

CULTURALLY DIVERSE LAKE MAC PLAN 2021-2024





"When I was studying for my citizenship ceremony, some of the topics, when I read I thought: 'Mm, that's me', you know?

All Australians should treat each other with dignity and respect, regardless of their race, country of origin, gender, sexual preference, marital status, age.

That's when I thought I definitely have something Australian in me."

- Ivanna

Stories of Strength



Thumbnail image and quote from Ivanna. Ivanna was interviewed for Council's Stories of Strength project in 2019. Stories of Strength shared the stories of people from various cultural backgrounds living in Lake Macquarie. More photos and quotes from interviewees of the project can be found throughout this Plan.



CULTURALLY AND RELIGIOUSLY DIVERSE LAKE MACQUARIE CITY

We, as the elected Council and prominent citizens and representatives of organisations in Lake Macquarie, affirm our commitment to:

- maintaining our City as a culturallydiverse, inclusive community, united by a commitment to democratic principles and fairness, and
- the right of all our residents to enjoy equal rights and be treated with equal respect.

We are committed to maintaining Lake Macquarie as a multicultural City. Lake Macquarie's ethnic, religious and cultural diversity is an integral part of our City's identity and is intrinsic to our City's vitality.

Multiculturalism is in the interest of all of our citizens and expresses our sense of fairness and inclusion. It enhances respect and support for cultural, religious and linguistic expression.

Migrants to Lake Macquarie, including our most recent arrivals, have brought much-needed skills, labour and ideas to our City. They have given us much of the energy, ingenuity and enterprise that make Lake Macquarie what it is today.

Those who choose to call Lake Macquarie home have the right to practise and share their religious and cultural traditions free from discrimination. Citizens from all backgrounds should be given every opportunity to participate in and contribute to the social, economic and cultural life of Lake Macquarie.

We are committed to a just, inclusive and socially-cohesive City where everyone can participate in the opportunities that Lake Macquarie offers and where services are responsive to the needs of residents from all backgrounds.

We will act to promote understanding and acceptance of people of all backgrounds and faiths. We reject all expressions of religious or racial intolerance and discrimination.

Adopted by Council on 25 May 2015.



MESSAGE FROM THE MAYOR

We are so fortunate to live in a City that is diverse and rich with culture. Our welcoming nature and embracing way of life strengthens our community and makes Lake Macquarie shine. We are proud of our heritage that has seen life transform as our population continues to grow.

I am so pleased to read through this Culturally Diverse Lake Mac Plan and see many initiatives designed to help and support inclusion of new residents of our City. We know how important it is that new people to Lake Macquarie are provided with opportunities to connect with their new community and be welcomed with a smile and open arms.

People of all different backgrounds have brought with them new cultures and traditions, skills and craftmanship, music, food, language and added to our way of life. It now shapes our country and we are all the better for it.

One of my favourite roles as Mayor is the privilege I have in presiding over our City's Citizenship Ceremonies. I love sharing this special occasion with our new Aussies and hearing people's stories about where they have come from and why they've chosen to settle in Lake Macquarie and Australia. It's a wonderful experience that makes me so proud to call Lake Macquarie home.

I look forward to seeing our City's diversity and multicultural community continue to grow.

Councillor Kay Fraser *Lake Macquarie Mayor*



VISIONS AND GOALS

The vision of the Culturally Diverse Lake Mac Plan is to strengthen the welcoming, inclusive and accessible nature of Lake Macquarie City in line with the values of our community. The Plan outlines how Council will act to strengthen social harmony and counteract the negative impact of systemic racism and inequality on individuals, groups and the broader community.

We are all members of our society at large, however, it is vital to consider the diverse needs of individuals and groups in the pursuit of a more equitable society. We acknowledge the systemic issues of racial injustice that negatively impact people of a multicultural background and our broader community. In order to achieve our vision of Lake Macquarie as a welcoming, inclusive and accessible City for all, we will continue to improve our service delivery and the way we work in the pursuit of equity.

Lake Macquarie City respects its multicultural history and how it has influenced us to become the City we are today. Council continues to aim for best practice in multicultural planning and providing accessible service delivery.

WHAT IS RACISM?

