



2017 - 2027

# Intercultural Strategic Plan

## **ACKNOWLEDGEMENT TO COUNTRY**

The City of Salisbury acknowledges that we are on the traditional Country of the Kurna people of the Adelaide Plains and pays respect to Elders past and present. We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kurna people living today.

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# MAYOR'S FORWARD

I am pleased to present the City of Salisbury's Intercultural Strategic Plan 2017-2027. The development of this Plan is a natural progression from many of our efforts to create and foster a cohesive and inclusive community in Salisbury. A goal captured in our vision of being *'a flourishing City with opportunities for all'*.

In particular, this Plan follows the directions established in our City Plan 2030, and specifically the direction that identifies that we want our citizens to live, work and play in a Liveable City – that is, 'an adaptive community that embraces change and opportunities' and one that works toward being 'a proud, accessible and welcoming community'. The *Respecting Community Diversity - Access and Equity Policy* provides us with the principles to guide the development of a socially just society that will improve the lives of Salisbury community members.

This Plan takes our commitment and sets the foundations for Council to support an increasingly intercultural community. It determines how we will increase our support for and engagement with individuals within the diverse groups that contribute to our intercultural community, enhance our cultural understanding and strengthen and celebrate our rich cultural diversity so we may achieve progress in this direction.

Everyone should feel welcome and cherished in Salisbury – whether their families have lived here for thousands of years or whether they have themselves been here for a few short weeks. At the last Census, 31 per cent of our population was born overseas, with most migrants being born in the United Kingdom, India, Vietnam, Afghanistan



and Philippines. The most recent migrant groups have led to increased diversification of the multicultural community, with people coming from countries including Bhutan, Syria, Afghanistan, Myanmar (Burma), Iraq, Uzbekistan and several African countries. Whatever their provenance, however long they have been here, we want each and every member of our community to feel accepted and welcome.

Council has a significant role in achieving this ambition. As an entity, partner and provider of services, programs and funding, we seek and pursue ways to help integrate new arrivals into our community and the wider Australian society. For example, on 21 March 2016, I commemorated Harmony Day by signing the Refugee Council of Australia's declaration that the City of Salisbury officially become a Refugee Welcome Zone. This declaration is just one way that highlights how our City has committed to enhancing the experience of the migrants settling into our community.

This Plan reflects the City's determination to continue building Salisbury's culturally diverse community and to strengthen relationships with governments, industry, individuals and groups, service providers, stakeholders and volunteers who work together to address identified community needs. It will help us respond to emerging community needs and trends, and advocate as required for the resources to address those needs and trends.

I would like to thank the many community groups, organisations and individuals who assisted with the development of this Intercultural Strategic Plan. I look forward to working with our partners to shape a welcoming and connected community that celebrates its diversity, embraces change and provides an environment in which everyone can participate equally in community life.



# CULTURAL DIVERSITY IN THE CITY OF SALISBURY

The City of Salisbury has a population of more than 138,000 people and is located on the northern fringes of Adelaide, 22km north of the central Adelaide business district.

The Kurna people are the first associated with the Salisbury land. Many significant sites associated with the Kurna people exist within the Salisbury area and their presence continues to be reflected in many aspects of community life.

In 1839, John Harvey migrated to the new colony of South Australia from Scotland. In 1847, he purchased land along the Little Para River to establish a township. In 1848, Harvey began selling allotments in a township he named Salisbury after a city near his wife's hometown in England.

By 1881, the township's population was between 400 and 500. Little changed until 1940 when the Commonwealth Government built a munitions factory at Penfield. Homes were built for the factory workforce and the area's population doubled overnight.

Since World War II, the Salisbury area has expanded dramatically due to the presence of significant business ventures such as General Motors Holden, changes in transport, population growth, technology, immigration, and the region's proximity to the City of Adelaide.

During this period, large numbers of new residents came from the United Kingdom, and western and southern Europe. In the main, these new arrivals came from cultures like that which existed in Australia at the time and they were able to connect into the employment and housing sectors. Although they faced many challenges at the time they arrived in large enough groups that culture-linked support networks were established.

In the late 1960s and through the 1970s, significant numbers came as refugees from Vietnam and Cambodia. While the Vietnamese and Cambodians had often experienced conflict in their home countries, there were significant numbers of government-funded, culture-specific health, language and other support programs available to help them settle and find employment. Again, their numbers helped them establish support networks until they formed other economic and social connections.

