

## **AGENDA**

### **FOR INTERCULTURAL STRATEGY AND PARTNERSHIPS SUB COMMITTEE MEETING TO BE HELD ON**

**10 JUNE 2025 AT THE CONCLUSION OF THE  
SALISBURY LIVING SUB COMMITTEE**

**IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY COMMUNITY HUB,  
34 CHURCH STREET, SALISBURY**

#### **MEMBERS**

Cr Johnny Chewparsad (Chair)  
Mayor G Aldridge (ex officio)  
Deputy Mayor, Cr C Buchanan  
Cr S McKell  
Cr S Ouk (Deputy Chair)  
Cr S Reardon

#### **REQUIRED STAFF**

Chief Executive Officer, Mr J Harry  
Deputy Chief Executive Officer, Mr C Mansueto  
General Manager City Infrastructure, Mr J Devine  
A/General Manager Community Development, Ms C Giles  
General Manager City Development, Ms M English  
Manager Governance, Mr R Deco  
Governance Support Officer, Ms M Prasad  
Manager Community Diversity & Inclusion, Ms V Haracic

#### **APOLOGIES**

#### **LEAVE OF ABSENCE**

#### **PRESENTATION OF MINUTES**

Presentation of the Minutes of the Intercultural Strategy and Partnerships Sub Committee Meeting held on 14 April 2025.

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## REPORTS

ISPS1	Future Reports for the Intercultural Strategy and Partnerships Sub Committee .....	9
ISPS2	Update on Salisbury Intercultural Community Alliance and Salisbury Intercultural Strategic Alliance meetings - Community Diversity and Inclusion Division .....	11
ISPS3	Diversitours project update .....	17

## QUESTIONS ON NOTICE

There are no Questions on Notice.

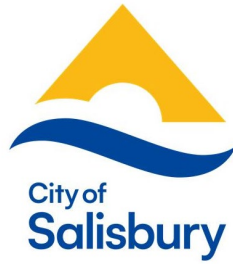
## MOTIONS ON NOTICE

There are no Motions on Notice.

## OTHER BUSINESS

*(Questions Without Notice, Motions Without Notice, CEO Update)*

## CLOSE



**MINUTES OF INTERCULTURAL STRATEGY AND PARTNERSHIPS SUB COMMITTEE  
MEETING HELD IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY COMMUNITY  
HUB,**

**34 CHURCH STREET, SALISBURY ON**

**14 APRIL 2025**

**MEMBERS PRESENT**

Cr Johnny Chewparsad (Chair)  
Mayor G Aldridge (ex officio)  
Cr S McKell  
Cr S Ouk (Deputy Chair)  
Cr S Reardon

**STAFF**

Deputy Chief Executive Officer, Mr C Mansueto  
General Manager City Infrastructure, Mr J Devine  
A/General Manager Community Development, Ms C Giles  
A/General Manager City Development, Mr C Zafiropoulos  
Manager Governance, Mr R Deco  
Governance Support Officer, Ms M Prasad

The meeting commenced at 6.35pm.

The Chairman welcomed the Elected Members, members of the public and staff to the meeting.

**APOLOGIES**

An apology has been received from Deputy Mayor Cr C Buchanan.

**LEAVE OF ABSENCE**

Nil.

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## PRESENTATION OF MINUTES

Moved Cr S McKell  
Seconded Mayor G Aldridge

The Minutes of the Intercultural Strategy and Partnerships Sub Committee Meeting held on 10 February 2025, be taken as read and confirmed.

**CARRIED**

## REPORTS

### ISPS1      **Future Reports for the Intercultural Strategy and Partnerships Sub Committee**

Moved Cr S McKell  
Seconded Mayor G Aldridge

That Council:

1. Notes the report.

**CARRIED**  
unanimously

### ISPS2      **Update on SICA and SISA meetings - Community Diversity and Inclusion Division**

Moved Cr S Ouk  
Seconded Cr S McKell

That Council:

1. Notes the report.

**CARRIED**  
unanimously

## QUESTION ON NOTICE

There were no Questions on Notice.

## MOTIONS ON NOTICE

There were no Motions on Notice.

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## **OTHER BUSINESS**

*(Questions Without Notice, Motions Without Notice, CEO Update)*

### **QWON1 Question Without Notice: Cr S Ouk: Cambodian Genocide Memorial**

Cr S Ouk asked a question in relation to Future Reports item ISPS1 on the Cambodian Genocide Memorial, for the report timeframe to be reinstated as per original wording of the motion, as resolved by Council.

The Acting Chief Executive Officer took the question on notice and provided an undertaking to confirm with the responsible officer.