The Australian Human Rights Commission defines racism as the following:

"Racism can take many forms, such as jokes or comments that cause offence or hurt, sometimes unintentionally; name-calling or verbal abuse; harassment or intimidation, or commentary in the media or online that inflames hostility to certain groups.

At its most serious, racism can result in acts of physical abuse or violence. Racism can directly

or indirectly exclude people from accessing services or participating in employment, education, sport and social activities. It can also occur at a systemic or institutional level through policies, conditions or practices that disadvantage certain groups.

It often manifests through unconscious bias or prejudice. On a structural level, racism services to perpetuate inequalities in access to power, resources and opportunities across racial and ethnic groups. The belief that a particular

race or ethnicity is inferior or superior to others is sometimes used to justify such inequalities."



We will deliver on our vision, purpose and community values through the following goals:

- 1. Lake Macquarie City is inclusive and welcoming
- 2. All persons have access to a high level of participation in social, economic and cultural life
- 3. We value genuine engagement and collaboration with culturally-diverse communities
- 4. We are leaders in actively eliminating racial discrimination and prejudice

Source: Australian Human Rights Commission, National Anti-Racism Strategy 2012 and University of Western Sydney Challenging Racism Project "I feel the people in Lake Macquarie share the same values as I do. There are a lot of similarly minded people here, so I feel like I've finally found my tribe."

- Julie

"When I come to Australia,
I stayed at home, I was
feeling so sad... but these
few years I connect with
all. I study nursing now to
be a midwife."

- Hamira





LAKE MACQUARIE'S MULTICULTURAL STORY

Lake Macquarie has a long history that is rich with cultural, linguistic and religious diversity. As a nation, Australia has continuing cultural diversity with our Aboriginal communities speaking hundreds of languages and enacting a variety of cultural traditions for tens of thousands of years. We have always had a rich cultural background.

The region has attracted people from all over the world from early in its history post-colonialism. During the late nineteenth century to mid twentieth century, men employed in the mining industry had birth records listing home countries such as Finland, Germany, Russia, Sweden and Malta, in addition to the many British miners.

Following the Gold Rush from 1852-1889, about 4000 Chinese migrants remained in Australia and made their way to Lake Macquarie. They took part in the established fishing industry on the lake and set up Chinese Gardens in the area. Twelve Lake Macquarie suburbs are known to have had Chinese Gardeners: Cockle Creek, Swansea, Wangi Wangi, Catherine Hill Bay, Dora Creek, Bolton Point, Marks Point, Arcadia Vale, Marmong Point, Nords Wharf, Teralba and Warners Bay.

Immigration has been encouraged into the region, most notably since the Second World War, with migrants setting up now established communities in Lake Macquarie. Our established migrant communities are comprised mainly of those with Anglo-Saxon backgrounds with Dutch, German, Polish and English heritage. Migrants relocated to Lake Macquarie due to industry job opportunities in coal mining and railway construction.

Nowadays, Lake Macquarie's multicultural makeup comes from a variety of groups; welcoming individuals and families with Chinese, Indian, Filipino, Sri Lankan and Afghan heritage. Immigrants from the United Kingdom are still our largest overseas-born population group. The attraction of Lake Macquarie for multicultural communities lies in its proximity to Sydney, the relaxed lifestyle it offers, affordable housing, quality education, job opportunities and the abounding natural environment. Lake Macquarie City is experiencing a growing number of attendees at our Citizenship Ceremonies held throughout the year, demonstrating our strengthening cultural diversity.

Lake Macquarie City demographics show more than 10 per cent of our population, or about 20,000 residents, identify as being born overseas. Five per cent, or one in 20 people, speak a language other than English at home, and more than three per cent speak multiple languages fluently. We have a solid representation of skilled bi-lingual residents in our community.

Lake Macquarie has always had deep cultural ties between people and the land. Lake Macquarie was first inhabited by the Awabakal people more than 8000 years ago. More than six per cent of our population identify as Aboriginal, which is higher than the state average in NSW. Council proudly endorsed our Aboriginal Community Plan 'Bayikulinan' (to act in the future) 2019-2023 to respond to the needs of Aboriginal people in Lake Macquarie.

