



Multicultural Action Plan

September 2014

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1. Introduction

1.1 The purpose of this document

The purpose of this document is to provide a Multicultural Action Plan for Singleton Council, based on existing data and a range of broad consultations within the community. This document aims to build on CALD-specific (Culturally And Linguistically Diverse) initiatives and engagement activities already in place in the Singleton LGA and to facilitate Council's aim to operate within an inclusive model of practice.

This Multicultural Action Plan also seeks to:

- Fulfil Council's obligations under the *Community Relations Commission and Principles of Multiculturalism Act (2000)* and *Local Government Act 1993* and *Local Government (General) Regulation 2005*;
- Ensure that all members of our diverse community feel welcome, included, able to participate in community activities and decision making, and able to access appropriate services and facilities available in the Singleton LGA;
- Further Singleton's economic and social growth by promoting the LGA as a place that is welcoming, accepting and inclusive to people of all cultural and linguistic backgrounds;
- Deliver high standard and measurable strategies and actions to high satisfaction levels.

This document has been developed by Singleton Council with guidance and assistance from DiverseWerks, a cultural competency consultancy, and is based on quantitative data analysis, a review of the legislative and policy environment Council is operating within, as well as a review of similar initiatives undertaken by other local councils in NSW; and qualitative consultation with a range of regional and local stakeholders and local community members.

1.2 Legislative and policy framework

Councils in NSW are required to promote the principles of multiculturalism within their local government area (LGA). This is in accordance with a number of legislative requirements, including those featured in the *Local Government Act 1993* and the subsequent *Local Government (General) Regulation 2005* which states each council needs to conduct its activities "with due regard to the cultural and linguistic diversity of its community". Under Singleton Council's Charter (*Section 8 Local Government Act, 1993*) Council is required to "exercise its functions in a manner that is consistent with and actively promotes the principles of multiculturalism". This includes the:

- Provision of services for ethnic community members from within existing budgets and resources;
- Identification of particular needs of non-English speaking background clients, without viewing them as 'special case' or substantially different from the needs of other community members; and



- Evaluation of general programs to determine if development or modifications to the programs are needed to accommodate particular requirements.

In 2000, the *Community Relations Commission and Principles of Multiculturalism Act (2000)* developed a series of principles which sought to help guide government organisations on implementing multicultural policy. In terms of developing a Multicultural Action Plan, these should be considered at a minimum:

- **Leadership** – All individuals should have the greatest possible opportunity to contribute to and participate in all aspects of public life in which they can legally participate. E.g. promote the benefits of a multicultural society;
- **Community Harmony** – All individuals should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language. E.g. celebrate multiculturalism;
- **Access and equity** – All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of NSW. E.g. ensure that when resources are distributed they are accessible by all;
- **Encourage economic and cultural opportunities** – All institutions in NSW should recognise the linguistic and cultural assets in the population in NSW as a valuable resource and promote this resource to maximise the development of the state. E.g. provide opportunities for cultural exchange in the community.

Singleton Council has adopted the above principles in the “Principles of Multiculturalism Statement 2014” (attached to this Action Plan), and has based the development of its Multicultural Action Plan on The Community Relations Commission’s (CRC) document: *Implementing the Principles of Multiculturalism Locally*, which clearly articulates the Principles of Multiculturalism.

Following these guidelines, a key goal of the Multicultural Action Plan is to address access and equity issues, as well as:

- Include strategies for consulting with communities on priority issues;
- Involve communities in decision-making;
- Work out priority needs in the community;
- Build capacity of the Council and the community to respond to multicultural issues, and;
- Generally, use the skills of the diverse local community to benefit the local area.

Council will include strategies and actions from the Multicultural Action Plan in the four year Delivery Plans and one year Operational Programs, will review the Plan every four years, and will also report annually to the CRC on how the plan was implemented and what outcomes were achieved.



1.3 The importance of developing of a Multicultural Action Plan for Singleton Council

Over the past ten years, Singleton has become a community with a significant element of cultural and ethnic diversity throughout the population. For example, according to the ABS's 2011 census, the number of residents born overseas within the Singleton LGA is 1,865 (or 8.2% of the total population) representing an increase of 16.5% from 2006 population figures. In contemporary Australia, the notion of a 'multicultural' community is no longer the exclusive domain of only certain local government areas within NSW, but rather a descriptor which is relevant and important for the vast majority of local councils in NSW.

Singleton Council previously recognised this diversity through its:

- *Community Cultural Relations Statement (2004)*, which aimed to ensure that people from diverse cultural backgrounds had equitable access to participate in community life and contribute to Council's planning processes, facilities and services, and that social justice is paramount in all activities of Council. This statement has been reviewed, and the Multicultural Action Plan developed, in order to help Council be even more aware of and responsive to the needs of its culturally and linguistically diverse (CALD) residents, and to further grow Singleton as a welcoming and diverse community;
- *Diversity Management Plan 2011-2012*, which reinforced its commitment to the principles of equity and valuing the diversity of its workforce. This document is currently being reviewed, and the new *EEO and Diversity Management Plan 2014* will build on the understanding those principles within the organisation.

To date, to promote Singleton as an open, welcoming community, Council has implemented a range of activities and supports for local residents with a culturally and linguistically diverse (CALD) background. These include:

- Holding Citizenship ceremonies;
- Celebrating Harmony Day annually;
- Supporting Northern Settlement Services, which provides an outreach service and co-ordinates a Multicultural Friendship Group in Singleton;
- Supporting the Hunter-New England Multicultural Health Service;
- Participating in regional strategic networks such as the Hunter Rural Multicultural Network and the Hunter Multicultural Reference Group;
- Supporting individuals and groups in the community through programs such as the women's Harmony Choir, and English conversation groups in Singleton Library.

However, there are nevertheless significant opportunities for Singleton Council to further engage with and involve local CALD residents in community life, to build a stronger and more cohesive Singleton community overall. This document provides a framework and action plan for Singleton Council to achieve these goals.



2. Document Review

Two key documents already developed by Singleton Council are important to acknowledge and feed into the development of an overall multicultural plan. These are as follows:

1. Local Government, Our Place: A Blueprint for 2022 - Singleton Community Strategic Plan (March 2012)

This plan, developed in close consultation with the Singleton community in February 2011, provides a vision for Singleton for the next ten years. It outlines four key themes that emerged from community consultation:

- 'Our Community';
- 'Our Places';
- 'Our Environment';
- 'Our Community Leadership'.

