

**Championing Diversity -**  
Multicultural Inclusion Plan  
2024 – 2029



northern  
beaches  
council

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## Acknowledgement of Country



Council acknowledges the Traditional Custodians of these lands and shows respect to Elders past, present and emerging.

Australia is home to the oldest continuous living culture in the world.



## Message from the Mayor

A multicultural Northern Beaches – A place for everyone.

The Northern Beaches has a long and proud history of our community comprising of people from different backgrounds living together and creating shared experiences that contribute to the liveability and vibrancy of our area.

When I speak with the community, they tell me they want to be part of a place where everyone feels like they belong and are valued no matter where they come from or who they are. The multicultural community living on the Northern Beaches told us that they want to be more visible in community life and share their languages, art, traditions, and behaviours.

Like the rest of Australia, the Northern Beaches is experiencing ongoing social change as our population ages and becomes more culturally diverse. In the face of this change, we can ensure our ongoing ability to be a safe, inclusive, diverse, and connected community for all by embracing our shared values of being open, inclusive, and welcoming.

Better Together 2040 was adopted by Council in 2021 and provides clear strategic direction to guide Council's work to ensure the Northern Beaches is socially sustainable into the future. That includes the recognition and celebration of our diversity as a community.

Championing Diversity – Multicultural Inclusion Plan 2029 will enable this by creating a path for Council and the community to ensure people from culturally and linguistically diverse backgrounds feel welcome and have the support they need to participate in community life.



**Sue Heins**



# Delivering a safe, diverse, inclusive and connected Northern Beaches





## Delivering a safe, diverse, inclusive and connected Northern Beaches

Strengthening the foundation of a Northern Beaches that champions multicultural diversity.

Our community are united in their commitment to ensure we retain our ability to be a safe, diverse, inclusive and connected community as expressed in the vision of the Community Strategic Plan 2040 adopted in 2022.

The Northern Beaches is home to many people who share diverse cultural backgrounds. The 2021 Census of Population and Housing shows Northern Beaches residents identified more than **120 different countries of ancestry and between 2016 to 2021 the Northern Beaches had an overall increase of 6,700 new residents that were born overseas. This took the total number of residents born overseas to more than 79,000, or roughly 30% of our community.**

As our community continues to become more culturally diverse, we will experience new ways of connecting, thinking, and living. This facilitates numerous strengths and opportunities, many of which we already experience. As with any change, this also presents challenges for our community.

In the 2021 Living in Place survey, our community reported high levels of overall social cohesion, wellbeing, and

liveability. During the consultation to develop Better Together 2040 and this Multicultural Inclusion Plan, **we heard that not everyone in our community experiences these same opportunities or levels of inclusion, connectedness and belonging, and at times have experienced discrimination and exclusion.**

**As a community we have a collective responsibility** to ensure the Northern Beaches is a place where everyone feels they are included and belong. Together we can build on our strengths and see positive results across our community for people's experience of social cohesion, wellbeing and liveability.

**Championing Diversity is our first step together to ensure those who identify as culturally or linguistically diverse feel welcome and have the support they need to participate in community life.**

*“The importance of place in building culture providing places where people can gather for free & share their culture.”*  
Community Comment -  
Pop-Up engagement



**Figure 01**  
Data From Northern Beaches Living in Place 2022

How would you rate social cohesion



Liveability Index



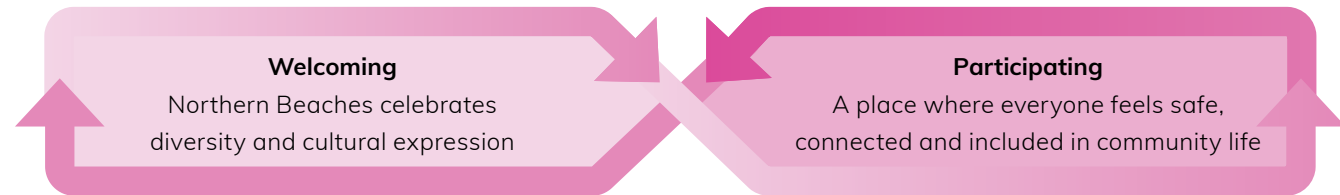
Wellbeing Index



## Championing Diversity – At a glance

Purpose – To ensure the Northern Beaches is a place where those from multicultural communities feel welcome and can participate in community life.