## ORDERS TO EXCLUDE THE PUBLIC

### ISPS3 First Nations Strategic Group Nominations and Recruitment

Moved Cr S Ouk

Seconded Cr S Reardon

*That the Intercultural Strategy and Partnerships Sub Committee:*

1. *Orders that pursuant to Section 90(2) and (3)(a) and (b)(ii) and (b)(ii) of the Local Government Act 1999, that it is appropriate and necessary to exclude the public for the consideration of Agenda Item ISPS3 First Nations Strategic Group Nominations and Recruitment with the exception of the following persons:*
  - *Chief Executive Officer*
  - *Deputy Chief Executive Officer*
  - *A/General Manager City Development*
  - *A/General Manager Community Development*
  - *General Manager City Infrastructure*
  - *Manager Governance*
  - *Governance Support Officer*
  - *Manager Community Diversity & Inclusion*

*On the basis:*

- *it relates to information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead); and*
  - *information the disclosure of which would, on balance, be contrary to the public interest.*
2. *In weighing up the factors related to disclosure,*
    - *disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations*
    - *non-disclosure of this matter and discussion of this item in confidence would protect the sensitive commercial information.*

*The public's interest is best served by not disclosing the **First Nations Strategic Group Nominations and Recruitment** item and discussion at this point in time.*

**CARRIED**

The meeting moved into confidence at 6.40pm.

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The meeting moved out of confidence and closed at 6.45pm.

**CLOSE**

CHAIRMAN.....

DATE.....



<b>ITEM</b>	ISPS1
	<b>INTERCULTURAL STRATEGY AND PARTNERSHIPS SUB COMMITTEE</b>
<b>DATE</b>	10 June 2025
<b>HEADING</b>	Future Reports for the Intercultural Strategy and Partnerships Sub Committee
<b>AUTHOR</b>	Hayley Berrisford, PA to General Manager Community Development, Community Development
<b>CITY PLAN LINKS</b>	4.2 We deliver quality outcomes that meet the needs of our community
<b>SUMMARY</b>	This item details reports to be presented to the Intercultural Strategy and Partnerships Sub Committee as a result of a previous Council resolution.

**RECOMMENDATION**That Council:

1. Notes the report.

**ATTACHMENTS**

There are no attachments to this report.

**1. BACKGROUND**

- 1.1 A list of resolutions requiring a future report to Council is presented to each sub committee and standing committee for noting.
- 1.2 If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

**2. REPORT**

- 2.1 The following table outlines the reports to be presented to the Intercultural Strategy and Partnerships Sub Committee as a result of a Council resolution:

Meeting Item	- Heading and Resolution	Officer
28/08/2023	<b>Sister Cities Update</b>	Leandro Digon / Lopez Chandler Giles
1.1.2 ISPSC1	– 3. Approves for the Administration to conduct a strategic review of the City of Salisbury's Sister City and Friendship City program. This will be reported back to Council in February 2024.	
<b>Due:</b>	June 2025	
<b>Deferred to:</b>	October 2025	

<b>Reason:</b>	Will be considered by Council as part of the City Shaping Strategy
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**3. CONCLUSION / PROPOSAL**

- 3.1 Future reports for the Intercultural Strategy and Partnerships Sub Committee have been reviewed and are presented to Council for noting.

<b>ITEM</b>	ISPS2
	<b>INTERCULTURAL STRATEGY AND PARTNERSHIPS SUB COMMITTEE</b>
<b>DATE</b>	10 June 2025
<b>HEADING</b>	Update on Salisbury Intercultural Community Alliance and Salisbury Intercultural Strategic Alliance meetings - Community Diversity and Inclusion Division
<b>AUTHOR</b>	Vesna Haracic, Manager Community Diversity and Inclusion, Community Development
<b>CITY PLAN LINKS</b>	1.3 Our city is welcoming to people of all ages, backgrounds and abilities, and recognises First Nations peoples 4.3 Our council is recognised for delivering exceptional community experiences and quality outcomes 4.4 Our community is engaged and connected
<b>SUMMARY</b>	This report provides an update on discussions from the May 2025 meetings of the Salisbury Intercultural Community Alliance and the Salisbury Intercultural Strategic Alliance. It also provides an update on Council's recent accreditation as an Excelling Welcoming City and proposed celebration, as well as Council's partnership with the Department of Home Affairs on a Civic Participation event.

**RECOMMENDATION**That Council:

1. Notes the report.

**ATTACHMENTS**

There are no attachments to this report.

**1. BACKGROUND**

- 1.1 Council resolved by resolution at its meeting on 16 December 2024 that;

*1.1.1 The Administration provide information reports to the Intercultural Strategy and Partnerships Sub Committee commencing February 2025, providing an update on discussions and outcomes from the quarterly Salisbury Intercultural Community Alliance (SICA) and Salisbury Intercultural Strategic Alliance (SISA) meetings.*

*Resolution Number 0812/2024*

- 1.2 This report provides a summary of discussions at Salisbury Intercultural Community Alliance (SICA) and Salisbury Intercultural Strategic Alliance (SISA) meetings from the meetings held in May 2025.

## **2. EXTERNAL CONSULTATION / COMMUNICATION**

- 2.1 Salisbury Intercultural Strategic Alliance
- 2.2 Salisbury Intercultural Community Alliance

## **3. DISCUSSION**

### **Salisbury Intercultural Community Alliance Meeting - May 2025**

#### **3.1 Arts and Cultural Plan Presentation**

- 3.1.1 The Senior Recreation Planner from the City of Salisbury provided an overview of the development of the City's new Arts and Cultural Plan. This initiative is designed to align with the State Government's Cultural Plan, ensuring consistency and strategic integration at both local and state levels. During the presentation, promotional materials were distributed to members, including flyers for upcoming Intercultural Swimming Lessons and the Salisbury Fit Club's free outdoor fitness sessions.