The 'Our Community', 'Our Places', and 'Our Community Leadership' themes are particularly pertinent to consider when developing Council's Multicultural Action Plan, as seen below. Identified within this is the need to ensure that services are available in the Singleton LGA for all people, regardless of background, and that local diversity is promoted.

Table 1: Singleton Council's Community Strategic Plan – Outcomes and strategies

'Our Community' Outcomes	'Our Community' Strategies
<p>Our community:</p> <ul style="list-style-type: none"> • Feels supported and cared for through the provision of services and facilities; • Comes together to celebrate; • Has a strong sense of identity and place; • Learns and grows together; • Is encouraged to live a healthy and active lifestyle. 	<ul style="list-style-type: none"> • Provide a range of activities and events to encourage community participation; • Offer a range of cultural, sport and recreational facilities to meet the needs of our diverse community; • Provide and promote services and facilities that meet the needs of our community through various stages of life; • Revitalise community spaces and places; • Support and enable Singleton as a learning community.



'Our Places' Outcomes

'Our Places' Strategies

Our community:

- Is safe;
- Has sustainable assets;
- Is well planned – sustainable, accessible, affordable;
- Values its heritage;
- Has vibrant spaces and places;
- Is well connected;
- Is attractive for locals and visitors.

- Offer a range of cultural, sport and recreational facilities to meet the needs of our diverse community;
- Plan for a sustainable and safe community;
- Partner to improve our road and infrastructure systems;
- Improve transport options within the community and region to ensure safety, reliability and affordability;
- Revitalise community spaces and places;
- Enable and encourage economic diversification;
- Plan while considering the past, present and a sustainable future;
- Promote village living and lifestyle.

'Our Community Leadership' Outcomes

'Our Community Leadership' Strategies

Our community:

- Is informed and active in decision making;
- Is recognised for its leadership;
- Has a diverse economy.

Our Council:

- Is efficient and effective in the delivery of services to our community;
- Promotes Singleton and its diversity.

Our business leaders:

- Work collaboratively to strengthen our community.

- Create spaces and tools to keep our community connected;
- Inform, consult, involve, collaborate, empower our community for effective decision making;
- Deliver a brand / identity for Singleton which represents the diversity of our community;
- Develop an economic diversification strategy;
- Lead, govern and regulate transparently, equitably and ethically;
- Respond to the changing needs of our community.



2. Singleton Community Cultural Relations Statement (adopted in 2004)

The aims of this statement were to acknowledge *"the valuable contribution of ethnic communities to Singleton"* by ensuring that *"people from diverse cultural backgrounds have equitable access to participate in community life and contribute to Council's planning processes, facilities and services, and that social justice is paramount in all activities of Council"*.

This statement sought to deliver outcomes for the local CALD community against five key objectives:

- Leadership - to encourage and value a culturally diverse society by establishing supportive policy and planning frameworks;
- Access and equity – so that resources are distributed equitably to all and that services are able to be accessed fairly;
- Community harmony – fostering a climate of mutual respect;
- Economic and cultural opportunities – involves promoting the benefits of multiculturalism in the economic and cultural life of the district through policies which encourage CALD participation;
- Humanitarian issues (refugees) – acting on humanitarian issues.

Another key goal of this policy statement was to use it to develop and, eventually, implement an action plan, as well as specific human resource strategies to reflect the priorities identified by local CALD communities. The action plan was Council's Community Social Plan, which was in operation until 2012, when the Singleton Community Strategic Plan was adopted.

This statement was reviewed in conjunction with the development of the Multicultural Action Plan, and now acts as an overarching statement of the basic principles of the Plan.

3. Singleton Demographics and Profile

3.1 Demographic data

In the development of this Multicultural Action Plan, it is also important to consider the cultural, linguistic and religious composition of the local Singleton community. In order to do so, data relating to cultural, linguistic and religious diversity in the Singleton LGA has been analysed using the ABS's 2011 Census of Population and Housing. As well, relevant settlement data from the Department of Immigration and Citizenship has been reported on, using the Department's Settlement Reporting Facility.

Table 2 below provides a brief snapshot of the nature of diversity in the Singleton LGA in terms of the population's country of birth and language spoken in one's birthplace, including changes over time.



Table 2: Summary of diversity in the Singleton LGA (2006-2011)

	2011 Census (n=)	% of population	2006 Census (n=)	% change (2006 – 2011)
Total population	22,695	100.0	21,936	+3.5
Australian born	19,771	87.1	19,100	+3.5
Overseas born	1,865	8.2	1,601	+16.5
Birthplace not stated	1,059	4.7	1,236	-14.3
Overseas born – Main English speaking countries	1,217	5.4	1,093	+11.3
Overseas born – Non-Main English speaking countries	648	2.9	508	+27.6
Overseas born – Australian citizens	1,021	4.5	920	+11.0
Language other than English spoken at home	604	2.7	431	+40.1

Source: ABS's Census of Population and Housing (2006 and 2011)

As the data above demonstrates, the vast majority of residents in the Singleton LGA (87.1%) were born in Australia, while a further 8.2% of locals were born overseas. Within this proportion of Singleton residents born overseas, the majority were born in countries where English was the main language spoken (5.4% of the total Singleton LGA population), while 2.9% of locals were born in a country where English was not the main language spoken. While this latter group of individuals is relatively small compared with the total Singleton LGA population of just over 22,000, this figure has increased 27.6% since the 2006 Census. This indicates that while linguistic diversity in the Singleton LGA is low overall, it is nevertheless experiencing growth. It was also noted in the consultation reported on later in this section that English speakers with accents can be easily identifiable as from another culture and, in some instances, experience discrimination.

Further evidence of the growth of CALD communities in the Singleton LGA can be seen by looking at the change in the number of people who speak a language other than English from the 2006 to 2011 Census periods – although only 2.7% of the Singleton LGA spoke a language other than English at home in 2011, this represents a growth of 40.1% from the 2006 Census. This data therefore emphasises the need for Singleton Council to continue to adapt its services for the local community, taking into account changing community needs.

Table 3 below provides a summary of the top ten countries of birth for residents living in the Singleton LGA and how this has changed over time (i.e. across the 2001, 2006 and 2011 Census periods).