Lake Macquarie City Council continues to honour inclusion and to welcome the benefits of cultural diversity to our region. This commitment to social cohesion is demonstrated in our City becoming a Refugee Welcome Zone in 2001, hosting Harmony Day events annually since 2002, endorsing our Statement in Favour of a Culturally and Religiously Diverse Lake Macquarie in 2015, joining the Welcoming Cities Network in 2017, re-signing the Welcome Scroll for Refugee Welcome Zones in 2018, and by regular reviewing of our Multicultural Plan. We are committed to achieving genuine progress to achieve greater inclusion and social cohesion in Lake Macquarie City.

Source: Australian Bureau of Statistics 2016 Census and Lake Macquarie History website

"Doing property maintenance, I've gone into so many homes and met all sorts of cultures and they've all got one thing in common: they're all really glad to be in this country."

- Brian

CULTURAL DIVERSIT

DID YOU KNOW





One in two

have an overseas-born parent



86 per cent

of Australians support action to tackle racism



One in five

Australians has experienced hate speech because of their race



Australia is home to the world's oldest continuous cultures

NSW public school students speak more than 230 different languages





One in three

students in NSW public schools comes from a language background other than English

One in 80

students in NSW public schools comes from a refugee background

Source: Australian Human Rights Commission 2014 and NSW Education Multicultural Plan 2019-2022

VALUES

When creating our Community Strategic Plan 'Our Future in Focus' 2017-2027, Council worked with our community to develop a shared vision and set of community values that would help guide future planning and the direction of our City.

The set of community values developed for our Community Strategic Plan links to the identified goals in our Culturally Diverse Lake Mac Plan, through the following ways:

We value connected communities: that support and care for all and provide a sense of belonging

Our Plan will foster social harmony and ensure we all benefit from living in a welcoming community. We have created actions which focus on a sense of connection and togetherness, and address equity issues to be a safe community for all. An example action is to host welcome to the City events for new residents to meet our Mayor and Councillors and receive information on Council's services of interest.

We value creativity: working together with creative processes and outcomes that bring together history, culture, knowledge and expertise that supports new technologies and ways of thinking

Our Plan will strengthen the access for all persons to a high level of participation in social, economic and cultural life. We will work together with our community partners and facilitate activities to address barriers to education and employment faced by people of a multicultural background. An example action is to work with job service providers to run skill development workshops.

We value shared decision-making: Lake Macquarie communities continue shared responsibility for governance

Our Plan reflects this through utilising a range of community engagement activities in the development of this plan and including actions which ensure we will work together with people of a multicultural background as knowledge holders of their own lived experience. An example is the action to create a multicultural working group and collaborate on delivery of the Plan.

We value lifestyle and wellbeing: a place that encourages safe, active and social opportunities

Our Plan addresses this by creating actions which demonstrate civic leadership. We will be leaders in our community to actively address racial discrimination, foster a safe community for all to feel welcome, and, together with people of a multicultural background, grow opportunities for participation in activities that reflect a variety of interests and cultures. An example action is to promote anti-racism bystander programs.

Council's Local Strategic Planning Statement reiterates the value we place on liveability: "We want Lake Macquarie City to be a highly liveable City where everyone feels a great sense of wellbeing. Our growing population will have easy access to high-quality local jobs, community facilities, essential services, healthcare, education, transport, social and cultural activities, affordable and diverse housing and recreation spaces."

This Culturally Diverse Lake Mac Plan articulates how the City vision and community values will be achieved within the context of our culturally diverse communities. Our Plan will achieve this through actions which focus on fostering a sense of connection, hosting welcoming events for all new residents, addressing employment barriers, providing activities of interest through consultation, and creating a multicultural working group to embed shared decision making across all actions.

Source: Lake Macquarie Community Strategic Plan 'Our Future in Focus' 2017 – 2027' and Local Strategic Planning Statement



ENGAGEMENT

Council is grateful to have heard the voices and received input from people from multicultural backgrounds in the development of this Plan. Almost half of respondents to our survey identified as being from a multicultural background and living in Lake Macquarie.

Council launched a range of online communications to support the engagement conducted digitally due to public health requirements during the COVID-19 pandemic in 2020.



Our social media campaign reached

21,961 people with 783 interactions



The Shape Lake Mac webpage focused on an online survey,

with **371 visitors** to the webpage.