#### **3.2 Terms of Reference**

- 3.2.1 The final draft of the Salisbury Intercultural Community Alliance (SICA) Terms of Reference was presented for review. Following consideration, the group formally accepted the document, signaling endorsement of the operating framework that will guide SICA's ongoing activities.

#### **3.3 Welcoming Cities Excelling Level Accreditation**

- 3.3.1 Members were informed of the City of Salisbury's successful accreditation with Welcoming Cities Australia. This achievement recognises the City's commitment to fostering inclusion and belonging for all members of the community and represents a significant milestone in its intercultural engagement efforts.

#### **3.4 Harmony Week SICA Members Stall Feedback**

- 3.4.1 Feedback was provided on the SICA stall featured during Harmony Week. Members recommended several improvements for future events, including the use of a SICA-branded banner, additional information materials for distribution, identification items such as badges, lanyards or branded shirts, and securing a clearly defined and dedicated space that distinguishes the SICA presence from neighboring stalls.

#### **3.5 Sacred Tree Planting**

- 3.5.1 A request was received regarding the planting of a sacred tree from the Bhutanese community. In response, it was agreed that the proposal would be formally submitted for consideration.

#### **3.6 Meeting Date Preferences**

- 3.6.1 Members were invited to express their preferred meeting days via email. Four members indicated a preference for Tuesday meetings, while two members had no preference between Monday and Tuesday. This matter will be further discussed and finalised at the next scheduled meeting.
- 3.7 *Salisbury Intercultural Community Alliance* Action Plan – Call for Project Ideas
  - 3.7.1 Members are encouraged to begin brainstorming potential projects for inclusion in the SICA Action Plan. All members are invited to bring their ideas to the next meeting for collective discussion and prioritisation.

### **Salisbury Intercultural Strategic Alliance meeting – May 2025**

- 3.8 SISA – Membership and Strategic Value
  - 3.8.1 SISA currently comprises 15 active member organisations, representing a strong cross-section of stakeholders involved in settlement and intercultural community development.
  - 3.8.2 Membership includes all key settlement organisations operating in the region, such as the Migrant Resource Centre, Multicultural Communities Council of SA, Australian Refugee Association, AMES Australia, African Women's Federation of SA, Relationships Australia SA, and STTARS (Survivors of Torture and Trauma Assistance and Rehabilitation Service)
  - 3.8.3 The Alliance also includes active representation from both the State Government (Department of the Premier and Cabinet) and the Federal Government (Department of Home Affairs), represented by the Assistant Director, Settlement Program Operations and Networks and Assistant Director Community Engagement.
  - 3.8.4 The strength of this network and its membership provides a unique and valuable opportunity for collaboration, coordinated planning, and impactful action. It significantly enhances Council's ability to address shared priorities, respond to emerging issues, and foster a truly inclusive and connected community.
- 3.9 Guest Presentation – Welcoming Cities
  - 3.9.1 Manager of Welcoming Cities provided insights from the 2025 Welcoming Cities Summit. He outlined the initiative's four key focus areas: Welcoming Clubs, Universities, Cities, and Workplaces.
  - 3.9.2 Discussions explored how councils already participating in Welcoming Cities could expand into the Workplaces program, with support tailored on a case-by-case basis, and future plans were highlighted including support for existing members, and the upcoming national symposium anticipated to be held in Adelaide.

### 3.10 Terms of Reference Review

3.10.1 Members reviewed the updated Terms of Reference (TOR) for the Alliance with the discussion focused on clarifying roles, responsibilities, and meeting frequency. The revised TOR aims to streamline collaboration and establish clear expectations. Members were invited to submit further feedback or suggestions for focus areas or working groups via email.

### 3.11 Project Updates and Information Sharing

3.11.1 Members provided a comprehensive overview of ongoing initiatives, including Refugee Week events, health expos, employment and language programs, and housing supports. Notable updates included a record number of successful visa applications in April and initiatives to support refugee integration.

3.11.2 The City of Salisbury reported on the Council projects and sought information regarding refugee homelessness, with members confirming that while cost-of-living pressures exist, no known cases of refugee homelessness were identified.

3.11.3 Collaborations across agencies were discussed, grant opportunities and upcoming community programs were also promoted.

### **Excelling Welcoming City Accreditation**

3.12 The City of Salisbury has recently been officially accredited as an Excelling Welcoming City—the highest recognition available under the national Welcoming Cities Framework.

3.13 Salisbury is now one of only two local governments in Australia to achieve this status, alongside the City of Darebin in Victoria.

3.14 Salisbury's Excelling status reflects its long-standing commitment and leadership within the national network to fostering a welcoming and inclusive environment for people of all cultural backgrounds.

3.15 The Welcoming Cities team has proposed a formal presentation of the Excelling trophy at the Council meeting on Monday, 23 June 2025, which will include a photo opportunity with Elected Members and the Executive group.

3.16 To celebrate the accreditation, Council will also host a community event "Welcome Salisbury: An Evening of Connection and Celebration" on Thursday 26 June 6-8pm at the Salisbury Community Hub.