Table 3: Top ten birthplaces for all overseas born residents in Singleton LGA (2001 – 2011)

	Birthplace	2011 Census (n=)	% of overseas born	2006 Census (n=)	2001 Census (n=)	% change 2006 - 2011
1	New Zealand	487	26.1	415	339	+17.3
2	England	397	21.3	413	392	-3.9
3	South Africa	138	7.4	82	25	+68.3
4	Philippines	94	5.0	62	57	+51.6
5	Scotland	69	3.7	75	103	-8.0
6	Netherlands	55	2.9	54	59	+1.9
7	Germany	49	2.6	53	48	-7.5
8	Ireland	39	2.1	41	29	-4.9
9	China	36	1.9	24	11	+50.0
10	India	36	1.9	15	18	+140.0

Source: ABS's Census of Population and Housing (2001, 2006, 2011)

Residents from New Zealand and the UK remain the largest communities in the Singleton LGA's overseas born population, making up nearly half (47.4%) of the LGA's overseas born population. Residents born in South Africa and the Philippines comprise just over ten percent of overseas born residents (12.4%) with over 50% growth in each of these groups from 2006 to 2011. While the number of residents living in Singleton who were born in India is relatively small overall (36 people in the 2011 Census), it is worth noting that there has been significant growth in the number of Indian-born residents from 2006 to 2011 (140% growth), which again emphasises the changing nature of diversity in the Singleton LGA.

In terms of the most prominent languages other than English (LOTE) spoken at home in Singleton, Table 4 below provides a summary of this, as well as indicates how the proportion of people who speak these languages has changed from 2006 to 2011. While the number of people who speak specific LOTE in Singleton is relatively small compared with the wider LGA population, an analysis of this data nevertheless gives Council a sense of which communities may require language assistance in the future or, potentially, services specifically tailored to their needs.

Interestingly, Afrikaans is the most widely spoken LOTE at home among residents in Singleton (n=82 LOTE speakers across the LGA) and also the language group where there has been the greatest proportional increase from 2006 to 2011 (141% growth in speakers over this time). There were fewer than 50 residents speaking all other LOTE, with the data in Table 4 highlighting the broad range of languages spoken locally. German, Italian, Cantonese, Filipino and Tagalog were among the most widely spoken, after Afrikaans.



Table 4: Languages other than English spoken at home in Singleton LGA (2006 – 2011)

Language	2011 Census (n=)	% of LOTE speakers	2006 Census (n=)	% change 2006 - 2011
Afrikaans	82	13.6	34	+141.2
German	34	5.6	41	-17.1
Italian	32	5.3	17	+88.2
Cantonese	32	5.3	35	-8.6
Filipino	29	4.8	19	+52.6
Tagalog	28	4.6	18	+55.6
Spanish	26	4.3	13	+100.0
Non-verbal, as described	24	4.0	16	+50.0
French	22	3.6	14	+57.1
Indonesian	21	3.5	20	+5.0
Thai	18	3.0	-	-
Maltese	17	2.8	18	-5.6
Hindi	17	2.8	-	-
Urdu	15	2.5	-	-
Vietnamese	15	2.5	11	+36.4
Arabic	13	2.2	26	-50.0
Sinhalese	13	2.2	-	-
Greek	12	2.0	16	-25.0
Other languages	154	25.5	109	+41.3

Source: ABS's Census of Population and Housing (2006, 2011)

With such a small number of locals speaking a LOTE in Singleton, it is not surprising that poor English language proficiency is not a particularly significant issue in the area. As Table 5 below indicates among all speakers of LOTE in the Singleton LGA, less than 100 residents in 2011 spoke English 'not well' or 'not at all' (12% of all LOTE speakers).

Table 5: English language proficiency among all LOTE speakers in Singleton LGA (2011)

All speakers of languages other than English	2011 Census Total persons
Speak English well / very well	526
Speak English not well / not at all	74
Total (including not stated)	607
<i>Percent not well / not at all</i>	<i>12%</i>

Source: ABS's Census of Population and Housing (2011)

The level of cultural and linguistic diversity in Singleton can also be examined through an analysis of ancestry data from the 2011 census. Almost a third of residents in Singleton reported having English ancestry (31.4%), followed by a smaller proportion of residents with Irish and Scottish heritage (7.8% and 7.4% of total Singleton LGA population respectively). The ancestry data indicates a broad range of other cultures comprising the collective history of Singleton residents and emphasises the need to create a culture where this history is a source of local pride.



Table 6: Ancestry of residents in Singleton LGA

	Ancestry	2011 Census (n=)	% of total population
1	Australian	11,124	36.7
2	English	9,503	31.4
3	Irish	2,355	7.8
4	Scottish	2,246	7.4
5	Not stated	1,316	4.3
6	German	1,081	3.6
7	Other	619	2.0
8	Dutch	300	1.0
9	Italian	272	0.9
10	New Zealander	203	0.7
11	French	131	0.4
12	Maori	126	0.4
13	Welsh	126	0.4
14	Maltese	119	0.4
15	Chinese	118	0.4
16	Filipino	110	0.4
17	Polish	94	0.3
18	South African	91	0.3
19	Australian Aboriginal	57	0.2
20	Indian	54	0.2

Source: ABS's Census of Population and Housing (2011)

Table 7 below provides a summary of the broad range of religious diversity that exists in the Singleton LGA. While a considerable proportion of Singleton residents identify as Anglican or Catholic (34.6% and 26.2% of the population respectively), 15% of the population identified with 'no religion', with 40% growth in those citing 'no religion' from 2006 to 2011. Other religions identified by residents where there had been growth in worshippers over this period included Brethren (78.6% increase since 2006), Islam (75.9% increase since 2006) and, not surprisingly, Atheism (72.4% increase since 2006).