### Directions



Key measure	Increase the Northern Beaches' Health & Wellbeing Index across population groups			Increase the Northern Beaches' Liveability Index across population groups			
Plan outcomes	1. Diverse cultural expression is present in the community	2. The community demonstrates goodwill, respect, and equity	3. Northern Beaches Council workforce is culturally diverse	4. Services, programs and activities are inclusive and accessible for multicultural communities	5. Resources and opportunities are accessible in community languages	6. Planning and engagement includes the diverse needs of multicultural communities	7. Strong relationships and partnerships between all stakeholders with multicultural communities
Success indicator	Increase in social cohesion rating	Opportunity for all importance rating	% of council staff identifying as culturally and linguistically diverse	# of improvements to service and information accessibility	% of people who speak a language other than English indicating they know where to go to access services	% of community engagement submissions that represent culturally and linguistically diverse communities	Sense of community rating
Implementation of the plan will be achieved through delivering these key outputs and other actions with the community.							
Delivery and key outputs	Explore opportunities to identify, expand and promote multicultural event programming that showcases the cultural diversity of the community.	Deliver capacity building opportunities to people from culturally diverse backgrounds to design, plan and deliver their own unique cultural and creative events and initiatives.		Develop Multicultural Engagement Guidelines in partnership with cultural leaders to guide community engagement practice.	Trial new ways to assist community members to access Council information in-language.	Work with cultural leaders and other key stakeholders to identify collaborative approaches to champion cultural diversity.	
Better Together Impact	A socially sustainable and inclusive Northern Beaches for all						

### Our shared values

The Northern Beaches is a place where:

- **We all have a responsibility to enable diversity and inclusion.**

We want our families, friends, and neighbours to be able to belong and participate in a community they are proud of.

- **Discrimination is never acceptable.**

We want to live in a community that promotes inclusion and participation and rejects exclusion.

- **No one gets left behind.**

No matter where they come from, their circumstances or their background, everyone has the support they need to access the same opportunities as everyone else.



Together, we can make the Northern Beaches a place where everyone feels they belong.



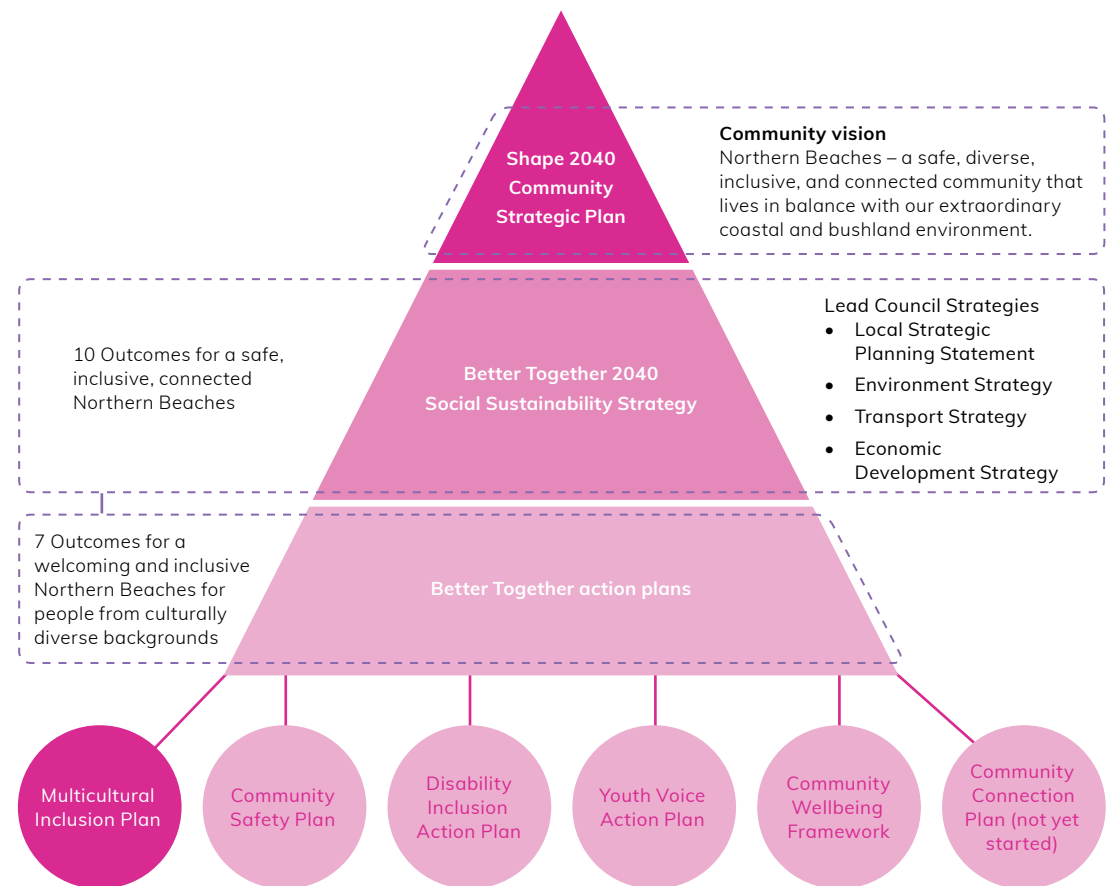
## Part of the Better Together Strategy

Better Together 2040 articulates clear outcomes to help measure our progress towards a safe, inclusive, and connected Northern Beaches now and into the future.

The Community Strategic Plan 2040 adopted in 2022 expanded the community vision to incorporate 'diverse'.

Championing Diversity provides the framework for achieving progress against these outcomes for those from culturally diverse backgrounds.

**Figure 02**  
Strategic line of sight





## Broader strategic alignment

Championing Diversity supports and complements the priorities and actions from a range of global, national, state, regional and local frameworks.