109 downloads of our previous Multicultural Plan and 23 survey responses

to inform our new Plan.

A media release spurred coverage by local news outlets via newspapers and radio stations, and we promoted the review of our Plan in various community languages via multicultural program hosts with 2NURFM.

We presented at community forums including the Multicultural Action Group for Greater Newcastle, the Youth Advisory Council, Lake Macquarie Interagency, and to Lake Macquarie City Councillors who were part of Council's Connected Communities and Lifestyle and Wellbeing Portfolios.

We ran a series of consultations with key stakeholders across Council departments to review actions we can undertake internally to demonstrate diversity and inclusion as a leader in our community. Re-occurring themes that emerged through our consultation included: greater diversity in visual communications, wider promotion of multicultural events, creating more opportunities for cross-cultural sharing of food, language, art and philosophies, enabling more places for connection, ensuring people with a multicultural background are involved in event planning and creation, and ensuring genuine and consistent engagement with people from a multicultural background.

"I feel at peace every day in the morning. Here I wake up and every day waking to some music from the birds. Everybody friendly" - натід



WHAT PEOPLE SAID:



"Who wouldn't want their children growing up surrounded by genuine, thriving diversity? Who wouldn't want to grow old in an inclusive community?"

"I think there needs to be a lot more promotion of the contribution that culturally and linguistically diverse communities continue to make to our City." "Show Lake Macquarie residents why newer citizens are here. If you understand their background it opens the door to friendship."

"Diversity is the key to survival, prosperity and peace. Anything you do in this direction has got to be good."

"I love that our City is multicultural and we are all the better for it."



"My culture is my being, it's my life. Everything is about teaching and learning, and learning happens everyday for all of us. We all share what we know"

- Roselea

STRATEGIC LINKS

INTERNATIONAL AND NATIONAL CONTEXT

International frameworks exist to forward universal respect and observance of human rights and fundamental freedoms for all without distinction as to race, colour, language or religion. Federal legislation and strategies illustrate how Australia works towards ensuring universal rights without distinction are applied within the nation. Key examples are:

- United Nations Convention on the Elimination of All Forms of Racial Discrimination
- Australian Human Rights Commission Act 1986
- Racial Discrimination Act 1975
- National Anti-Racism Strategy

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

This Plan aligns with the Sustainable Development Goals by promoting an appreciation of cultural diversity, working to ensure participation and equal opportunities, achieving productive employment for all people, facilitating safe migration, working in partnerships and promoting non-discriminatory policies. The Culturally Diverse Lake Mac Plan relates to the following Sustainable Development Goals.













NSW STATE CONTEXT

NSW state legislation and policies implement principles of multiculturalism ensuring all individuals in NSW have access to opportunities to participate in public life and are free to practice and maintain their culture, language and heritage. They document how state government works to provide services for its citizens to prevent discrimination based on race, colour, language or religion. Key examples are:

- Principles of Multiculturalism
- Multicultural NSW Act 2000
- Multicultural NSW Multicultural Policies and Services
 Program
- NSW Education Multicultural Plan 2019-2022



LAKE MACQUARIE CITY COUNCIL STRATEGIES AND ACTION PLANS

All Council strategies and action plans are relevant and applicable for people from multicultural backgrounds as residents of our City. Our Culturally Diverse Lake Mac Plan captures actions from Council's plans that address people from a multicultural background directly and these are contained within the action plan. It is noteworthy that there are crossovers with other Council plans as people from a multicultural background include young people and people with a disability for example. Some key Council Plans include:

- Equal Employment Opportunity and Diversity Management Plan
- Lake Mac Libraries Strategic Business Plan 2019-2024
- Local Strategic Planning Statement
- Community Strategic Plan 2017-2027
- Disability Inclusion Action Plan 2017-2021
- Youth Strategy 2020-2023
- Children and Family Strategy 2021-2024
- Aboriginal Community Plan 2019-2023

REPORTING OUR PROGRESS

Council has integrated the Culturally Diverse Lake Mac Plan 2021-2024 with its Operational Plan and Business Plans to achieve outcomes for our culturally-diverse community. Council's Community Development Officer will monitor the progress of the actions within this Plan and report against the action items monthly, and through Council's quarterly Operational Plan reports.