Table 7: Religious affiliation among residents of Singleton LGA (2006 – 2011)

	Religion	2011 Census (n=)	% of population	2006 Census (n=)	% change 2006 - 2011
1	Anglican	7,859	34.6	7,988	-1.6
2	Western Catholic	5,945	26.2	5,746	+3.5
3	No religion	3,446	15.2	2,452	+40.5
4	Uniting Church	1,419	6.3	1,543	-8.0
5	Presbyterian	635	2.8	641	-0.9
6	Baptist	318	1.4	371	-14.3
7	Brethren	125	0.6	70	+78.6
8	Buddhism	104	0.5	78	+33.3
9	Not defined	103	0.5	86	+19.8
10	Lutheran	84	0.4	64	+31.3
11	Seventh-Day Adventist	53	0.2	46	+15.2
12	Jehovah's Witness	52	0.2	53	-1.9
13	Islam	51	0.2	29	+75.9
14	Atheism	50	0.2	29	+72.4
15	Salvation Army	43	0.2	63	-31.7
16	Assemblies of God	42	0.2	94	-55.3
17	Hinduism	32	0.1	-	-
18	Greek Orthodox	29	0.1	38	-23.7
19	Mormon	28	0.1	23	+21.7
20	Born again Christian	20	0.1	-	-

Source: ABS's Census of Population and Housing (2006, 2011)

The Department of Immigration and Border Protection's 'Settlement Reporting Facility'¹ can also help provide a snapshot of the nature of settlement in the Singleton LGA (and surrounding LGAs) by looking at the type of visa migrants possess when they settle into a given geographical area. An analysis of the number of migrants who have settled in the Hunter region by the type of visas they were granted is provided in Table 8 below.

Table 8: Type of visa granted to settlers in Hunter region LGAs over past 10 years (01 Feb. 2004 – 01 Feb. 2014)

LGA	Family	Humanitarian	Other	Skilled	Unknown	Total
Singleton	136	10	0	293	23	462
Maitland	587	57	1	790	95	1,503
Cessnock	257	4	0	143	24	428
Muswellbrook	133	5	0	216	27	381
Dungog	37	0	0	17	5	59

The data above emphasises the fact that among individuals migrating to Australia who are more recently arrived in the Singleton LGA, the majority have arrived to the area as skilled migrants. While skilled migrants often possess strong English language skills and may appear less isolated as the vast majority are engaged in some form of employment, they can nevertheless still feel quite isolated in a new community and country

¹ http://www.immi.gov.au/settlement/srf/#sr=step_1

where the culture is vastly different from their own. In a community such as Singleton where cultural and linguistic diversity encompasses a wide range of cultures rather than a vast number of people, new migrants entering on working visas may be particularly vulnerable to being socially isolated. Only ten migrants have settled in the Singleton LGA as refugees over the last ten years. Rather, Maitland appears to be the preferred LGA for settlement of humanitarian entrants in the Hunter region, with 57 people on a humanitarian visa settling in Maitland over the last ten years.

3.2 Current information and services for CALD residents in Singleton

A key part of developing this Multicultural Action Plan was to conduct an audit of the types of information, resources and / or services that are already available for people from CALD backgrounds in the Singleton LGA.

Northern Settlement Services offers services to older or longer settled migrants with a Community Aged Care program, a Community Visitor scheme and the Hunter Multicultural Respite Care service; and a Multicultural Access Program works with migrant community groups and mainstream aged care services on how to access aged services or migrant communities. A settlement program provides casework, information and referral with individual new arrivals and their families; and community group work including the management of the Singleton Multicultural Friendship Group. This work can also be supported by a youth worker where youth issues are raised. The organisation has a separate Welfare arm that provides specific family support work with any member of the migrant and refugee community, from a family that must include children 0-8 years or young people up to 18 years, no matter how long they have been settled. Additionally, it provides fully accredited Migration Advice to anyone and, for some eligible clients (humanitarian settlers), this may be free of charge. The service level is currently averaging 2 days a month, with the potential to expand.

Hunter New England Health Service provides a part time Multicultural Health Officer for the Hunter region, monitoring the appropriate use of translators in Singleton Hospital and Community Health Services and addressing any procedural issues to ensure that all those patients who need translator services receive them; and ensuring that all CALD patients receive appropriate services. This position also provides one-to-one support for CALD women who are pregnant, up to 6 months after birth, according to need. The Department of Human Services (Centrelink) provides a Multicultural Services Officer for the Hunter region, based in Charlestown, whose role is mainly networking and information-sharing; ensuring that Centrelink officers and other service providers have up-to-date information on resources and services available to them, and that clients with complicated needs receive appropriate service.

Singleton TAFE provides weekly 'English as a Second Language' (ESL) classes, available at no cost for those with certain visas. Within Singleton, schools are able to access classroom support for individual students who are not proficient in English, though numbers in individual schools are very low. The Library provides a variety of materials in different languages, on request, by ordering through the State Library of NSW; and has *Mango Languages* – an on-line tool for learning English and other languages, and *Library Press* - on-line access to 2000 newspapers in 60 languages from 100 countries.



Singleton Council does not currently provide pre-printed, translated information documents, mainly due to a lack of demand for these and the high cost of producing them. However Council staff have utilised the Telephone Interpreter Service (TIS) in the past, as well as had correspondence translated for specific customers when required.

3.3 Consultation

Singleton Council and DiverseWerks conducted considerable qualitative consultation with a range of stakeholders in the Singleton LGA and the wider Newcastle area, and with local CALD members of the community. A summary of the types of organisations, stakeholders and / or community members who participated in the qualitative consultations is provided below:

Table 9: Type and number of consultations undertaken

Contributor type	Number of individuals
Singleton Council staff	10
Community members	20
Number of organisations	
Other Hunter Councils	2
CALD service providers	5
Health service providers	3
Education providers	3
Other NSW Government	3
Local business owners	12
Aged care providers	2
Local religious bodies	2

Respondents were generally positive about Singleton as a place to live, and the facilities and services currently available. They recognised that Singleton is a transient community, and that there are added issues for new residents of different cultural backgrounds.

There were a number of important CALD-specific issues identified by participants in the consultations. These included the lack of support currently available for new residents:

- in connecting them with the general community and to members of their own cultural group;
- in accessing and understanding the customs and general services available to residents; and
- in providing them with specific support, such as English language and literacy support.



Some of the responses from participants related to these themes included:

"...because of the transiency of the community it has not been easy to establish relationships and support networks";

"I think we need to think of better ways to connect (migrants and people of CALD backgrounds) with support groups ... or other people of the same nationality so that they can have their questions answered and their needs better met. This is especially the case if they struggle with the English language".