3.17 The evening will include a shared community dinner and feature a keynote address by Brad Chilcott, Founder of Welcoming Australia. Formal invitations will be provided to all Elected Members, and the Mayor will be invited to officially open the event.

### **Upcoming Civic Partnership Event**

3.18 Council is currently working in partnership with the Department of Home Affairs to deliver an event in July aimed at supporting the engagement of newly arrived refugees and humanitarian entrants within the broader Australian community.

- 3.19 Feedback from settlement stakeholders and local Councils has highlighted a strong interest from newly arrived refugees to engage more directly with the mainstream Australian population.
- 3.20 The City of Salisbury Council area continues to be the primary settlement location for newly arrived refugees and humanitarian entrants in South Australia, and as such Salisbury makes an ideal location to host this event.
- 3.21 The event is scheduled for Wednesday, 17 July 2025 at the Salisbury Community Hub and aims to:
  - 3.21.1 Establish connections between funded settlement providers and the broader sector to foster future collaboration;
  - 3.21.2 Raise awareness of civic opportunities available to refugees through local festivals, youth programs, sightseeing activities, and other community-based events; and
  - 3.21.3 Share resources and information that support refugee and humanitarian entrants to become more fully engaged in the civic and social life of their new community.
- 3.22 Approximately 40–50 attendees are expected, including settlement service providers, local organisations, and community leaders. Council will work closely with the Department to shape the guest list and agenda, ensuring local stakeholders are well represented. Invitations will be distributed jointly.

#### **4. CONCLUSION**

- 4.1 This report details information on;
  - 4.1.1 The recent meetings of the Salisbury Intercultural Community Alliance and the Salisbury Intercultural Strategic Alliance;
  - 4.1.2 Council's accreditation as an Excelling Welcoming City and subsequent celebration; and
  - 4.1.3 Partnership with the Department of Home Affairs on a community event scheduled in July.
- 4.2 These all highlight the City of Salisbury's ongoing commitment and leadership in fostering inclusion, cultural connection, and collaborative problem-solving across all levels of government and the community sector.



<b>ITEM</b>	ISPS3
	<b>INTERCULTURAL STRATEGY AND PARTNERSHIPS SUB COMMITTEE</b>
<b>DATE</b>	10 June 2025
<b>HEADING</b>	Diversitours project update
<b>AUTHOR</b>	Vesna Haracic, Manager Community Diversity and Inclusion, Community Development
<b>CITY PLAN LINKS</b>	1.3 Our city is welcoming to people of all ages, backgrounds and abilities, and recognises First Nations peoples 4.4 Our community is engaged and connected 4.3 Our council is recognised for delivering exceptional community experiences and quality outcomes
<b>SUMMARY</b>	The City of Salisbury engaged the iGen Foundation to deliver a Diversitours Project trial in Salisbury, with the project delivering a range of actions to date. However, due to complications in sourcing public liability insurance for the contractor Diversitour Tour Guides, the project cannot proceed, including the delivery of the planned pilot tours.

## RECOMMENDATION

### That Council:

1. Notes the report.
2. Approves the cessation of the Diversitours Project.

## ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Diversitours Project Proposal by iGen Foundation
2. Project Status Update by iGen Foundation (18 March 2025)

## 1. BACKGROUND

- 1.1 Diversitours is an intercultural tourism initiative that offers unique, cultural walking tours that focus on the positive stories of migration, businesses and personal connections.
- 1.2 Diversitours were successfully established with the support of Council of Europe Intercultural Cities Network in the Spanish cities of Bilbao and Valencia. iGen Foundation and City of Salisbury sought to bring Diversitours to City of Salisbury by first trialing a pilot project of three tours.
- 1.3 The anticipated benefits of Diversitours were to celebrate City of Salisbury's interculturalism, showcase the positive contributions of culturally diverse residents, and provide business and employment outcomes for community.

- 1.4 At the Intercultural Strategy and Partnerships Sub Committee meeting held on 8 April 2024 – item ISPS2, it was resolved to fund the project for \$35,000, with an additional \$46,500 to fund a 0.4 FTE staff member, totaling \$81,500.
- 1.5 The City of Salisbury then engaged iGen Foundation to deliver a Diversitours Project trial in the City of Salisbury.

## **2. EXTERNAL CONSULTATION / COMMUNICATION**

- 2.1 iGen Foundation.

## **3. DISCUSSION**

- 3.1 The Project Proposal (Attachment 1) outlines the 25 deliverables of iGen and City of Salisbury.
- 3.2 Key deliverables by iGen of the project included:
  - 3.2.1 Leading the co-design of Diversitours;
  - 3.2.2 Recruitment of the Intercultural Guides;
  - 3.2.3 Identification of local stories and history for the tour content;
  - 3.2.4 Designing and delivery of the tour guide training; and
  - 3.2.5 Organising and delivering three pilot tours and completing an evaluation survey.
- 3.3 Joint key deliverables of iGen with City of Salisbury included:
  - 3.3.1 Creation of the media and communications strategy to promote the recruitment campaign;
  - 3.3.2 Collaborating with local residents, businesses, association, Council staff and Elected Members;
  - 3.3.3 Mapping the walking tour and identifying points of interest;
  - 3.3.4 Documenting the history and context;
  - 3.3.5 Conducting information sessions with stakeholders; and
  - 3.3.6 Contract management and progress reports.
- 3.4 As of March 2025, 15 of the 25 project actions were marked as either complete or on track for completion.
- 3.5 However over the past several months, iGen Foundation have encountered unexpected difficulties related to securing affordable insurance coverage for the tour guides due to the specific nature of insurance requirements for tour guides.
- 3.6 Complications in securing insurance for the tour guides is heightened due to the tour guides working as paid contractors when delivering the tours.
- 3.7 This challenge has significantly impacted the project's ability to continue and as a result, iGen have informed the Administration that the three planned pilot tours cannot proceed.