A summary of annual progress or success of action items will be recorded, reviewed and made available annually and will be shared with residents and community organisations through the Lake Mac Multicultural e-newsletter. Regular reviews will enable Council to respond to demographic changes and community expectations.

The Culturally Diverse Lake Mac Plan will be reviewed in 2024.

ACTION PLAN



Lake Macquarie City is inclusive and welcoming **TIMEFRAME ACTION** **DEPARTMENT AND PARTNERS**

1.1 Support multicultural communities to recognise culturally-significant dates

Use a variety of communication tools to contact Year 2 multicultural communities with information on

Council's available facilities

Provide support and assistance to multicultural communities to plan and deliver events and activities

to recognise culturally significant dates

Initiate an activity for Harmony Day and/or Refugee Week each year together with people from a

multicultural background

Community Partnerships

1.2 Create and promote a welcome kit for new arrivals

Review and update relevant brochures providing Year 1 information on Council's facilities including parks.

playgrounds and cultural centres

Translate brochure into recommended languages in consultation with service providers, or use phone interpreter to go through the brochure with new arrivals Deliver brochures to real estate agents, advertise on

social media channels and add to Council's website

Community Partnerships

1.3 Expand portfolio of images to increase cultural diversity in communication materials

Organise and hold a photo shoot with people from a Year 1

multicultural background in consultation with their

preferences

Community Partnerships Communications and Corporate Strategy Community Partnerships Arts, Culture and Tourism

1.4 Promote the availability and use of interpreting services on Council documentations

Year 3 Review Council's outgoing communications to include the Translating and Interpreting Services (TIS) Icon and

language assistance services

Community Partnerships Communications and Corporate Strategy

Customer Experience Arts, Culture and Tourism

1.5 Facilitate Mayoral and Councillor welcome events for new residents to the City

Hold an event to welcome new residents to Lake Year 2 Macquarie City including residents of a multicultural

background

Review event to investigate adding to event calendar

for reoccurrence

Community Partnerships

Mayor's Office

Communications and Corporate Strategy Arts, Culture and Tourism

1.6 Establish a multicultural e-newsletter and promote culturally-diverse events through mainstream channels

Year 1 Develop a database of contacts interested in receiving regular communications on cultural diversity

> Collate relevant information and send emails or mailouts quarterly

Community Partnerships

1.7 Increase number of new arrivals to Lake Macquarie City

Work with levels of government and multicultural Year 3

stakeholders to encourage secondary migration to the City

Community Partnerships



2.

All persons have access to a high level of participation in social, economic and cultural life

TIMEFRAME ACTION

LEAD COUNCIL DEPARTMENT AND PARTNERS

2.1 Partner with job service providers to run skill development workshops for culturallydiverse communities

Year 2

In consultation with the Multicultural Employment Reference Group, host a planning committee with job service providers and people from a multicultural background

Identify barriers to accessing employment and education Facilitate a workshop addressing identified barriers Ensure the workshop is advertised to people from a multicultural background Community Partnerships

Communitymanaged organisations

2.2 Seek out grant opportunities to grow capacity for community development programs

Ongoing

Investigate and apply for applicable grant opportunities aimed at expanding Council's multicultural community development service delivery

Community Partnerships

2.3 Increase opportunities for people from a multicultural background to use Lake Mac Libraries and other cultural facilities

Ongoing

Advertise Council's services to people from a multicultural background via social media, newsletters and internal Lake Mac Libraries promotions

Advertise State Library multicultural resources Lake Mac Libraries to create and implement two new programs a year*

Participate as active members of the NSW State Library Multicultural Working Group*

Community Partnerships

Lake Mac Libraries

2.4 Promote Council volunteering, sporting, recreational and business opportunities to people from a multicultural background

Year 1

Collate Council's volunteering opportunities and promote to community-managed organisations and learning institutions via Council's multicultural e-newsletter

Identify and address barriers to participation for people from a multicultural background in accessing these opportunities, for example addressing requirements for hosting market stalls at flagship events.