Most participants felt that, in general, Singleton is an accepting community and that, though discrimination is sometimes observed and experienced, it is not considered to be the norm - *"...with the exception of one or two 'rednecks', this is a very accepting community"; "the schools are very welcoming, kids are always accepted"; "there is quite a few people that discriminate against immigrants"; "generally people get along well, though there have been some racist comments".*

Participants felt that Council could provide stronger support for CALD residents through establishing a reference group or regular consultation forums, promoting more multicultural events and activities and providing direct support with community connections and English language and literacy:

"...Councils should have key contacts within the (CALD) communities (and) a Reference Group where invited leaders of these communities can raise concerns and be an advocate for their community";

"The (Multicultural) Reference Group could have input into specific events ... like a Harmony Day 5-a-side soccer competition, where different countries play each other!"

They welcomed the idea of promoting Singleton as a place that is welcoming, inclusive and accepting, and overwhelmingly agreed that this would require the provision of support services and mechanisms aimed at increasing community inclusion and social cohesion and in promoting these, and community activities, well:

"Personal support for those brought in to work, and their families";

"Having people who are reference points, someone to contact from each community to help with settling into the community";

"Once you've got these structures in play, promote them to the hilt. On the first page of Council's website, have a "multicultural" tab, which has the reference group, community contacts, events, facebook etc."

To further promote multiculturalism, participants consulted suggested more 'whole of community' multicultural events, festivals and activities, such as Harmony Day (*"there have been more attempts and initiatives made by the schools and local council with events such as Harmony Day celebrations"; "...there could be markets set up to taste different foods ... it would help make (local) people aware that different communities exist"*), Refugee Day, individual cultural days, multicultural food days and cooking classes as well as multicultural markets, having some type of multicultural presence at the Singleton Show, developing more



multicultural sporting and arts events, and smaller 'getting to know you' type functions, with guest speakers from different cultural backgrounds. The participants felt that these were important to highlight the positive aspects of community life in Singleton, while also celebrating the successes in Singleton's past, such as accepting Kosovar refugees; and being a way for Singleton to further "*extend the hand of friendship*".

4. Multicultural Action Plan



Based on the legislative and policy context outlined in Section 1.2 of this document, the analysis of CALD-specific data in Section 3.1, and consultations with a wide range of stakeholders and community members in the Singleton LGA, and the Hunter region more broadly, the following Multicultural Action Plan in Table 10 below presents a summary of the range of actions Singleton Council should consider in order to further engage with and involve local CALD residents in community life to build a stronger and more cohesive local community overall.

It is important to note that the actions presented in Table 10 take into account Singleton Council's Community Strategic Plan and Delivery Program Framework and therefore cover the six recommended activity areas of:

- **Leadership** - To make Singleton a place where people want to live, regardless of their background, because it is a place where diversity is accepted, valued, celebrated and championed by the wider community, as well as by organisations and agencies. 'Leadership' also encompasses This is also about ensuring that diversity needs are considered and included in Council's planning and consultation activities;
- **Organisational capacity building** – Ensuring that Singleton Council takes responsibility for building capacity with regards to working with diversity in all areas;
- **Community capacity building** - Ensuring that CALD communities are given a chance to build capacity in key areas where there are gaps (such as language, for example) and that CALD communities are given an opportunity to participate at all levels of community life;
- **Service delivery** – Ensuring that all members of the Singleton community, regardless of their background, have access to services and programs, and that those which exist address any barriers to participation that may exist. This also includes ensuring that a range of communication formats and channels are used to inform people from CALD backgrounds of services available locally;
- **Economic and social development** - Programs and services are in place to develop and use the skills of a culturally diverse population for the social and economic development of the Singleton LGA;
- **Celebrating and promoting multiculturalism** - Ensuring that an important part of how Singleton is positioned involves acknowledging and celebrating the diversity that exists locally, and using this to promote Singleton as a place where multiculturalism is valued and welcomed. This also ensures that Singleton Council develop opportunities where multiculturalism is celebrated.

Each action is also linked to the CRC's Multicultural Planning Framework (Attachment A), identifying the appropriate range (1-3) in the relevant criteria in Activity Area 'A': Planning and Evaluation; Activity Area 'B': Capacity Building and Resourcing; and Activity Area 'C': Programs and Services.



Table 10: Multicultural Action Plan

1 Leadership	Community Strategic Plan - Strategy	CRC Multicultural Planning Framework	Timeline	Responsibility	Cost
1.1 Singleton Council adopts the Multicultural Action Plan September 2014, and incorporates the actions into the Delivery Program 2013 - 2017 and Operational Plan 2014 - 2015	Leadership Respond to the changing needs of our community	Planning & Evaluation Planning & performance measurement – Range 2	September 2014	Community & Cultural Services	Operational Funding
1.2 Singleton Council adopts the Singleton Principles of Multiculturalism Statement 2014	Leadership Respond to the changing needs of our community	Planning & Evaluation Integration with corporate planning – Range 1	September 2014	Community & Cultural Services	Operational Funding
1.3 Singleton Council ensures it is an active part of local or state-wide CALD networks or partnerships which are relevant to its local residents to better contribute to multicultural policy planning and development	Leadership Inform, consult, involve, collaborate, empower our community for effective decision making	Planning & Evaluation Participation on advisory bodies – Range 1	Ongoing	Community & Cultural Services	Operational Funding
1.4 Develop a Multicultural Advisory Group comprised of community members to take carriage of CALD-specific issues which emerge at a local level and act as advocates for the CALD population in the Singleton LGA	Leadership Inform, consult, involve, collaborate, empower our community for effective decision making	Planning & Evaluation Participation on advisory bodies – Range 2	March 2015 2	Community & Cultural Services	Operational Funding
1.5 Provide further opportunities for culturally, linguistically and religiously diverse communities to connect (e.g. 1.5.1 include in planning and developing multicultural events & activities, 1.5.2 support Multicultural Friendship Group and link with Singleton welcoming Committee, 1.5.3 provide low cost meeting spaces	Leadership Create spaces and tools to keep our community connected	Programs & Services Responsive mainstream & targeted programs – Range 2	 March 2015 Ongoing Ongoing	Community & Cultural Services, Multicultural Advisory Group	Operational Funding