In recent times, migrants have come from other countries and regions, with humanitarian arrivals alone coming from approximately 40 countries. In the 10 years to 2016, more than 16,000 people arrived in the City of Salisbury as skilled, humanitarian, family or 'other' migrants. In the 2016 Census, 71 per cent of the City's residents reported non-Australian ancestry and 23 per cent reported non-English speaking ancestry; 28 per cent indicated they spoke a language other than English at home and 6.6 per cent reported their English skills were poor or non-existent.



# CULTURAL DIVERSITY IN THE CITY OF SALISBURY

Salisbury is, then, increasingly an area for settling large numbers of humanitarian and others from diverse cultural, language and faith backgrounds. Many of the cultures and norms of these groups are different to those they encounter upon arrival in Australia and those they witness among other new arrivals. Among the different groups are many people who have experienced extreme deprivation and trauma and so have very complex needs.

This influx is compounding the challenge facing governments in Australia and around the world, as they attempt to identify and provide the services and support the newcomers need in an era of a shrinking low-skilled labour force, inflated housing costs, and limited funding for transport, health infrastructure and services, education and training.

Salisbury hosts a large number of international students, many of whom study at the University of South Australia's Mawson Lakes campus and at the Parafield Airport flight training school.

The City of Salisbury is determined that the coming years will be remembered as a successful period in its cultural history – that the work outlined in this Plan will generate a spirit of community and warmth that inspires our future councils and citizens to do even more for their truly intercultural community.





# PURPOSE AND OBJECTIVES

The City of Salisbury's vision is to shape a *'flourishing City with opportunities for all'*. To achieve this, we must identify ways to ensure all members of our community have equal access to the opportunities that will drive our City's economic and social development and ensure we become a *'flourishing City'*.

The Intercultural Strategic Plan (ISP) is a key contributor to outlining the paths to be followed and the initiatives to be introduced to achieve this goal.

## **The Intercultural Strategic Plan provides directions to enable the City of Salisbury to become a welcoming, cohesive intercultural community in which all people can thrive and flourish.**

Much has been done to encourage multiculturalism and diversity within the region. The City of Salisbury's City Plan 2030 outlines directions that will enable it to make progress in achieving its vision – including in becoming a *'Liveable City'* in which *'all people have an opportunity to shape community life'*, no matter where they come from or how long they have lived here, and where the community is *'proud, accessible and welcoming'*. This Plan will be fundamental to much of the work in this area.

In addition, Council's *Respecting Community Diversity - Access and Equity Policy* establishes key principles that will inform all Council decision-making. Fundamental to the policy and its approach are that all members of the Salisbury community who may face barriers of language, race, culture, religion, income, gender, sexual orientation and disability have the right to be recognised as valuable citizens and to contribute to the economic, social, political and cultural life of the community.

In 2011, Council issued a Managing Diversity Report that recommended actions *'to improve diversity in all forms across the (Council) organisation'*. It sought to bring about change through four strategies:

- Consolidate diversity as an ongoing business consideration by integrating workplace diversity goals across organisational business plans, agreements, proposals and policies
- Create a workplace culture where people are valued for their difference and contribution
- Attract and develop people from diverse community groups
- Develop strategies that enable the organisation to measure and assess diversity outcomes in the workplace

However, there are still barriers that must be addressed if all members of our community can equally enjoy the benefits of living within the City. This Intercultural Strategic Plan identifies the directions that will lead the Council, its members, partners and community to fulfil the vision for an inclusive and equitable city.

At the same time, it will endeavour to ensure that members of all cultural groups are considered and recognised in planning for community development.

The Plan provides a roadmap for efforts to foster and encourage a cross-community approach that will engage government, businesses, social and welfare groups, religious organisations and individuals in strengthening ties and shaping a truly inclusive community.

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This Intercultural Strategic Plan focuses on:

- Fostering a welcoming, cohesive and inclusive intercultural community in which people of all cultures are respected equally
- Developing the City as a place where all residents have equal opportunity to participate in the region's social, economic and environmental activity
- Improving access to and awareness of support services, particularly those designed to help the most vulnerable
- Reinforcing Council's commitment to boosting communication and engagement, building relationships and community harmony



# WHAT DO WE MEAN BY 'CULTURALLY INCLUSIVE'?

The racial, cultural, religious and linguistic diversity of Australia's population has increased rapidly since World War II. Australia is now a multicultural society – a melting pot in which people are given every opportunity to live successful, healthy and secure lives.