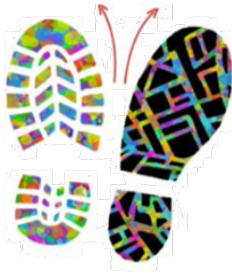
**4. FINANCIAL OVERVIEW**

- 4.1 iGen have received the first 50% payment of \$17,500 for;
  - 4.1.1 designing the Diversitours program;
  - 4.1.2 obtaining intellectual property of the Diversitours program;
  - 4.1.3 promoting recruitment;
  - 4.1.4 completing the recruitment process, designing, and delivering seven tour guide training sessions; and
  - 4.1.5 commencement of collating the tour guide content.
- 4.2 However as the project cannot proceed, the remaining budget will be returned to Council.

**5. CONCLUSION**

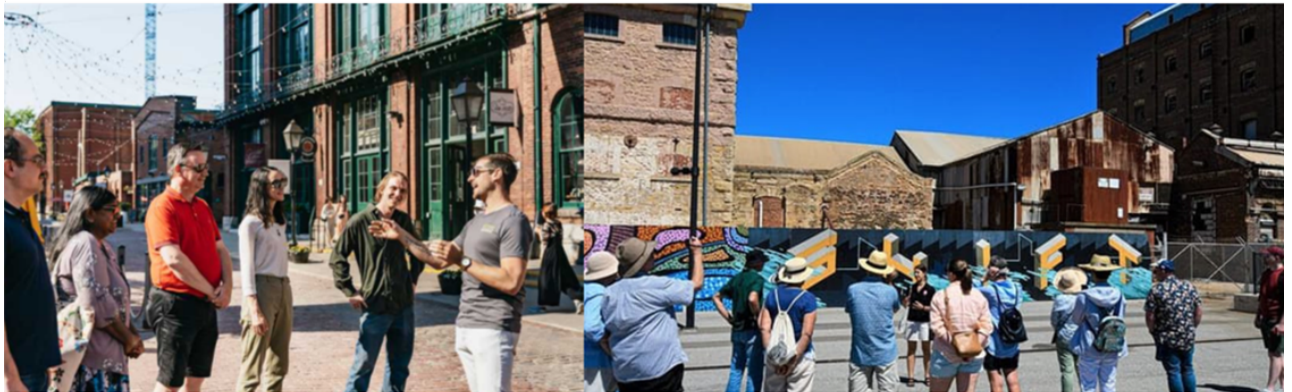
- 5.1 The City of Salisbury engaged iGen Foundation since May 2024 to deliver a Diversitours Project trial in Salisbury.
- 5.2 The project has delivered a range of actions to date. However, due to complications in sourcing public liability insurance for the contractor Diversitour Tour Guides, the decision has been made that the project cannot proceed, and budget will be returned to Council.
- 5.3 In light of the situation, it is concluded that the best course of action is to cease the current program of work. The materials prepared and IP gained to date through the project is being reviewed with a view to repositioning either this program or an alternative initiative that will have similar intent and objective to diversitours.





# diversitours

Around the world in your own neighbourhood



May 2024

# PROJECT PROPOSAL

**Presented to**

Vesna Haracic  
City of Salisbury

**Presented by**

Lynda Ford  
iGen Foundation

# TABLE OF CONTENTS

iGen Foundation

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Project

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Objectives

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Deliverables and responsibilities

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Timeline

---

Budget

---

Project constraints

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Contact Information

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## **iGen Foundation Ltd**

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iGen Foundation is a registered charitable organisation located in Australia working locally and internationally.

We work interculturally and are known for start-up training and supporting the establishment of enterprises created by young people 15-30 years and migrants.

Our principal design and implementation specialist, Lynda Ford OAM, has worked in the not-for-profit, multicultural, intercultural and business start up sectors over the past 35 years. She received her Medal of the Order of Australia in 2022 for her contribution to advancing multiculturalism.

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## **ABOUT**

## Diversitours

### OVERVIEW

This project brings Diversitours, an international cultural tourism initiative to the City of Salisbury. Diversitours encourages tourists from within and outside the City of Salisbury to discover, learn and experience the benefits of immigration and multiculturalism to suburbs with significant cultural diversity.

Through establishing local walking tours, training residents as Intercultural Guides and identifying routes that best highlight the City's vibrant multiculturalism, Diversitours makes Salisbury residents tourists in their own neighbourhood whilst bringing in people from outside the City to showcase its pioneering work in intercultural innovation with businesses, organisations and residents.