1 Leadership	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
<p>1.6 Actively promote the benefits of cultural, linguistic and religious diversity to the Singleton community using a range of different methods / approaches. Examples of specific actions should include:</p> <p>1.6.1 Continue to conduct local Citizenship ceremonies</p> <p>1.6.2 Utilise local media to promote 'good news' or 'success stories' related to diversity (e.g. local programs which target CALD community members, for instance)</p> <p>1.6.3 Include a section on Council's website which describes the nature of local diversity in the LGA and recognises the contribution of CALD migrants to the area historically as well as today (e.g. history of migrants to Singleton)</p> <p>1.6.4 Use Council's website to further promote 'good news' or 'success stories' of CALD migration to Singleton LGA</p>	<p>Leadership Lead, govern and regulate transparently, equitably and ethically</p>	<p>Programs & Services Building potential through partnerships – Range 1</p>	<p>Ongoing Ongoing</p> <p>February 2015</p> <p>May 2015</p>	<p>General Manager, Community & Cultural Services, Communication & Community Consultation</p>	<p>Operational Funding</p>
<p>1.7 Incorporate messages of harmony, respecting / welcoming cultural diversity and the benefits of a culturally, linguistically and religiously diverse community in all key Council events, speeches and relevant publications</p>	<p>Leadership Lead, govern and regulate transparently, equitably and ethically</p>	<p>Programs & Services Building potential through partnerships – Range 1</p>	<p>May 2015</p>	<p>Communication & Community Consultation</p>	<p>Operational Funding</p>
<p>1.8 Ensure that all members of the Singleton community, including those from CALD backgrounds, are given adequate opportunities to provide input into the development of key strategy and planning documents developed by Council through community consultations and advice from Multicultural Advisory Group</p>	<p>Leadership Inform, consult, involve, collaborate, empower our community for effective decision making</p>	<p>Planning & Evaluation Client & community feedback – Range 2</p>	<p>Ongoing</p>	<p>Communications & Community Consultation, Community & Cultural Services</p>	<p>Operational Funding</p>



2. Organisational Capacity Building	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
2.2 Ensure that Council's recruitment processes encourage people from CALD backgrounds to apply.	Leadership Lead, govern and regulate transparently, equitably and ethically	Capacity Building & resourcing Staffing reflects business needs – Range 1	Ongoing	HR	Operational Funding
2.3 Report to Council every six months on implementation of Action Plan.	Leadership Lead, govern and regulate transparently, equitably and ethically	Capacity Building & resourcing Active involvement of senior management – Range 2	March 2015 then biannually	Council	Operational Funding
2.4 Audit the Multicultural Action Plan annually to ensure it continues to meet the needs of the local community	Leadership Lead, govern and regulate transparently, equitably and ethically	Planning & Evaluation Planning & performance measurement – Range 2	September 2015 and ongoing	Community & Cultural Services, Multicultural Advisory Group	Operational Funding
2.5 Undertake a review of the Multicultural Action plan every four years	Leadership Lead, govern and regulate transparently, equitably and ethically	Planning & Evaluation Planning & performance measurement – Range 2	September 2018	Community & Cultural Services	Operational Funding
2.6 Improve Council's communication with Singleton's CALD residents through undertaking the following actions: 2.6.1 Ensure that all current and new staff (particularly frontline / customer service staff) take part in cultural awareness training to be better equipped to work with CALD customers. This should be tailored to local cultural, linguistic and religious diversity 2.6.2 Ensure that all frontline / customer service staff are given training for use of the Telephone Interpreter Service (TIS)	Leadership Lead, govern and regulate transparently, equitably and ethically	Capacity Building & resourcing Staff development & support – Range 1 Programs & Services Interpreter service use – Range 1	August 2016 February 2015	HR, Customer Service	Operational Funding (\$3,000 2.6.1; \$1,500 2.6.2)



2.6.3 Ensure that information promoting the availability of TIS are placed at all key service buildings in the Singleton LGA			February 2015		
2. Organisational Capacity Building	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
2.7 Council to seek funding employ a part time Multicultural Development Worker to provide support for the implementation of the Multicultural Action Plan	Leadership Lead, govern and regulate transparently, equitably and ethically	Programs & Services Building potential through partnerships – Range 1	May 2015	Community & Cultural Services	\$47,435/year for 2-3 years – 3 days per week
2.8 Position the Multicultural Development Worker in the local community as the “go-to” for multicultural issues in the Singleton LGA	Leadership Lead, govern and regulate transparently, equitably and ethically	Programs & Services Building potential through partnerships – Range 1	September 2015	Community & Cultural Services, ELT	Multicultural Development Worker (\$47,435/year for 2-3 years) - 3 days per week
3. Community Capacity Building	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
3.1 Council to look for opportunities to engage with more newly arrived CALD residents to decrease potential for social isolation (e.g. migrant workers, CALD spouses of mining staff, English language students). For example: 3.1.1 Council to continue to support multicultural playgroup operated by Hunter Prelude and Northern Settlement Services	Leadership Create spaces and tools to keep our community connected	Programs & Services Building potential through partnerships – Range 1	August 2015 Ongoing	Community & Cultural Services	Operational Funding
3.2 Library to continue to support local CALD residents by hosting English conversation groups	Leadership Create spaces and tools to keep our community connected	Programs & Services Building potential through partnerships – Range 1	Ongoing	Community & Cultural Services	Operational Funding



3. Community Capacity Building	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
3.3 Council to regularly review the demand for English conversation groups hosted by the library (e.g. twice yearly) to ensure the service adequately meets local needs	Leadership Create spaces and tools to keep our community connected	Programs & Services Building potential through partnerships – Range 1	December 2014 and then biannually	Community & Cultural Services	Operational Funding
3.4 Council provides opportunities for CALD residents to volunteer on a variety of projects, in order to enhance their skills, connection to community, & employability	Leadership Create spaces and tools to keep our community connected	Programs & Services Building potential through partnerships – Range 2	Ongoing	Community & Cultural Services	Operational Funding
3.5 Council to continue working closely with local media to promote community events targeting CALD members of the community (e.g. Utilising 'Heartland Diary' in the Singleton Argus)	Leadership Create spaces and tools to keep our community connected	Programs & Services Building potential through partnerships – Range 1	Ongoing	Community & Cultural Services, Communication & Community Consultation	Operational Funding
3.6 Develop and maintain links on Council's website to key in-language information available online as necessary	Leadership Create spaces and tools to keep our community connected	Programs & Services Planned communication – Range 1	Ongoing	Community & Cultural Services, and Communication & Community Consultation	Operational Funding
3.7 Both Multicultural Advisory Group and Multicultural Development Worker to provide input into linking Singleton calendar of events more strongly to CALD communities in the local area (e.g. Multicultural food stalls or ethnic dance performances at Singleton Show)	Leadership Create spaces and tools to keep our community connected	Programs & Services Building potential through partnerships – Range 2	December 2015	Community & Cultural Services, Multicultural Advisory Group	Operational Funding, Multicultural Development Worker (\$1,837 pa)
3.8 Council to explore possibility of working more closely with Rotary to promote the Youth Exchange Program to help promote acceptance and tolerance of diversity within the Singleton LGA	Leadership Create spaces and tools to keep our community connected	Programs & Services Building potential through partnerships – Range 1	December 2015	Community & Cultural Services, Rotary, High Schools	Multicultural Development Worker (\$918 pa)