Australia's vibrant multiculturalism benefits us in many ways. We have one of the most cohesive and harmonious populations in the world. Our economic benefits have broadened and we have become more open to the world. Our diversity of cultures and our multilingual workforce give Australia a distinct competitive advantage in the global economy.

New migrants make a significant contribution to the communities where they settle. They enhance cultural diversity; they bring labour, skills, and in some cases funds to Australia; and they increase the overall demand for goods and services. Research has consistently shown that although humanitarian settlers face substantial obstacles to employment in the early stages of settlement, they are highly successful in the long term. Research shows that humanitarian settlers have a higher incidence of business ownership than other migrant groups, which suggests a high propensity towards entrepreneurship.

Across Australia, governments are recognising they have a role in developing and introducing policies and activity to ensure all people live in communities where fairness, social justice, equity and inclusion are fundamental to the way people think, act and interact. A community that follows these principles is a culturally inclusive community. It is one that we've grown to recognise and accept as staging events and offering services purposely designed to help all members of our community feel welcome and respected.

Council recognises that for everyone to succeed, flourish and thrive, barriers to access and equity must be identified and overcome. With increasing numbers of people from diverse cultural backgrounds settling in our region, Council can have a significant role in and responsibility for providing services and programs that will help break down these barriers and prevent their restoration.

We recognise that we have a role to support our citizens to participate in economic and civic life. For example:

- when English, financial and digital literacy is difficult, we assist with programs, support and mentoring
- when people are challenged by new social systems and do not have support, we provide safe places and connections to enable them to build community networks
- when people come from different cultural backgrounds, we facilitate intercultural conversations and connections to ensure understanding and support
- when people find it difficult to access services and support, we gather information about difficulties and advocate for change
- when we see changes in our community, we monitor the changing population profile and respond
- when we see people challenged by change, we support them to be resilient and connected
- Through our work, we improve intercultural relations in our community, strengthen cohesion and engender harmony across our City.

The ISP aims to develop Salisbury as a place where all individuals and members of cultural groups can form connections with each other and among other groups. This includes recognition of all communities as well as respect for the traditional owners of the land the Kaurna People, and our shared desire to work, live and play together. In this way, Salisbury can move beyond being a 'multicultural' community, where we accept many and varied cultural traditions, to become an 'intercultural' community in which we stimulate and support cross-cultural dialogue and activity, moving beyond passive acceptance of others' backgrounds and beliefs to promoting interaction between cultures.

Our intercultural community will:

- Enable all groups and their members to participate equally in economic and social development opportunities
- Bring to council's attention issues and concerns that are limiting or creating barriers to such opportunities
- Grow due to the potential diverse community offers for enhancing prosperity and wellbeing

The objective is a truly intercultural society in Salisbury that will reward, enrich and empower everyone.





# POLICY CONTEXT

The mass migration of people from a variety of nations and cultures in the post-World War II period changed the make-up of the Australian population. Since then, migration from more nations from around the world have changed what it means to 'be Australian'. Governments at the Commonwealth, State and local levels have developed policies to reflect the nation's multicultural society and to ensure all members of that society enjoy the same rights and opportunities.

Early legislation to provide frameworks and platforms for programs to remove racism and discrimination from Australian communities included the *Racial Discrimination Act (1975)* and *Human Rights and Equal Opportunity Commission Act (1986)*. These have been superseded by legislation and policies that reflect changes to Australia's population and the mores and values of its society.

The policies included here are among those that have provided a framework and platform for the City of Salisbury to develop an ISP that reflects national and state considerations and addresses local needs in 2017 and beyond.

## AUSTRALIAN GOVERNMENT LEGISLATION AND POLICIES

*Multicultural Australia (United, Strong, Successful): Australia's Multicultural Statement 2017*

Australia's Multicultural Statement affirms Australian Government's firm commitment to a multicultural Australia. It presents a vision for 'our future as a strong and successful multicultural nation, united by our allegiance to Australia and committed to freedom and prosperity.'

It sets out the following principles and directions:

- Shared values based on respect, equality and freedom
- Shared rights and responsibilities
- A safe and secure Australia
- Shared vision for the future
- Encouraging economic and social participation of new arrivals
- Harnessing the advantages of our diversity and shared national interest
- Continuing to build harmonious and socially cohesive communities<sup>1</sup>



<sup>1</sup> Commonwealth of Australia (2017) Multicultural Australia (United, Strong Successful): Australia's Multicultural Statement page 15

# POLICY CONTEXT

## National Anti-Racism Strategy 2012

The National Anti-Racism Strategy aims to help all Australians understand what racism is; how it is enacted in Australian communities; how it affects members of the community; and how racist thinking and behaviours can be reduced and, eventually, eliminated.

