | <b>DISABILITY INCLUSION ACTION PLAN</b>     |
| <b>REPORTING OFFICER</b> | <b>EXECUTIVE MANAGER COMMUNITY SERVICES</b> |
| <b>TRIM FILE REF</b>     | <b>2017/075412</b>                          |
| <b>ATTACHMENTS</b>       | <b>NIL</b>                                  |

## ISSUE

Northern Beaches *Draft* Disability Inclusion Action Plan

## BACKGROUND

Local Government has a significant role to play in supporting people with a disability to live meaningful and fulfilling lives.

The NSW Disability Inclusion Act 2014 specifies that all public authorities are required to have a Disability Inclusion Action Plan (DIAP) by 1<sup>st</sup> July 2017. The plan needs to consider four focus areas:

- 1) Developing positive community attitudes and behaviours
- 2) Creating liveable communities,
- 3) Supporting access to meaningful employment
- 4) Improving access to systems and processes.

Council has undertaken extensive consultation between November 2016 and February 2017 to develop its first Draft Disability Inclusion Action Plan. This included consultation with people with disability and carers, service providers, and internal stakeholders.

Council's vision for the future and the action plan for each of the four key areas respond to the feedback and suggestions collected during this consultation. The Actions identified in this plan will be integrated within the Operational Plan and Delivery Program for the organisation. Community input from the consultation to develop this document has informed the development of Council's first Community Strategic Plan.

## Summary

A significant amount of work has already been undertaken by Northern Beaches Council to improve the accessibility and inclusiveness of its facilities, services, and events. The four year Disability and Inclusion Action Plan seeks to build on these successes and continue to improve the access and inclusion of all Council's business, services and facilities.

The draft DIAP will be available for a period of public exhibition and comment at <http://yoursay.northernbeaches.nsw.gov.au/DIAP>

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## RECOMMENDATION OF EXECUTIVE MANAGER COMMUNITY SERVICES

That a discussion regarding the contents of the Draft Disability Inclusion Action Plan occurs at the Inclusive Communities Strategic Reference Group meeting on 20 April 2017.

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|--------------------------|---|
| <b>ITEM 4.3</b>          | <b>DEVELOPING AN INCLUSIVE COMMUNITY - WORKSHOP</b> |
| <b>REPORTING OFFICER</b> | <b>EXECUTIVE MANAGER COMMUNITY SERVICES</b>         |
| <b>TRIM FILE REF</b>     | <b>2017/075409</b>                                  |
| <b>ATTACHMENTS</b>       | <b>NIL</b>  |

**PURPOSE**

The aim of this workshop is to acknowledge and build upon the work completed to date by the Strategic Reference Group (SRG) on the issues and priorities for 'Inclusive Communities' which will inform the development of an Inclusive Communities Key Issues Paper for the incoming Council in September 2017.

**SUMMARY**

The Inclusive Communities SRG has had a number of opportunities to identify the key issues and priorities for 'Inclusive Communities' which have informed the development of the Draft Community Strategic Plan. In addition to these engagement exercises the SRG has been able to build upon their current knowledge on the issues involved with 'Inclusive Communities' through a series of detailed information presentations on the NDIS reform and rollout and the NSW Aged Care reforms.

The next step for the SRG and the aim of this workshop is to build upon the body of work that has been created so far and to deliver an Inclusive Communities Key Issues Paper for the incoming Council in September 2017.

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**RECOMMENDATION OF EXECUTIVE MANAGER COMMUNITY SERVICES**

That a workshop is conducted on April 20 with the Inclusive Communities SRG to review and add to the work conducted to date on the key issues and priorities for 'Inclusive Communities'. This workshop will contribute to the development of an Inclusive Communities Key Issues Paper for the incoming Council.

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| <b>ITEM 4.4</b>          | <b>DEVELOPING THE COMMUNITY STRATEGIC PLAN - UPDATE</b>    |
| <b>REPORTING OFFICER</b> | <b>EXECUTIVE MANAGER CORPORATE STRATEGY &amp; PLANNING</b> |
| <b>TRIM FILE REF</b>     | <b>2017/101020</b>   |
| <b>ATTACHMENTS</b>       | <b>NIL</b>   |

## ISSUE

Update on the development of the first Community Strategic Plan (CSP) for the Northern Beaches Council.

## BACKGROUND

The development of the CSP is currently in Stage 2, with a Discussion Paper released and various community forums held throughout the Northern Beaches. Almost 300 people have attended forums so far, and provided valuable feedback on the draft goals and strategies. All 11 SRGs were consulted in their February 2017 meetings, with a workshop on draft goals and strategies for the Discussion Paper.



Consultation details and the full Discussion Paper can be found at <http://yoursay.northernbeaches.nsw.gov.au/communitystrategicplan2>

## DISCUSSION

All comments from the SRGs were considered and analysed. The comments were generally thoughtful and helpful in understanding that Council was on the right track with the Discussion Paper goals and strategies. The comments varied in relevance from strategies for the 10-year CSP, to actions for Council's next Operational Plans and Delivery Programs, and actions that Council could consider in future service delivery.

Where it was considered relevant, some of the goals and strategies were 'tweaked' and adjusted at this stage to provide greater clarity and definition. The comments will still be used in the context of further adjustments to CSP goals and strategies, and considerations for future planning and performance targets.

With regards to the specific comments raised in February by the Inclusive Communities SRG, the following was noted:

Comments regarding accessibility and diversity were noted for the CSP, and have been referred for further consideration in Council's future Delivery Program and development controls.

The next steps in developing the CSP include a focus group to be held in April, further refinement of the goals and strategies, and production of the draft CSP document in May-June. This will then be exhibited for final community feedback in July-August 2017.

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**RECOMMENDATION OF EXECUTIVE MANAGER CORPORATE STRATEGY & PLANNING**

That the SRG note the information update on the development of the Community Strategic Plan

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