**Figure 03**

Local and national frameworks

### Global

United Nations Sustainable Development Goals 10, 16, 17



### National

Road to Belonging – Settlement Strategy  
National Anti-Racism Framework  
Australia's multicultural statement  
Welcoming Cities Standard



### State

Department of Communities and Justice  
Multicultural Plan 2022-2025  
NSW Settlement Strategy



### Local

Better Together 2040  
Community Strategic Plan  
Local Strategic Planning Statement  
Community Safety Plan  
Community Engagement Framework  
Youth Voice Action Plan  
Disability Inclusion Action Plan  
Economic Development Strategy





# Our shared history





## A multicultural Northern Beaches

We are more diverse than what you might think. The Northern Beaches has always been home to a diverse multicultural community and continues to be called home to both established and emerging multicultural communities.

### What do we mean by a multicultural Northern Beaches?

A place where people of different cultural and linguistic backgrounds have a sense of belonging and feel safe to celebrate and share their unique cultural ways of life, languages, art, traditions, and behaviours.

### Why undertake planning for a culturally diverse community?

Effective planning helps promote equity and facilitate inclusion of multicultural communities in a holistic community planning process<sup>1</sup>.

A community with diversity of people from different backgrounds means we are better equipped to overcome social challenges and experience many strengths and opportunities including:

### Innovation

Varied perspectives and ways of thinking lead to innovative thinking and new opportunities



### Productivity

A diverse workforce who bring their own style of working together, increasing productivity



### Problem-solving

A richness of opinions leads to better problem-solving for complex issues



### Learning

More understanding about people from all over, increasing compassion and everyone's sense of belonging



<sup>1</sup>Uyesugi & Shipley, 2005, p. 306



## Diversity and inclusion terminology

### Multicultural communities

An inclusive term used to write about people from different cultural backgrounds.

### Community languages

Information, engagement and communication that is provided in a language other than English. Can also be referred to as 'in-language'.

### Unconscious bias

An implicit association, whether about people, places, or situations which are often based on mistaken, inaccurate or incomplete information.

### Ancestry

Ancestry, as reported by the Australian Bureau of Statistics, refers to the the cultural association and ethnic background of an individual going back three generations.

### Equity

Working towards fair outcomes for people or groups by treating them in ways that address their unique needs.

### Cultural and ethnic diversity

There is no internationally agreed upon definition of ethnicity. The Australian Bureau of Statistics definition refers to the shared identity or similarity of a group of people based on one or more distinguishing characteristics.

### Emerging communities

Groups of people who have recently begun to settle and interact within a particular area. These communities are in the process of forming connections, building social networks and adapting to their new environment.

### Established communities

Groups of people who have been living and interacting together for a significant amount of time. Members of established multicultural communities often have a history and generational presence in the area.

Describe a future where multiculturalism is championed on the Northern Beaches:  
*“Valuing people for their diversity, enjoying and understanding differences, making people feel welcome”* – Community comment - Have Your Say page

## Understanding the Northern Beaches multicultural community

The Census of Population and Housing delivered by the Australian Bureau of Statistics (ABS) collects a range of information that allows us to understand Australia's cultural diversity.

The ABS adopts a multidimensional approach to understand cultural diversity in Australia which looks to group people using shared identity or similarity of people based on one or more distinguishing characteristics.

These characteristics include:

- a long-shared history, the memory of which is kept alive
- a cultural tradition, including family and social customs, sometimes religiously based
- a common geographic origin
- a common language (but not necessarily limited to that group)
- a common literature (written or oral)
- a common religion
- being a minority (often with a sense of being oppressed)
- being racially conspicuous<sup>2</sup>.

The complexity of understanding cultural diversity means we need to look across a range of different demographics to attempt to understand the cultural diversity of an area. These includes country of birth, ancestry, languages spoken and religion.

<sup>2</sup>Measuring cultural and ethnic diversity – ABS 2022  
<https://www.abs.gov.au/articles/cultural-diversity-australia#measuring-cultural-and-ethnic-diversity>

<sup>3</sup>Source – Australian Bureau of Statistics, Census of Population and Housing

**Figure 04**

Northern Beaches - Key Facts<sup>3</sup>



**113**

Number of different countries of birth



**123**

Different ancestries



**15.6%**

Speak a language other than English at home



**1 in 3**

Were born overseas



**Figure 05**

Northern Beaches - Country of birth

**79,683**Number of people  
born overseas**6,757**Increase in overseas born  
residents (2016-2021)**30.2%**People born overseas which  
is 79,683 residents.**55%**People have an overseas  
born parent**46.9%**Of the population who were born  
overseas arrived before 2001**Figure 06**

