



City of  
**STONNINGTON**

# Cultural Diversity Action Plan

**2022-25**



# Acknowledgement of Traditional Custodians

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The City of Stonnington acknowledges that we are on the Traditional Lands of the Wurundjeri Woi Wurrung and Bunurong peoples of the East Kulin Nations and pay our respect to their Elders past, present and emerging.

The City of Stonnington recognises and accepts its responsibility to learn from and promote the intrinsic value of Aboriginal and Torres Strait Islander cultures, heritage and contemporary aspirations to the wider community; understanding that this enriches Australia's heritage and our community. The City of Stonnington acknowledges the right of Aboriginal and Torres Strait Islander peoples to live according to their own values and customs in our diverse community, subject to Australian law.

Council respects the Wurundjeri Woi Wurrung and Bunurong peoples' special relationship to the land and recognises Aboriginal and Torres Strait Islander sacred sites and significant places. Council recognises the valuable contributions to Victoria made by Aboriginal and Torres Strait Islander peoples and will work together towards a future of mutual respect and harmony.

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## Purpose

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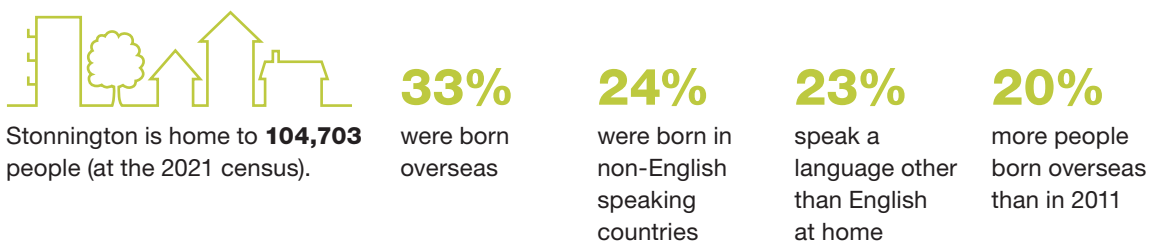
**The City of Stonnington is a wonderfully multicultural city with residents from 120 countries who speak 90 different languages. This rich diversity strengthens our community, adding different experience, values and perspectives to our social fabric.**

The Cultural Diversity Action Plan 2022-25 articulates the action we will take to improve the health and wellbeing of culturally diverse communities. It responds to a changing environment and seeks to create a safe, inclusive, caring and compassionate city that embraces and values cultural diversity, promotes respect and provides opportunities for everyone to flourish.

Throughout this document, we use the term 'cultural diversity' to refer to people from culturally and linguistically diverse backgrounds including people from non-English speaking backgrounds and people who speak a language other than English, migrants, refugees, and people with culturally and linguistically diverse ancestry.

# Cultural diversity in Stonnington

Our culturally diverse community includes people and families who have lived here for decades, those who have newly arrived, and those staying temporarily such as international students.



Top 5 non-English speaking countries of birth	
1. China (excluding Hong Kong)	3,962
2. India	2,497
3. Greece	1,536
4. Malaysia	1,333
5. Hong Kong	677

Top 5 non-English languages spoken at home	
1. Mandarin	4,840
2. Greek	3,418
3. Cantonese	1,449
4. Spanish	1,237
5. Italian	929

Between 2014 and 2018, the number of international students living in Stonnington (but not necessarily studying here) had grown by 18.4 per cent to approximately 5,000 people. However, the number of international students living in Victoria has declined by 44.4 per cent since the start of the COVID-19 pandemic<sup>1</sup>, due largely to the closure of international borders.

<sup>1</sup> Department of Education, 2022

# Strategic alignment

The Cultural Diversity Action Plan is a subsidiary of the **Health & Wellbeing Plan 2021-25**. The priorities of this Plan also align with the strategic directions, objectives and priorities of **Future Stonnington** (incorporating the **Community Vision 2040** and **Council Plan 2021-25**).

## Community Vision 2040

“Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures. Walking the tree lined streets, we pay respect to the influence of the Nation’s First Peoples, past and living, on a modern, sustainable and interconnected way of life that supports the good health and wellbeing of all. Welcome to Stonnington 2040.”