3. Community Capacity Building	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
3.9 Council to develop a local multilingual resource directory for the region which includes a list of key CALD community contacts / groups for use by the community	Leadership Create spaces and tools to keep our community connected	Programs & Services Planned communication – Range 2	September 2015	Community & Cultural Services	Multicultural Development Worker (\$1,837 pa) – resource \$2,000
4. Service Delivery	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
4.1 Ensure that all Council services are promoted locally in the Administration Centre, the Library and the Visitor Information and Enterprise Centre	Leadership Create spaces and tools to keep our community connected	Programs & Services Planned communication – Range 2	Ongoing	All Council services	Operational Funding
4.2 Ensure that any community grants available are also promoted to CALD communities (e.g. utilise relevant CALD community networks)	Leadership Create spaces and tools to keep our community connected	Programs & Services Planned communication – Range 2	Ongoing	Business & Funding Officer	Operational Funding
4.3 Council website to continue to provide up to date links and information about local CALD services and groups / networks	Leadership Create spaces and tools to keep our community connected	Programs & Services Planned communication – Range 2	February 2015	Community & Cultural Services, Communication & Community Consultation	Operational Funding
4.4 When further developing the range of services offered by Council, Council to consider the needs of local CALD subgroups and what services they may need (e.g. migrant workers, CALD spouses of mining staff, English language students, students requiring ESL support)	Leadership Create spaces and tools to keep our community connected	Programs & Services Responsive mainstream & targeted programs – Range 2	Ongoing	Community & Cultural Services	Operational Funding



4. Service Delivery	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
4.5 Consider capturing CALD data among residents who use key elements of Council's services (such as library and childcare services, for example) to facilitate better planning for CALD communities in the long term (e.g. 'Do you speak a language other than English at home?' and if yes, 'Which language?')	Leadership Create spaces and tools to keep our community connected	Planning & Evaluation Use of data & analysis – Range 2	April 2015	All service provision units	Operational Funding
4.6 Consider implementation of programs designed to reduce social isolation, particularly among those from CALD backgrounds (e.g. 'Neighbourliness programs', sport and recreation programs run through the YMCA)	Leadership Create spaces and tools to keep our community connected	Programs & Services Responsive mainstream & targeted programs – Range 2	June 2016	Community & Cultural Services, External Stakeholders	Multicultural Development Worker (\$3,674 pa)
5. Economic & Social Development	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
5.1 Build on links / relationships with employers in the region (particularly those in mining and agriculture with a relatively high CALD population) so as to increase their awareness around issues relating to cultural diversity	Leadership Create spaces and tools to keep our community connected	Programs & Services Building potential through partnerships – Range 2	Ongoing	Economic Development, Community & Cultural Services, Chamber of Commerce	Operational Funding
5.2 Develop, implement and promote specific recreation programs and events that are relevant to and involve local CALD communities (e.g. Cooking groups, market stalls, arts and music activities, soccer and basketball competition days)	Leadership Create spaces and tools to keep our community connected	Programs & Services Responsive mainstream & targeted programs – Range 2	July 2015	Community & Cultural Services, Economic Development, Multicultural Advisory Group, External Stakeholders	Operational Funding, Multicultural Development Worker (\$5,511 pa)



5. Economic & Social Development	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
5.3 Multicultural Development Officer to develop, implement and promote a local volunteer program which will work with local CALD community members to help improve social cohesion and reduce isolation (e.g. planning and running community events, linking with local volunteer organisations such as Red Cross, Family Insight, linking with sporting clubs)	Leadership Create spaces and tools to keep our community connected	Programs & Services Responsive mainstream & targeted programs – Range 2	December 2015	Community & Cultural Services	Multicultural Development Worker (\$3,674 pa)
5.4 Explore the possibility of using local CALD communities to build economic and social development opportunities around food (e.g. food stalls at local farmer’s markets or Singleton Show)	Leadership Create spaces and tools to keep our community connected	Programs & Services Responsive mainstream & targeted programs – Range 2	March 2016	Community & Cultural Services, Economic Development, External Stakeholders	Multicultural Development Worker (\$1,837 pa)
6. Celebrating & Promoting Multiculturalism	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
6.1 Ensure that members of the CALD community are included in the presentation of existing events, such as Australia Day, Anzac Day etc, and that the events are inclusive and welcoming to all members of the community and promoted in inclusive ways.	Community Provide a range of activities and events to encourage community participation	Programs & Services Building potential through partnerships – Range 2	Ongoing	Community & Cultural Services, Economic Development, Multicultural Advisory Group, External Stakeholders	Operational Funding
6.2 Include Multicultural events in Council’s existing calendar of events and develop a multicultural calendar of events celebrating and showcasing local cultural and linguistic diversity, in consultation with the local Singleton community, to help foster understanding, support, social inclusion, and a strong community identity that recognises the value of diversity (e.g. Harmony Day; UN’s Day for the Elimination of Racism; Refugee Week; Diwali Festival, Chinese New Year, Ramadan) 6.2.1 Ensure there is CALD input into the multicultural calendar of events	Community Provide a range of activities and events to encourage community participation	Programs & Services Planned communication – Range 2	March 2015 and ongoing	Community & Cultural Services, Economic Development, Multicultural Advisory Group, Communication & Community Consultation	Operational, Multicultural Development Worker (\$3,674 pa)