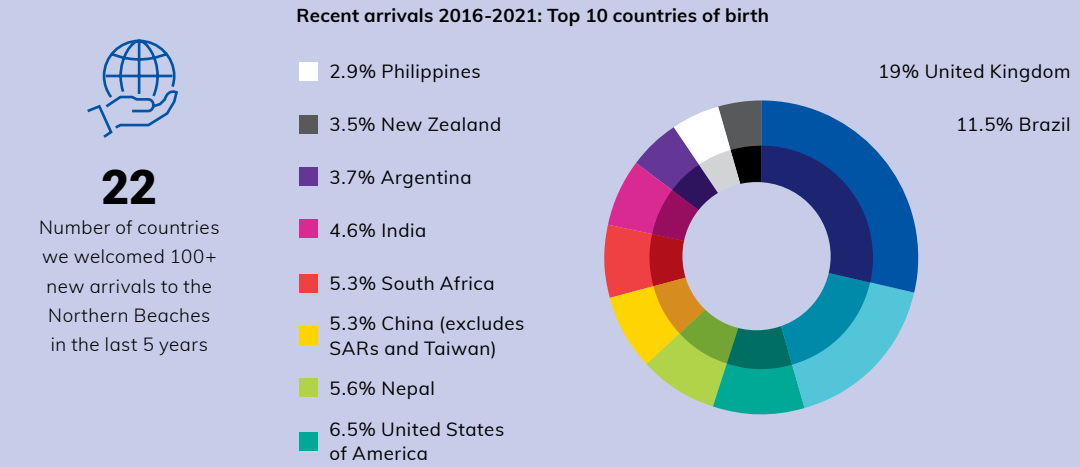
Northern Beaches - Languages

**4,143**People who spoke a language other  
than English at home who reported  
difficulty speaking English**15.6%**People speak a language other than  
English at home, of which the top 10 are:

Mandarin, Portuguese, Italian  
Spanish, French, German, Cantonese  
Armenian, Filipino/Tagalog  
Serbian.

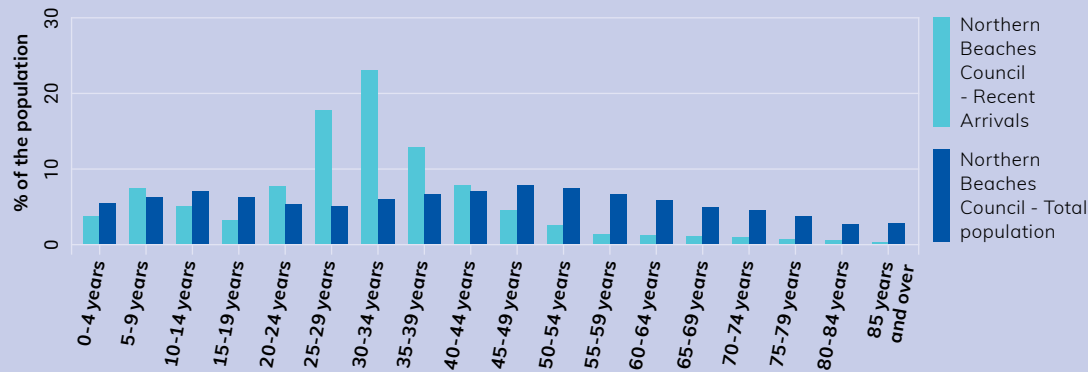


**Figure 07**  
Northern Beaches - New arrivals

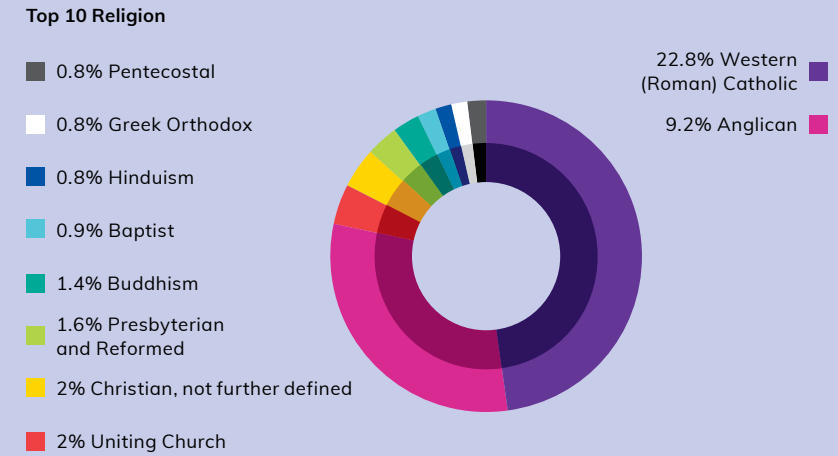


**Five year age groups, 2021**  
Recent arrivals

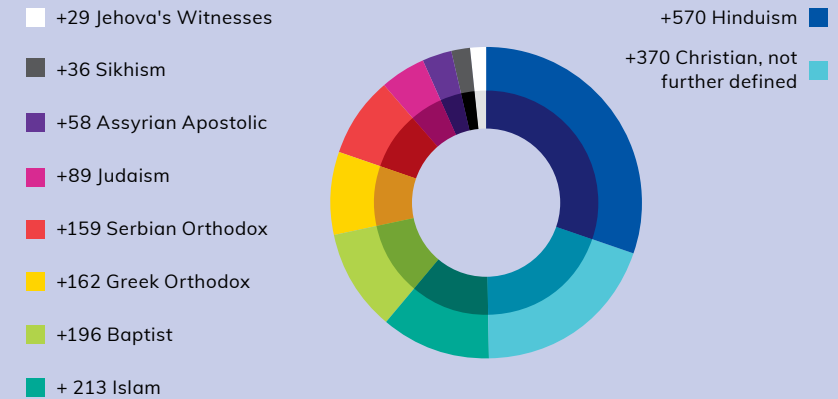
Migration data indicates that families and younger people are joining the community in higher numbers than older people.