### DIRECTION 1

**A thriving and unique place**

### DIRECTION 2

**Inclusive and healthy community**

- 2.1 Health and wellbeing
- 2.2 Diverse, inclusive and safe

### DIRECTION 3

**A people-centred and future ready city**

- 3.1 Community focus, connection and engagement
- 3.2 Enhanced customer experience
- 3.3 Engaged and capable people

## Health and Wellbeing Plan 2021-25

### PRIORITY 1

**Healthy and well**

- » Our community is more physically active
- » Our community has a healthier diet
- » Services, supports and information are easier to access in our community
- » Our community is health in a changing climate

### PRIORITY 2

**Respectful and safe**

- » Equity and respect are thriving in our community
- » Our community is a safer place for everyone
- » Harm from alcohol, gambling, tobacco, and other drugs is reduced in our community

### PRIORITY 3

**Connected and supportive**

- » Mental wellbeing is strengthened in our community
- » Our community is more socially connected and able to participate in community life
- » All members of our community are valued, supported, and connected

## Health and Wellbeing Plan 2021-25

## Language Services Policy





# Health and wellbeing needs of culturally diverse communities

**Culturally diverse communities are typically underrepresented in local and state-wide health services data however, the following factors are recognised.**

- » Culturally diverse people may face language, literacy and cultural barriers that contribute to health inequality and poorer outcomes.
- » There is a need to reduce unintended and structural barriers that drive discrimination and marginalisation to enable better access to health services by culturally diverse communities.
- » Women from culturally diverse backgrounds can be more vulnerable to family violence and other issues relating to gender equity, due to compounding language and cultural factors.
- » Social isolation is a major concern for culturally diverse communities due to language and cultural barriers to participation in mainstream programs. Feeling connected to others, having the opportunity and capacity to contribute to the community and being productive are critical to the mental health of all communities.
- » Inclusion of culturally diverse groups in broader community and services is critical to health and wellbeing. In an inclusive community, services, programs and supports are welcoming to everyone, information is easily available to all community members, places, spaces are universally accessible, and community members feel they belong.
- » Communication with culturally diverse communities needs to involve a variety of modes and methods for health messaging. This was evident with the COVID-19 experience which highlighted the need for tailored health messages and targeted campaigns, ideally backed by community leaders.
- » Culturally diverse communities are underrepresented in accessing broader health services such as the NDIS and My Aged Care, which limits access to needed care and support.
- » There is a general lack of awareness of the health services available to culturally diverse communities and improved education and engagement with these communities is needed to better inform them of health services and programs available.
- » Lack of work experience in Australia, along with systemic discrimination is a large barrier to employment of culturally diverse people, which leads to low socio-economic status and poor health.

# Engagement summary

To guide the development of this Action Plan, we spoke with a range of culturally diverse groups, healthcare, home care and community care organisations operating in the City of Stonnington, learning and migrant education organisations, state and federal government departments, trader associations, Council committees, service provider networks and Council staff.

## Consultation with culturally diverse groups sought their views and experiences of living in Stonnington, including:

- » Awareness of and engagement with Council's services and programs.
- » Valued services and facilities.
- » Challenges faced, including those arising from or compounded by the COVID-19 pandemic.
- » Different needs within a community group, acknowledging the intersection of age, gender and many other aspects of a person's individual identity and circumstance.
- » Communication needs and preferences.

Engagement also provided an opportunity to identify new and emerging culturally diverse groups living in Stonnington.

## Consultation with service providers, committees and staff sought to understand:

- » Service gaps in Stonnington.
- » Council's role in facilitating access to services, and as a provider of information.
- » Partnerships and collaboration opportunities.
- » Council's priorities and the initiatives planned by other work areas.

## Four themes emerged from the consultations

### 01

Culturally diverse communities require better-targeted, **accessible** communication about Council and other services available in the community.

### 03

Council has a leading role in facilitation and advocacy to enhance **social and economic opportunities** for culturally diverse communities, which will benefit the whole community.

### 02

Deeper **engagement** by Council with culturally diverse communities will produce a better understanding of the needs of different groups, a better Council response, and encourage more **participation** by culturally diverse people.

### 04

Better **internal communication** across the different service areas of Council, and more integrated **processes** will enhance Council's capability and work with and meet the needs of culturally diverse communities.