Diversitours enhances respect and understanding of the value of cultural diversity, introduces a new method for intercultural interaction to reduce discrimination and racism, enhances social harmony and improves individual sense of belonging as new knowledge is gained and networks are formed at the local level.

### OBJECTIVES

This Diversitours Salisbury is based on an initiative between Valencia City and Bilbao City Councils in Spain and aligned with the Migrantour Network of fifteen cities across six European countries.

Developed in 2021, the Valencia and Bilbao Diversitours initiative has held 24 tours with approximately 600 people attending over the past three years. Operating since 2010, hundreds of walking tours and thousands of people have participated in Migrantour's cultural walking tours with more than 400 local residents trained in responsible tourism.

The objectives for this project are based on the objectives for the Diversitours project as designed with Valencia and Bilbao but contextualised for the City of Salisbury:

1. Empowerment of local non-government organisations and migrant communities with an active role for promoting the tours and showcasing their work and history in the area.
2. Co-creation of the project and commitment to working together on progress.
3. Contribution to the generation of a new narrative for the City of Salisbury and its culturally diverse suburbs, where the dynamics of suburb and resident migrant and First Nation communities and individuals, local business owners, faith groups and others are often negatively stereotyped and vilified by people who don't know or

understand the benefits of diversity or community cohesion often found within these communities.

4. Complementary economic income for community members. Generating regular walking tours is very important for local Intercultural Guides as a method of income generation for themselves and their families. As with the Valencia and Bilbao models, guided routes will include artisans, restaurants, cultural food production which will increase revenue for these businesses also.
5. Attraction for new visitors to the 'not so visible' places of the city which, by linking directly to the City of Salisbury's Discover Salisbury tourism strategic plan will result in a comprehensive focus on building Diversitours into a significant element of the city's narrative change. In addition to interested local residents, visitors over time will include local and other level of government<sup>1</sup>. practitioners and policy makes and elected members to learn more about interculturalism and be exposed to the innovation of Diversitours and broader City of Salisbury initiatives and events.
6. Tackling negative stereotypes and prejudices. This objective is an important anti-racism solution and provides City of Salisbury with a vehicle for underpinning its unique Diversitours initiative with elements of intercultural competence and Anti-rumours training. We see the Anti-rumours methodology as a significant tool for the City of Salisbury identify and approach any emerging community disharmony. Local Intercultural Guides and tour participants become partners in reducing the potential for rumours which are often the basis for disharmony within a City..
7. To assist residents to discover their local and broader neighbourhood, its history, history of migration and how these have transformed the commercial fabric, associations, use of public space and places of worship present in their area.
8. To create opportunities for positive interaction experiences between people and groups of Australian-born Indigenous and non-Indigenous people and overseas-born for the purposes of intercultural mixing and relationship building.
9. Sparking empathy and curiosity - over the past 17 years an annual survey conducted by Monash University the *Mapping Social Cohesion Report* has consistently tracked community cohesion in Australia.

It's latest report in 2023 revealed the level of 'pride and connection people feel in Australia and in Australian life and culture dropped to its lowest recorded level since 2007. In 2023 belonging has slipped further still...' As a highly multicultural community, Salisbury is vulnerable to conditions which could create disharmony as a result of reduced feelings of belonging and support for diversity.

The research reported "support for diversity, strong neighbourhood connections, active political participation and engagement as reason for

optimism in Australia."

The experiences of Diversitours in Spain and Migrantours in six other European countries demonstrates the resultant intercultural understanding, relationships and conversations to enhance a sense of belonging, shared community values and reduction of fear of the 'other.'

## DELIVERABLES AND RESPONSIBILITIES

In order to maximise the successful design, promotion and establishment of the walking tours, iGen Foundation and City of Salisbury each has a part to play. The following section outlines the commitment of each partner

### iGen Foundation Ltd

iGen Foundations' responsibilities are:

1. leading the co-design of Diversitours as a unique intercultural tourism initiative for City of Salisbury
2. external relationship building for designing and implementing Diversitours, for example:
3. working with culturally diverse businesses and artists, local generalist and ethno-specific not-for-profit organisations to assist with co-designing the most effective methods, routes, times and other considerations for conducting the guided tours
4. recruitment of Intercultural Guides;
5. identification of residents who have active and positive local networks and can tell the story of the arrival and settlement of their cultural/faith community in the City of Salisbury
6. creation of information presentations to facilitate internal and external commitment to Diversitours.
7. supporting and resourcing internal relationships for the purposes of designing and implementing Diversitours in addition to gaining internal expertise for its growth, promotion and sustainability
8. designing a training and induction package for Intercultural Guides which focuses on the heritage, culture and migration dynamics of the neighbourhood as well as incorporating elements of intercultural competence and anti-rumours training packages produced by the Council of Europe's Intercultural Cities program
9. selection and engagement of Intercultural Guides
10. training a minimum of ten Intercultural Guides
11. organising a minimum of three tours with Intercultural Guides and local residents by December 2024
12. evaluation survey using an action-learning approach developed for participants which informs next tour iteration etc.