**Figure 08**  
Northern Beaches - Religion



**Fastest growing religions 2016 -2021**



### Diversity within diversity

Championing Diversity acknowledges that even those with similar cultural backgrounds think, feel, and experience life on the Northern Beaches differently. The Northern Beaches is made of 123 different countries of ancestry.

*"I come from a migrant background. I have lived in the Northern Beaches for around 44 years and it is a great experience to live here." – Community Comment – Pop-Up engagement*

## Council's role

Council recognises the important role we have in championing diversity and providing leadership within the community on issues of diversity, equity and inclusion.

The three key areas of responsibility for Council in delivering this plan are:

### **Deliver**

Council delivers a wide range of programs, activities and services that support the inclusion and diversity of the community.

### **Partner**

Council builds strategic partnerships with other government departments and agencies, the social services sector, community and sporting groups, as well as the broader community, to support delivery of the actions in this plan.

### **Advocate**

Council provides leadership and a voice to the needs and aspirations of the community through advocacy. Council advocates across a range of platforms including at the policy and planning level.







# Developing the plan






## Developing the plan

In developing this plan, we spoke to over 500 community members, including 120 people from multicultural communities.

### Phases 1 to 3 - Engagement

			We are here
	Phase 1 – Planning	Phase 2 – Engagement	Phase 3 – Public Exhibition
	Inform	Consult	Involve
<b>Objective</b>	Co-design the engagement approach with key stakeholders	Understand: <ul style="list-style-type: none"> <li>• What can we build on?</li> <li>• What are our opportunities?</li> <li>• What do we want for the future?</li> <li>• How do we get there?</li> </ul>	Agree on the key actions and outcomes of the plan
<b>Activities</b>	Planning workshops Survey	Dot voting Community conversations Workshops Your Say comment board Workshop in a Box (workshops delivered by community partners)	Social media Your Say submissions Workshops
<b>Results</b>	6 survey responses 10 cultural leaders and service providers attended a planning workshop	1 Cultural Leader workshop (15 participants) 2 sector workshops 14 Priority group Workshop in a Box (121 participants) 19 Your Say comments 57 contributions from children 10 pop up community consultations (253 engaged through voting).	Currently being undertaken Get involved – 
<b>Key engagement outcomes</b>	Engagement approach and questions	Identification of outcomes and actions Draft Championing Diversity - Multicultural Inclusion Plan	Key actions for delivery tested with the community





“Having someone from the community as a connector is important in reaching them (people from multicultural communities).”  
– Cultural Leaders Engagement Workshop comment



A photograph of four young people walking towards the camera on a paved city street at night. From left to right: a young man in a dark blue jacket over a white shirt and dark pants; a young woman in a beige hoodie and light blue jeans; a young woman in a dark blue sweatshirt and dark pants; and a young woman in a dark blue sweatshirt and black leggings with white side stripes. They are all smiling. The background shows city lights, trees, and storefronts, including one with a 'Grilld' sign and another with 'DRY CLEAN'.

# What we heard







## Our community strengths

All communities have assets and strengths that can be used to support the inclusion of multicultural communities. Our community told us that we have many strengths supporting inclusion and wellbeing on the Northern Beaches.

**Figure 09**  
Strengths





“Living in Dee Why - convenient, close, volunteering & accessible” – Workshop in a Box participant comment - “What supports inclusion”

“Northern Beaches is a very nice place to live with many things to do places to walk, libraries, a community Spanish speaking centre, in which we meet weekly” – Workshop in a Box participant comment – “What’s the best experience”

## Themes and opportunities

Consultation with the community produced themes and areas of opportunity to make the Northern Beaches even more welcoming and inclusive. These are embedded throughout the plan, each one directly corresponds with one of the 7 outcomes.

*“Together we can achieve a lot, by understanding everyone’s capabilities and weaknesses.” – Community comment, Pop-up engagement*

### Cultural expression

- A bigger focus on ensuring cultural expression is championed through events and festival programming
- Public spaces encourage community interaction and facilitate diverse cultural expression and celebration.

### Goodwill, respect and equity

- Challenging unconscious bias and creating community dialogue around multiculturalism
- Civic pride activities find ways to promote volunteering and participation from within multicultural communities.

### Workforce

- Increase the diversity of the Northern Beaches workforce through inclusive participation
- Facilitate better access to services through diversity of Council's workforce.

### Services, programs and activities

- Council services are designed and delivered with the needs of multicultural communities embedded
- Government provided and funded services are available and delivered in a culturally appropriate way.

### Community language

- Those who speak a language other than English are better supported to access existing community services, programs and activities
- Ensure Council information is accessible to those from multicultural communities, especially those who speak a language other than English.