The Strategy seeks to identify, promote and build on good practice initiatives to prevent and reduce racism; and empower communities and individuals to participate in activity to build a non-racist society.

## Australia's Human Rights Framework 2010

The Human Rights Framework is based on five key themes that drive its directions and initiatives:

- Reaffirming a commitment to promoting awareness and understanding of human rights in the Australian community and respecting United Nations human rights treaties
- Educating about human rights
- Engaging with the international community to improve the protection and promotion of human rights, including the development of action plans and conducting forums
- Protecting human rights through legislation
- Respecting human rights by reviewing legislation, policy and practice<sup>2</sup>

## Australia's Multicultural Access and Equity Policy

The Multicultural Access and Equity Policy Guide acknowledges the responsibilities and obligations of Australian Government departments and agencies to provide equitable access to services, regardless of the cultural or linguistic background of clients, in shaping a multicultural society.

The policy sets out six commitments:

### Leadership

Australian Government departments and agencies will demonstrate a commitment to multicultural access and equity and take responsibility for their implementation.

### Engagement

Australian Government departments and agencies will identify and strategically engage with culturally and linguistically diverse clients, stakeholders and communities.

### Responsiveness

Australian Government departments and agencies will have strategies in place to ensure that policies, programmes, community interactions and service delivery (whether in-house or outsourced) are responsive to culturally and linguistically diverse Australians.

### Performance

Australian Government departments and agencies will have strong and clear mechanisms in place to measure their multicultural access and equity performance.

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<sup>2</sup> Commonwealth of Australia (2010) Australian Human Rights Framework, page 3

<sup>3</sup> Commonwealth of Australia (Department of Social Services) (2015) The Multicultural Access and Equity Policy Guide, page 6

## Capability

Australian Government departments and agencies will understand, and have the capacity to respond to, the cultural and linguistic diversity of Australia's population.

## Openness

Australian Government departments and agencies will be transparent in their implementation of multicultural access and equity.<sup>3</sup>

## STATE GOVERNMENT AGENCIES AND POLICIES

### Multicultural SA

The *South Australian Multicultural and Ethnic Affairs Commission Act 1980* established the South Australian Multicultural and Ethnic Affairs Commission (SAMEAC) as the entity responsible for increasing awareness and understanding of the increasing ethnic diversity of the South Australian community and the implications of that diversity.

SAMEAC is part of Multicultural SA, the agency responsible for advising the South Australian Government on all matters relating to multicultural and ethnic affairs in South Australia.

### Multicultural Action Plan for South Australia 2017-18

Multicultural SA is responsible for implementing the *Multicultural Action Plan for South Australia 2017-18*, along with SAMEAC, multicultural communities and non-government organisations.

The plan establishes a range of deliverables to build and strengthen multicultural groups, reduce racism and discrimination, celebrate diverse cultures and their beliefs and traditions, and recognise achievements in eliminating racism and discrimination in South Australia.

## LOCAL GOVERNMENT LEGISLATION AND POLICIES

### Promoting access and equity in local government

*Services for All: Promoting Access and Equity in Local Government* is an Australian Local Government Association (ALGA) brochure published in 1999 in response to the Statement on Community Tolerance adopted at the 1996 United Nations National General Assembly.<sup>4</sup>

It committed local government to '(seeking) to foster harmonious relations amongst all Australians', in accordance with the Statement, and set out ALGA's commitment to ensuring that all Australians have equal access to local government services.

The document presented a framework to help councils make improvements in providing services for residents from non-English speaking cultures.

In 1998 ALGA endorsed *The Charter of Public Service in a Culturally Diverse Society*, which helps all spheres of government respond to the needs of all Australians through the principles of access, equity, communication, responsiveness, effectiveness, efficiency and accountability.

<sup>4</sup> South Australian Government (Department for Communities and Social Inclusion) (2016) *Multicultural Action Plan for South Australia 2017-18*

<sup>5</sup> Australian Local Government Association (1999) *Services for All: Promoting Access and Equity in Local Government*

# POLICY CONTEXT

In recent years, many local councils have introduced or begun developing plans to identify the programs and actions they are taking to eliminate racism and discrimination against Aboriginal and Torres Strait Islanders, members of other cultural and ethnic groups, and other groups facing discrimination.

## Salisbury's commitment to access and equity

The City of Salisbury's *Respecting Community Diversity – Access and Equity Policy* was introduced in 2011 to increase awareness of the importance of access and equity in businesses and workplaces, education and training environments, and across the community.