Community Partnerships

2.5 Initiate programs to support women from a multicultural background to participate in their interests such as swimming programs

Year 3

Consult with women from a multicultural background to identify their interests

Investigate ways Council can support implementing programs and activities in line with their interests in collaboration with community-managed organisations

Community Partnerships

Communitymanaged organisations

ACTION PLAN

We value genuine engagement and collaboration with culturallydiverse members

TIMEFRAME ACTION

LEAD COUNCIL DEPARTMENT AND PARTNERS

3.1 Establish a trial Multicultural Working Group to regularly listen to and work alongside multicultural community members

Develop a project brief for a trial Multicultural Working Year 2

Invite expressions of interest from people from a

multicultural background

Host a meeting of Working Group members and create a term of reference

Community Partnerships

Communications and Corporate Strategy

3.2 Ensure Council staff are trained in cultural awareness and language assistance services

Year 2 Host a workshop that achieves learning outcomes related to use of the Translating and Interpreting Service (TIS) and cultural awareness

Create a TIS guide available on Council's intranet

Community Partnerships

People, Culture and Risk Customer Experience

3.3 Address needs arising for multicultural community members during COVID-19 recovery

Year 2 Organise and host a consultation with multicultural

community members to listen to their needs arising from the impact of COVID-19

Community Partnerships

Communications and Corporate Strategy

3.4 Provide cross-cultural experiences and activities for free to the general public

Support the multicultural sector with program and Ongoing

event planning

Investigate supporting the community to host welcome dinners to share cultural food and language

Support Lake Mac Libraries to create and implement two new programs each year

Create opportunities for connection and relationship

development across cultures

Community Partnerships

TIMEFRAME **ACTION** LEAD COUNCIL **DEPARTMENT AND PARTNERS**

4.1 Improve access to education and employment opportunities

Year 1 Investigate scholarships, educational and employment

opportunities relevant for people of a multicultural background and include in multicultural e-newsletter and mailout Collate list of services available to support with resume development and reviews, and career advice and guidance

Collate list of English language classes and offer support to ensure their sustainability or growth

Community **Partnerships**

4.2 Work with schools and early learning centres to support the delivery of the NSW **Education Multicultural Plan 2019-2022**

Develop a network of contacts who work on inclusion within Year 3 learning institutions

> Collate resources and opportunities to share for their purpose via multicultural e-newsletter

Seek out additional opportunities for collaboration

Community **Partnerships**

Communitymanaged organisations Schools

actively eliminating racial discrimination and prejudice

We are

leaders in



TIMEFRAME **ACTION** **LEAD COUNCIL DEPARTMENT AND PARTNERS**

4.3 Increase the capacity of the community to address racial and religious discrimination

Year 3

Investigate Council joining the Racism It Stops with Me Campaign and facilitate opportunities for community education using campaign resources Promote anti-racism bystander programs using a

variety of communication tools

Work with people from a multicultural background to understand their rights in reporting racial discrimination through a variety of communication tools such as workshops and social media

Apply for grants to deliver projects increasing awareness of racism and how it impacts individuals

and the broader community

Community Partnerships

4.4 Increase the sharing of culturally inclusive practice between specialist knowledge groups and general networking groups

Ongoing

Ensure presenters at general interagency and networking events include speakers from a multicultural background or address multicultural issues

Be a point of contact for advice and access to antiracism research and resources in Lake Macquarie City

Community Partnerships

Lake Macquarie Interagency

Multicultural Action Group Greater Newcastle

Regional Advisory Council with Multicultural NSW

Local Government Multicultural Network (LGMN)

LGMN Anti-racism Working

4.5 Council is committed to having a diverse and inclusive workforce reflective of the community we serve

Year 3

Achieve all actions listed in Council's Equal Employment Opportunities (EEO) Plan including: Senior Leadership Network sponsors to raise awareness and advocate on diversity, establish work experience placements, provide coaching and mentoring to EEO target groups, retain employees from EEO groups and increase recruitment from EEO

Investigate creating an internal contact position to become an Anti-Racism Officer, ensure necessary training is undertaken by the position and ensure promotion of the position and ways to contact are promoted and encouraged internally

People, Culture and Risk Community Partnerships

Key:

*Indicates action is replicated from an existing Council strategy or plan **Bold font** indicates lead Council department for the action item