# Action Plan

Action	Timeframe Year 1 / 2 / 3 Ongoing	Funding New / Existing	Cost \$ Low \$0-\$50k \$\$ Medium \$50-\$250k \$\$\$ High >\$250k	Delivery	Partners
<b>Healthy and well</b>					
1.1 Enhance Council's Customer complaints and feedback process to enable culturally diverse residents to make complaints in their own language	Year 1	Existing	\$	Customer Service	Community Planning
1.2 Consider diverse community needs and intersectionality as part of Gender Impact Assessments	Ongoing	Existing	\$	Whole of Council	People & Culture
1.3 Update Council's website with information on employment and support services for international students	Year 2	Existing	\$	Community Planning	Youth Services Communications & Engagement
1.4 Work with educational institutions to understand issues and support needs for international students and facilitate support through Council's networks	Year 1	Existing	\$	Community Planning	
1.5 Advertise job vacancies in ethnic media and other relevant culturally diverse recruit mediums	Year 1	Existing	\$	People & Culture	
1.6 Encourage culturally diverse businesses owners to sign up to 'Your Business Connect' EDM to improve access to information, seminars and services by government and other agencies	Ongoing	Existing	\$	Economic & Place Development	
1.7 Lobby funded National Disability Insurance Scheme (NDIS) agencies to provide information and deliver sessions for culturally diverse communities	Year 3	Existing	\$	Community Planning	
1.8 Support programs run by and for culturally diverse groups through Council's community grants	Ongoing	Existing	\$	Community Planning	
1.9 Partner with Cultivating Communities to run a healthy cooking program with children at the Prahran Child and Youth Community Wellbeing Hub.	Ongoing	Existing	\$	Middle Years & Youth Services	
<b>Respectful and safe</b>					
2.1 Become a signatory to the 'Racism, It Stops with Me' campaign and support other initiatives that reduce racism and discrimination	Year 1	Existing	\$	Community Planning	Communications & Engagement
2.2 Engage community and staff in celebrating Harmony Day and Cultural Diversity Week annually	Ongoing	Existing	\$	Community Planning	People & Culture
2.3 Establish partnerships with key family violence agencies to increase accessibility for culturally diverse communities	Year 1	Existing	\$	Community Planning	Local agencies



# Action Plan

Action		Timeframe Year 1 / 2 / 3 Ongoing	Funding New / Existing	Cost \$ Low \$0-\$50k \$\$ Medium \$50-\$250k \$\$\$ High >\$250k	Delivery	Partners
2.4	Deliver cultural diversity awareness training to staff annually and as part of Council's induction	Ongoing	Existing	\$	People & Culture	Community Planning
2.5	Explore employment pathways within Council for young culturally diverse people and skilled migrants	Year 2	Existing	\$	People & Culture	Community Planning
2.6	Work with People & Culture Department to embed inclusive recruitment practice	Year 2	Existing	\$	Community Planning	People & Culture
2.7	Provide library collections in community languages.	Ongoing	Existing	\$	Library & Information Services	
2.8	Run digital literacy programs for culturally diverse communities through the Library 'Get Connected' program.	Ongoing	Existing	\$	Library & Information Services	
Connected and supportive						
3.1	Work with the Community Engagement team to enhance accessible and inclusive engagement practice	Year 1	Existing	\$	Communications & Engagement	Community Planning
3.2	Explore the development of cultural and language specific playgroups in Stonnington	Year 2	New	\$	Community Services	
3.3	Undertake an audit of service data collection to identify and address gaps for culturally diverse groups	Year 2	New	\$	Community Planning	Community & Wellbeing
3.4	Establish partnerships with key mental health agencies to increase accessibility for culturally diverse communities	Year 1	Existing	\$	Community Planning	Local agencies
3.5	Connect Council's Business Concierge service to the interpreter service	Year 1	Existing	\$	Economic & Place Development	
3.6	Provide in-kind and affordable access to the Grattan Gardens Community Centre for culturally diverse senior groups to meet, through community grants and venue hire policies	Ongoing	Existing	\$\$	Community Planning	
3.7	Support the MiCare Access and Support Program at Grattan Gardens Community Centre	Ongoing	Existing	\$	Community Planning	
3.8	Ensure participation in Council's Volunteer and Work Experience programs is representative of our diverse community	Year 2	Existing	\$	People & Culture	
3.9	Advocate for free Wi-Fi at housing estates to support access to information, services, and education	Year 2	Existing	\$	Community Planning	

# Monitoring and evaluation

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## A Multicultural Reference Group will be established to guide and provide input into the implementation of the Cultural Diversity Action Plan 2022-25.

The Reference Group will have representation from a broad range of members from Stonnington's culturally diverse communities, local community organisations, agencies and service providers who have a focus and interest in provision of services for multicultural communities and staff from across Council.

An annual review will be undertaken to reflect on progress and identify any new opportunities or emerging needs. A progress report will be shared with the Executive Team and Council.