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### **City of Salisbury**

1. Gaining cross-council commitment and facilitating meetings of internal development and delivery team
2. Promotion of tours via media and communications and word of mouth
3. Internal communications with elected members and other stakeholders

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### **Joint responsibilities**

1. creation and implementation of media and communications strategy
  2. with local residents, businesses, associations and council staff and elected members:
  3. mapping walking routes;
  4. identifying relevant people and areas of interest such as places of worship and/or multicultural food precincts for intercultural experiences;
  5. documenting the history and context of neighbourhoods;
  6. ensuring universal access to spaces for people with limited mobility or sensory disabilities
  7. conducting information sessions with internal stakeholders
  8. conducting information sessions with external stakeholders
  9. appointing internal cross-council Diversitours development and delivery team which includes partners from Valencia Council, Valencia Acoge (not-for-profit) and University of Valencia
  10. selection of suburb/s for project
  11. recruitment of Intercultural Guides
  12. contract management including preparation and data collection for any progress reports.
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## TIMELINE

### Stage 01

- creation of powerpoint brief in relation to the project for presentations to internal and external stakeholders
- access to training kit from Valencia Acoge (not for profit)
- creation of training package for Intercultural Guides elements of the Anti-rumours methodology and intercultural competence skills
- access to evaluation report and methodology from University of Valencia
- appointment of internal cross-council Diversitours development and delivery team including partners from Valencia Council, Valencia Acoge (not-for-profit) and University of Valencia
- early stage recruitment of Intercultural Guides
- creation of media and communications strategy

### Stage 02

- internal discussions about the project including presentation to Council officers and elected members about Diversitours and its implementation in Bilbao and Valencia
- information sessions for internal stakeholders
- information sessions for external stakeholders
- selection of suburb/s for project
- identification of Council's required target groups (short, medium and long term) and business and residents networks of Council Officers and elected members
- recruitment and selection of Intercultural Guides
- training of Intercultural Guides
- meetings of development and delivery team
- creation of walking routes including identification of businesses and residents who can enrich the experience for participants
- time appropriate actions in media and communications strategy
- evaluation survey using an action-learning approach developed for participants which informs next tour iteration etc

### Stage 03

- Council's full media and comms strategy with campaigns to local residents and schools and specific fee-paying target groups
- preparation for first walking tour
- first segment walking tour – 2 x trials with local residents (within budget)
- second segment walking tour – 1 x trial with Council staff and elected members (within budget)
- meetings of development and delivery team
- roll out Third segment walking tours with primary school (low cost as Guide to be paid)\*

## **Stage 04**

- roll out Fourth segment walking tours with secondary school (low cost as Guide to be paid)\*
- roll out Fifth segment walking tours with participants from other council programs eg youth and aged services (on a fee for service basis)
- roll out Sixth segment walking tours with participants from other Councils, levels of government, universities, not for profits etc (on a fee for service basis)
- identify new routes
- meetings of development and delivery team
- report to Council re outcomes

\*schools that receive funding loadings to help address educational disadvantage have free access

**PROPOSED BUDGET**

<b>PROJECT AND INITIATIVE</b>	<b>VALUE</b>	<b>AGENCY</b>
Access to Intercultural Guide training resources	\$ 2,300	Valencia Acoge
Adaptation of training to Salisbury	\$ 5,000	iGen Foundation
Access to evaluation and research	\$ 420	University of Valencia
Participation and expertise in coordination meetings	\$ 1,850	Valencia Acoge, University of Valencia and City of Valencia
Project mentoring services	\$ 3,200	Valencia Acoge, University of Valencia and City of Valencia
Intercultural Guides	\$ 1,200	3 x trial walking tours x 2 people x \$200 per person iGen Foundation
Coordination, development and facilitation	\$16,280	iGen Foundation
Guide training expenses - Graphic design, printing, catering, other costs (10 people)	\$ 1,000	iGen Foundation
Promotion - flyers, social media advertising and other costs	\$ 250	iGen Foundation
Contingency	\$ 3,500	iGen Foundation
<b>TOTAL</b>	<b>\$35,000</b>	

## PROJECT CONSTRAINTS

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### Budget

This proposal is to introduce a cultural tourism project which, within Council incorporates a number of teams including intercultural, economic development and tourism.

Externally the project will utilise funds to engage iGen Foundation to establish Diversitours and to access Intellectual Property designed by University of Valencia and Valencia Acoge. This will ensure that City of Salisbury does not waste time or money replicating resources that exist. The existing resources will be adapted for the Salisbury context by iGen Foundation.

### Staffing

This project will require internal staffing expertise in the areas of:

- marketing and communication including assistance with the design of a specific marketing campaign to reach target groups
- economic development for networks with local chambers of commerce and key businesses in target suburb/s
- arts and culture for networks with local artisans and artists
- tourism to assist with developing the strategy from a cultural tourism perspective
- community development for networks into culturally diverse communities and generalist and ethno-specific organisations
- training and development for assistance with Council's design principles for Intercultural Guide training

This project is designed and intended to be self-sustaining.

### Sustainability

Participation by schools and local residents will be low cost.

Participation by staff and elected members of other Australian local governments, delegates of local government, academic and other conferences held in South Australia will be on a fee for service basis

## For inquiries, please contact

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Lynda Ford OAM  
lynda@igenfoundation.org.au



**Progress report for Diversitours 18 March, 2025:****Diversitours establishment**

In order to set up the initiative, from May 2025 regular meetings were held with the Community Diversity and Inclusion team. These meetings generally continue on a weekly basis.