### Planning and engagement

- Multicultural communities are included in community conversations and consulted on their unique needs when planning and developing plans, actions and programs for the community.

### Partnerships

- Partnerships with multicultural leaders and groups in service planning
- Capacity building within the social services sector to make existing grant funding more accessible to multicultural groups
- Engaging with groups and services who work with children to embed shared values of diversity and inclusion.



## In their own words

A collection of quotes from engagement on what can be done to improve inclusion and connection.

*“People being more open and understanding of different languages being spoken other than English.”* – Workshop in a Box participant Comment  
- What can we build on?

*“Better representation of multicultural communities in advertising and roles that have visibility.”*  
– Workshop in a Box participant Comment -  
What can we build on?

*“Information about how services work, for example, how to open a business; what are the services I am eligible for.”* – Workshop in a Box participant Comment  
- What can we build on?

*“Primary school/High school/informal parent networks are the starting point for inclusion.”*  
– Workshop in a Box participant Comment -  
What can we build on?

*“Learn to connect interculturally. Build on the similarities, and shift focus from the differences.”*  
– Workshop in a Box participant Comment -  
What can we build on?

*“Continue building opportunities for diverse groups to get together”*  
– Workshop in a Box participant Comment -  
What can we build on?

*“Awareness of the existence and practice of other cultures and traditions within one's communal environment further strengthens one's feeling of security and belonging.”*  
– Workshop in a Box participant Comment - What can we build on?

## Addressing racial discrimination

Talking about racial discrimination can be difficult, but it is necessary.

Council has zero tolerance for any form of racial discrimination and takes seriously our contribution to stopping racial discrimination.

Some of the responses and interactions Council had with the community throughout this engagement highlighted that we have work to do as a community to ensure the Northern Beaches is a respectful and safe place for everyone.

Many times, we only talk about racial discrimination when it is easy to spot, like when someone yells mean words, physically hurts another person, or tells them they cannot do something because of the colour of their skin. Sometimes it is harder to spot, like the use of microaggressions, language choice, or tokenism. Sometimes, people do not even understand that what they are doing or saying is a form of racial discrimination<sup>4</sup>.

Actions in this plan will support the community to collectively work to address racial discrimination that exists on the Northern Beaches.

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<sup>4</sup>Australian Human Rights Commission, Let's talk about racism  
- <https://humanrights.gov.au/lets-talk-about-racism>

***“As human beings, we are all equal and we have the right to be treated fairly with dignity and respect” – Australian Human Rights Commission***



**A shared purpose**

Providing leadership and advice on multicultural communities.

Council convenes a Cultural Leader group representative of 11 cultural groups to strengthen our relationships with multicultural communities. This increases opportunities for ongoing engagement with Council to discuss issues relevant to multicultural communities.

Council's first Cultural Leader Gathering marked the beginning of the Multicultural Inclusion Plan community consultation. It provided a formal opportunity for leaders to communicate strengths and opportunities for a more inclusive Northern Beaches. This model was well received and Council plans to hold similar gatherings on a quarterly basis.







# Direction 1: Welcoming







## Welcoming

Northern Beaches celebrates diversity and cultural expression.

**Key Measure:** Increase the Northern Beaches' Health and Wellbeing Index across population groups

### A strong foundation

We support diversity and cultural expression through a range of programs, events and activities including:

- It Takes a Village program
- Council grant programs
- Culture Map Live
- Events such as World Food Markets
- Manly Art Gallery & Museum programming
- Accessible events guidelines
- Community development programs
- Children's Services
- Library services and programs
- Arts and cultural development programs.

### Outcomes – what success looks like



#### 1. Diverse cultural expression is present in the community

Social cohesion rating



#### 2. The community demonstrate goodwill, respect, and equity

Opportunity for all importance rating



#### 3. Northern Beaches Council workforce is culturally diverse

% of staff identifying as culturally and linguistically diverse

### Key outputs

Explore opportunities to identify, expand and promote multicultural event programming that showcases the cultural diversity of the community

Deliver capacity building opportunities to people from culturally diverse backgrounds to design, plan and deliver their own unique cultural and creative events and initiatives

*“The best experiences I have had working in the community has been learning about other peoples’ cultures and ways of life” – Local Service Provider*







**Action Plan - Direction 1 - Welcoming**

The Northern Beaches celebrates diversity and cultural expression

**Outcome 1 - Diverse cultural expression is present in the community**

Working towards Better Together Outcomes	#	Actions	Delivery Year	Council's role
 Value of all	1.1	Increase accessibility and promotion of Culture Map Live for multicultural communities.	Year 1-2	D
	1.2	Increase visual representation of the Northern Beaches multicultural community in Council communications.	Year 1-2	D
	1.3	Utilise grant programs to support visibility, inclusion, and participation for those from culturally diverse backgrounds.	Year 1-2	D A
	1.4	Acknowledge and celebrate the ongoing contribution culturally and linguistically diverse groups make to community life.	Year 1-5	D P
 Ensuring equity and inclusion	1.5	Explore opportunities to identify, expand and promote multicultural event programming that showcases the cultural diversity of the community.	Year 1-5	D A
	1.6	Deliver capacity building opportunities to people from culturally diverse backgrounds to design, plan and deliver their own unique cultural and creative events and initiatives.	Year 1-5	D P
	1.7	Develop targeted campaigns and collateral to promote awareness of grant opportunities to culturally and linguistically diverse groups.	Year 1-5	D P