In introducing the policy, the Council was promoting that the City itself was committed to access and equity principles.

It noted that all community members would benefit, but highlighted its significance for Indigenous community members, community members from diverse cultural and linguistic backgrounds, and community members with a disability.

It notes that the framework for the provision of Council support is based on inclusion, citizenship, participation and infrastructure.





# INTERCULTURAL STRATEGIC PLAN THEMES

The Intercultural Strategic Plan establishes our vision of an equitable and inclusive community through five themes.

<p><b>Advocacy and partnerships</b></p>	<ul style="list-style-type: none"> <li>&gt; Council will work with three tiers of government, business and service groups to support and advocate for the diverse cultural groups and their members living, studying and working in, and visiting, the City of Salisbury.</li> </ul>
<p><b>Communication, engagement and participation</b></p>	<ul style="list-style-type: none"> <li>&gt; Council will capitalise on emerging communication and engagement methods and technologies to inform groups within the community, and individual members, of the programs and support available to them.</li> <li>&gt; Council will engage with all citizens to increase understanding and awareness of diverse cultural issues and needs, and to promote access and equity.</li> </ul>
<p><b>Recognition, celebration and events</b></p>	<ul style="list-style-type: none"> <li>&gt; Council will stage and support events and activities to promote understanding and awareness of cultural groups and to recognise their impact on and significance for the City of Salisbury.</li> </ul>
<p><b>Services and programs</b></p>	<ul style="list-style-type: none"> <li>&gt; Council will engage with culturally diverse groups and partner organisations to ensure everyone can access the facilities, services and programs they need to build the capacity of cultural groups and their members to access opportunities for economic, social and environmental growth.</li> <li>&gt; Council's policies will reflect its understanding that the design of the physical environment may influence a cultural group or individual's interaction with that environment.</li> </ul>
<p><b>Council's internal capacity</b></p>	<ul style="list-style-type: none"> <li>&gt; Council will work with government, business and services partners to ensure its policies, programs and services are aligned with those in place across Australia to support intercultural work places.</li> <li>&gt; Council's workplace policies will reflect its commitment to access and equity, and in doing so shape a positive image of a welcoming, inclusive and future-focused organisation.</li> </ul>

## Directions and actions

The themes outlined above will form the basis of the City of Salisbury's intercultural framework and directions.

The directions will emanate from these themes and provide a basis for specific programs, policies and activities to be introduced every four years. The directions will have objectives and targets that will support an understanding of progress achieved within those four-year periods and determine any changes required to accelerate progress or alter the directions.





# INTERCULTURAL STRATEGIC PLAN DIRECTIONS

## ADVOCACY AND PARTNERSHIPS

<b>Direction 1</b>	> Gather and disseminate information about the diversity of our community and its needs
<b>Direction 2</b>	> Advocate to the Australian and State governments, service providers and the private sector about diverse community needs
<b>Direction 3</b>	> Encourage intercultural exchanges
<b>Direction 4</b>	> Develop an Intercultural Community Alliance

## COMMUNICATION, ENGAGEMENT AND PARTICIPATION

<b>Direction 5</b>	> Strengthen community group communication, engagement and participation
<b>Direction 6</b>	> Promote leadership opportunities among community groups and encourage diversity in leadership
<b>Direction 7</b>	> Increase diversity in participation in City life and employment



# INTERCULTURAL STRATEGIC PLAN DIRECTIONS

## RECOGNITION, CELEBRATION AND EVENTS

<b>Direction 8</b>	> Welcome new residents and migrants
<b>Direction 9</b>	> Recognise achievements and contributions of diverse community groups and individuals
<b>Direction 10</b>	> Promote and support intercultural celebrations and events

## SERVICES AND PROGRAMS

<b>Direction 11</b>	> Plan and provide leisure, sporting, community and recreational infrastructure, facilities, services and programs that are inclusive
<b>Direction 12</b>	> Reshape programs and services to address priority needs

## COUNCIL'S INTERNAL CAPACITY

<b>Direction 13</b>	> Improve training and awareness of Council staff of the needs of diverse community groups
<b>Direction 14</b>	> Create an inclusive working environment
<b>Direction 15</b>	> Commit to achieving progress in shaping a diverse and welcoming community
<b>Direction 16</b>	> Boost Council's image as an intercultural organisation
<b>Direction 17</b>	> Increase staff's capacity to engage with diverse community groups in planning for the future of our City





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