Regular additional meeting were held with the Communications Advisor in Community Experience and the project has benefited from the assistance of the Economic Development team.

Diversitours is a social enterprise of iGen Foundation, an Australian registered charity.

**Recruitment:**

Recruitment was originally scheduled for August 2024 but at the request of City of Salisbury was re-scheduled to begin in October, 2024.

Interviews began in November, 2024

- 31 people applied
- 29 eligible (2 people did not live in Salisbury)
- 29 interviews offered as iGen has a policy of interviewing every applicant to ensure people are not disadvantaged by a written English application process - 5 people did not respond or did not attend an interview as scheduled
- 24 people were interviewed
- 15 people were chosen
- 6 people will have completed the Tour Guide training by 22/3 and will become Diversitours guides.

**Compliance:**

Diversitours Guides are contractors to iGen Foundation, not employees. As such they must have

- an ABN
- work injury insurance
- public liability insurance relevant to conducting guided tours.

iGen Foundation requires all its contractors to have:

- a current Working with Childrens Card
- CPR and First Aid certificate
- for people born overseas, a valid visa for owning a business in Australia.

**Training:**

The delay in the program timeline meant that instead of finishing training in late November, only one training session could be held in 2024 which was on 3 December.



There was a significant break from 3 December until 28 January with five successful applicants withdrawing during that time for personal, work or further education commitments.

A further four people withdrew in February and March due to educational commitments and changed family circumstances with a total of 6 people expected to complete all elements of the training program by 22 March, 2025.

6 online training sessions were held from 28 January until 18 March with an in-person tour training exercise to be held on 22 March which completes the training schedule.

Training topics are:

- City of Salisbury demographics
- interculturalism and Diversitours as a tool for creating greater understanding between First Nations people, people born overseas and Australian-born local residents
- Salisbury local history
- roles, experiences and responsibilities of being a Diversitours guide
- leading a mock Diversitours walking tour

Representatives of iGen Foundation and City of Salisbury have tried on at least seven occasions to have a session undertaken by an authorised First Nations presenter however we have been unsuccessful in gaining a speaker.

As part of their training, Guides have all researched at least one Salisbury historical person or place or business or contemporary street art, for example, in order to create a 'story bank' to be used by Guides during walking tours.

Individual meetings with Guides are held each month.

**Walking tours:**

The recruitment schedule delay request in August 2024 meant iGen was unable to conduct the agreed 3 x walking tours in December 2024.

Three walking tours will be held in the weeks after Easter school holidays with elected members and Council officers, community centre participants, local business owners and refugees via local organisations to be among the first participants.

Expressions of interest for participation in walking tours can be found at [www.diversitours.com.au](http://www.diversitours.com.au)

An issue has arisen for Guides who have, to date, been unable to secure individual public liability insurance which covers them for conducting tours. This has caused a delay in holding



three tours as intended in Harmony Week. iGen Foundation is currently identifying ways to help Guides secure insurance.

**Relationships:**

Relationships created within CoS include the Local History Officer who facilitated two local history training sessions, Communications Advisor who has assisted with internal and external communications, Economic and Community Development Coordinator who will assist with promotion of walking tours to participants in the City's community centres. The Salisbury Intercultural Alliance will promote the tours via their networks.

External relationships include Walking SA, Tour Guides Australia, Multicultural Communities Council of SA, Australian Refugee Association, AMES and Morella Community Centre which will all assist with promotion and coordination of tour attendance. Similarly we have an active relationship with the Salisbury Business Association and several local businesses located in John and Church streets.

We were waiting until after their AGM to contact the Salisbury and District Historical Society and as this has now occurred we will create a relationship with that organisation.

I am happy to take any questions however please note that I am currently in Italy where there is a 10 hour time delay and I leave for Australia on Wednesday 19 March. I will be in transit until early morning of Friday 21 March and, therefore, not able to be contacted.

Kind regards  
Lynda Ford  
Manager, Diversitours  
iGen Foundation Ltd



ITEM	DETAILS	ESTIMATED COST Year 1 + Year 2	ACTUAL to date Year 1
Valencia Acoge	Access to Intercultural Guide training resources	\$ 2,300	\$1,310
University of Valencia	Access to <i>Exploratory Study to Develop Memory and Cultural Diversity Itineraries</i> evaluation resources	\$ 420	\$0
Participation and expertise in coordination meetings	Valencia Acoge, University of Valencia and City of Valencia	\$ 1,850	\$0
Project mentoring services	Valencia Acoge, University of Valencia and City of Valencia	\$ 3,200	\$0
Intercultural Guides	3 x trial walking tours x 2 people @ \$200 per person	\$ 1,200	\$0
iGen Foundation	Coordination, development and facilitation	\$21,280	\$10,900
Training expenses including external trainers	Graphic design, printing, catering, other costs (10 people)	\$ 1,000	\$3,892
Promotion	Flyers, social media advertising and other costs	\$ 250	\$0
Contingency (10%)	Unexpected expenses (potentially Guides group public liability insurance)	\$ 3,500	\$0
	<b>TOTAL</b>	<b>\$35,000</b>	<b>\$16,102</b>