**Legend**

Council's role:     D – Deliver     P – Partner     A – Advocate



### Action Plan - Direction 1 - Welcoming

The Northern Beaches celebrates diversity and cultural expression

#### Outcome 2 - The community demonstrate goodwill, respect, and equity

Working towards Better Together Outcomes	#	Actions	Delivery Year	Council's role
 Value of all	2.1	Develop and implement programs and activities to highlight the impact of unconscious bias on social cohesion.	Year 1-2	D
	2.2	Develop internal procedures to prevent and respond to racism, discrimination and intolerance on Council social media channels and through community engagement.	Year 1-2	D
 Sense of belonging	2.3	Develop a Community Connection Plan to support connection between established communities and emerging communities.	Year 1-2	D P
	2.4	Monitor social and cultural inclusion on the Northern Beaches.	Year 1-5	D
 Ensuring equity and inclusion				

#### Outcome 3 - Northern Beaches Council workforce is culturally diverse

Working towards Better Together Outcomes	#	Actions	Delivery Year	Council's role
 Ensuring equity and inclusion	3.1	Review and revise Council's recruitment guidelines and processes to encourage applications from people of diverse backgrounds.	Year 1-2	D P
	3.2	Promote the updated Northern Beaches Council Diversity, Inclusion, Equity and Belonging Policy and model culturally inclusive practice.	Year 1-2	D
 Accessible services, programs and facilities	3.3	Investigate provision of bi-lingual service delivery options for customers.	Year 3-5	D

## Spotlight: Harmony Week Celebration 2023

A celebration of cultural diversity on the Northern Beaches.

A great day of celebrating the cultural diversity on the Northern Beaches.

Council partnered with Westfield and the Northern Beaches Multicultural Network to deliver an event that recognised our diversity and brought together residents from all different backgrounds, to celebrate culture through dance, music, poetry, shared experiences and connection.

*"Multicultural events are a great way to know and feel outside of the world that extends your views. I think enjoying difference of culture is such a beautiful thing !" - Harmony Week Celebration 2023 participant comment*











## Direction 2: Participating





## Participating

A place where everyone feels safe, connected and included in community life.

**Key Measure:** Increase the Northern Beaches' Liveability Index across population groups

### A strong foundation

We support the community to participate in a variety of ways including:

- accessible event guidelines
- e-newsletters
- diverse programs and activities
- interpreter services
- advocacy
- Community Engagement Strategy
- participation in cultural and faith networks
- community development programs
- libraries, community centres, sporting and aquatic facilities
- parks and playgrounds
- high quality children's services.

### Outcomes – what success looks like

			
<b>4. Services, programs and activities are inclusive and accessible for multicultural communities</b>	<b>5. Resources and opportunities are accessible in community languages</b>	<b>6. Planning and engagement includes the diverse needs of multicultural communities</b>	<b>7. Strong relationships and partnerships between all stakeholders with the multicultural community</b>
# of improvements to service and information accessibility	% of people who speak a language other than English indicating they know where to go to access services	% of community engagement submissions that represent culturally and linguistically diverse communities	Sense of community rating

### Key outputs

Develop Multicultural Engagement Guidelines in partnership with cultural leaders to guide community engagement practice	Trial new ways to assist community members to access Council information in-language	Work with cultural leaders and other key stakeholders to identify collaborative approaches to champion cultural diversity
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*“True inclusion is where all people regardless of race, gender, ability or culture are provided a place in our community.” – Community comment - Have Your Say page*



## Action Plan - Direction 2 - Participating

A place where everyone feels safe, connected and included in community life

### Outcome 4 - Services, programs and activities are inclusive and accessible for multicultural communities

Working towards Better Together Outcomes	#	Actions	Delivery Year	Council's role
 Ensuring equity and inclusion	4.1	Review and update key communication guidelines to meet the needs of culturally and linguistically diverse communities.	Year 1-2	D
	4.2	Collaborate with regional, federal and state government stakeholders to improve access to services for multicultural communities.	Year 1-2	P A
 Safe people	4.3	Increase the accessibility of information on the Council websites and social media for those who speak a language other than English.	Year 1-2	D
	4.4	Trial new ways to assist community members to access Council information in-language.	Year 3-5	D
 Safe place	4.5	Develop a simple visual infographic to explain terms and conditions for hiring community centres.	Year 3-5	D
	4.6	Facilitate improved access to interpreters and the TIS services.	Year 3-5	D P A
	4.7	Investigate approaches to open space planning to meet the needs of multicultural communities.	Year 1 - 5	D P
 Accessible services, programs and facilities	4.8	Continue to provide in-kind and affordable access to community centres for diverse groups through venue hire policies.	Year 1 - 5	D
	4.9	Deliver programming that encourage multicultural communities, young people and the broader community to connect, share culture and strengthen social cohesion.	Year 1 - 5	D
 Broad range of community and social networks	4.10	Support the ongoing development of community language material in libraries in response to community feedback.	Year 1 - 5	D
	4.11	Monitor, report and share trends and community profile data with internal stakeholders.	Year 1 - 5	D