6.2.2 Promote events in the multicultural calendar to residents and visitors to Singleton (e.g. banners)					
6. Celebrating & Promoting Multiculturalism	Community Strategic Plan - Strategy	Multicultural Planning Framework	Timeline	Responsibility	Cost
6.3 Facilitate the development, implementation and promotion of local events which promote an understanding, appreciation and respect of different cultural or faith communities in the local Singleton area	Community Provide a range of activities and events to encourage community participation	Programs & Services Building potential through partnerships – Range 2	March 2016	Community & Cultural Services, Multicultural Advisory Group External Stakeholders	Multicultural Development Worker (\$5,511 pa)
6.4 Encourage and support artistic displays celebrating local cultural diversity	Community Provide a range of activities and events to encourage community participation	Programs & Services Building potential through partnerships – Range 2	Ongoing	Community & Cultural Services, Multicultural Advisory Group	Multicultural Development Worker (\$3,674 pa)
6.5 Promote and acknowledge local employers / workplaces that accept and support cultural diversity	Leadership Respond to the changing needs of our community	Programs & Services Building potential through partnerships – Range 2	Ongoing	Community & Cultural Services, Economic Development, Multicultural Advisory Group, Chamber of Commerce	Multicultural Development Worker (\$1,837 pa)



5. References

- Australian Bureau of Statistics - 2011 Census of Population and Housing
- Australian Bureau of Statistics - 2006 Census of Population and Housing
- Australian Bureau of Statistics - 2001 Census of Population and Housing
- Community Relations Commission and Principles of Multiculturalism Act (2000)*
- Community Relations Commission, *Implementing the Principles of Multiculturalism Locally*
- Community Relations Commission, *Multicultural Planning: A resource for practitioners*
- Department of Immigration and Border Protection's Settlement Reporting Facility - http://www.immi.gov.au/settlement/srf/#sr=step_1
- Local Government Act 1993*
- Local Government (General) Regulation 2005*
- Singleton Council's Charter (*Section 8 Local Government Act, 1993*)
- Singleton Community Cultural Relations Statement (adopted in 2004)
- Singleton Community Strategic Plan (March 2012) Local Government, Our Place: A Blueprint for 2022
- Singleton Council Diversity Management Plan 2011-2012

6. Appendix 1 -Principles of Multiculturalism Statement

Councils in NSW are required to promote the principles of multiculturalism within their Local Government Area (LGA). This is in accordance with a number of legislative requirements, including those featured in the Local Government Act 1993 and the subsequent Local Government (General) Regulation 2005 which states each council needs to conduct its activities “with due regard to the cultural and linguistic diversity of its community”.

In 2000, the Community Relations Commission and Principles of Multiculturalism Act (2000) developed a series of principles which sought to help guide government organisations on implementing multicultural policy:

- Leadership – All individuals should have the greatest possible opportunity to contribute to and participate in all aspects of public life in which they can legally participate. E.g. promote the benefits of a multicultural society;
- Community Harmony – All individuals should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language. E.g. celebrate multiculturalism;
- Access and equity – All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of NSW. E.g. ensure that when resources are distributed they are accessible by all;
- Encourage economic and cultural opportunities – All institutions in NSW should recognise the linguistic and cultural assets in the population in NSW as a valuable resource and promote this resource to maximise the development of the state. E.g. provide opportunities for cultural exchange in the community.

This statement is supported by the Singleton Multicultural Action Plan (2014), which details specific actions to foster multiculturalism within the Singleton LGA. This Statement and the Multicultural Action Plan will be reviewed every four years.



7. Appendix 2 - Summary of multicultural initiatives in other LGAs

As a part of the development of this Multicultural Action Plan, it was useful to briefly explore what multicultural initiatives other local councils in NSW and Victoria had developed and implemented, particularly those with a similar level of cultural and linguistic diversity to Singleton Council.

There are a range of methods for ensuring that cultural and linguistic diversity is considered in planning and service delivery development among local councils across NSW and Victoria. What was apparent after undertaking this analysis was that there appears to be a shift in how multicultural communities and issues are being viewed by Councils. These days it seems more likely for councils to consider the needs of multicultural residents in light of a Council's strategic plan and how these two elements fit together, rather than CALD residents being viewed separately.

Some of the methods that councils use to plan and develop services for diverse residents are summarised below.

- Specifically developing a **cultural diversity policy** - e.g. Waverly Council have developed a Cultural Diversity Policy (2010-2014) which provides a guide for how it works with the local CALD community as a part of their social justice and inclusion agenda. This document also includes a section for how this fits into the Council's strategic and operational planning processes;
- Developing a **multicultural strategy / framework / action plan** – Similar to a stand-alone policy document, this approach for local Councils often involves developing a framework in line with the CRC's *Implementing the Principles of Multiculturalism Locally* document (e.g. Moreland City Council, Manningham City Council, City of Monash, Coffs Harbour Council, Hurstville and Kogarah City Councils);
- Developing a **discussion paper** which offers a broad exploration of local issues relating to diversity (e.g. Willoughby City Council, Maitland City Council);
- Developing a separate **Local Ethnic Affairs Priority Statement** (e.g. Port Macquarie-Hastings Council), although this approach appears to be less popular in recent years.



8. Appendix 3 – Consultation Questions

Needs analysis

- What are some of the issues facing people of a CALD background in the Singleton area?
 - What sorts of issues are you seeing / hearing about?
 - How have these issues changed over the years, from your observations?
- What needs exist for various CALD groups locally that aren't being met?
- What role can Singleton Council play in better meeting the needs of people from CALD backgrounds?

Migrant attraction / retention strategy

- One strategy Singleton Council is keen to adopt is this notion of attracting migrants to the LGA and promoting Singleton as a place that is welcoming, accepting and inclusive – a 'multicultural hub'
 - How do you feel about this? Explore perceived strengths / weaknesses of this?
 - What other issues do we need to consider if this is the way forward for Singleton?
- How do we make Singleton a champion of multiculturalism – that is, a place that welcomes, accepts and includes people of all cultural and linguistic backgrounds?
 - What ideas do you have?
 - What have you seen work successfully elsewhere?

Wrap up

- If you wanted to make the local Singleton area a better place to live for people from CALD backgrounds, how would you do it?