#### Legend




Council's role: D – Deliver P – Partner A – Advocate






**Action Plan - Direction 2 - Participating**

A place where everyone feels safe, connected and included in community life

**Outcome 5 - Resources and opportunities are accessible in community languages**

Working towards Better Together Outcomes	#	Actions	Delivery Year	Council's role
 Safe people	5.1	Promote available translation, language, and support services for multicultural communities.	Year 1-2	D P
	5.2	Engage with Playgroups NSW and explore ways to support and promote existing playgroups and identify opportunities for new playgroups.	Year 3-5	D P A
 Ensuring equity and inclusion	5.3	Provide opportunities for linguistically diverse communities to engage in life-long learning.	Ongoing	D P
 Accessible services, programs and facilities	5.4	Connect small business operators from multicultural backgrounds to information and resources that improve their understanding of the small business regulatory environment.	Year 1-5	D P
	5.5	Identify appropriate applications for emerging AI technology to support delivery of in-language communication.	Ongoing	D




**Outcome 6 - Planning and engagement includes the diverse needs of multicultural communities**

Working towards Better Together Outcomes	#	Actions	Delivery Year	Council's role
 Value of all	6.1	Develop Multicultural Engagement Guidelines in partnership with cultural leaders to guide community engagement practice.	Year 1-2	D P A
	6.2	Improve collection and use of ethnicity data in planning and service delivery, respecting and adhering to privacy principles for collecting data.	Year 3-5	D
 Sense of belonging	6.3	Ensure accessibility for multicultural communities is incorporated into reviews of Council emergency preparedness and response resources and processes.	Year 1-5	D P
 Resilient and adaptive social services sector	6.4	Support the Local Emergency Management Committee agencies and other relevant networks to enhance understanding and connection with multicultural communities.	Year 1-5	P A

### Action Plan - Direction 2 - Participating

A place where everyone feels safe, connected and included in community life

#### Outcome 7 - Strong relationships and partnerships between all stakeholders with the multicultural community

Working towards Better Together Outcomes	#	Actions	Delivery Year	Council's role
 Sense of belonging	7.1	Work with cultural leaders and other key stakeholders to identify collaborative approaches to champion cultural diversity.	Year 3-5	P A
 Strong volunteering culture	7.2	Investigate ways to increase the amount of people volunteering with Council from multicultural backgrounds.	Year 3-5	D A
	7.3	Work with local cultural leaders and suitable organisations to identify targeted leadership development opportunities.	Year 1-5	P
 Resilient and adaptive social services sector	7.4	Work with cultural leaders to build connections between parents from culturally diverse backgrounds and relevant school networks.	Year 1-5	P

#### Legend

Council's role:      D – Deliver      P – Partner      A – Advocate



## Spotlight: Multicultural Directory

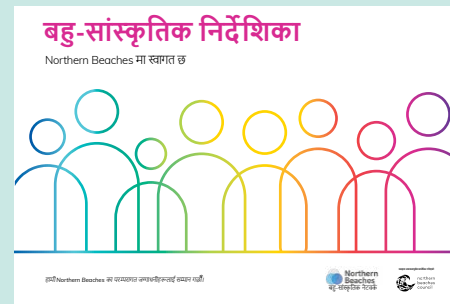
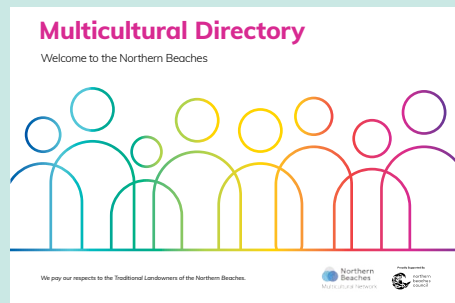
Breaking barriers: Utilising community language.

Northern Beaches Council in partnership with the Northern Beaches Multicultural Network have developed a Multicultural Directory to help make local information more accessible for the Northern Beaches multicultural community.

This resource contains local information about services and support for multicultural community members, and has been translated into Arabic, Hindi, Nepali, Spanish, Simplified Chinese and Tibetan.

The directory shares information on how to access services such as language classes, support groups, religious and cultural organisations, government services, and social activities across the Northern Beaches.

Translation of important documents and information is a powerful tool for inclusion, since language barriers can restrict access to essential services, such as healthcare and education, and affect social integration. Imagine having a family member in need of emergency health assistance or facing a legal problem and not knowing where to seek help, or not being able to access the information needed to solve the issue. The availability of resources in one's own language allows for a more inclusive Northern Beaches, breaking down language barriers.



## Monitoring and evaluation

Championing Diversity has a key impact measure for each direction, 7 outcomes and indicators that will be used to monitor implementation and evaluate the success of this plan.

The following table provides a breakdown of sources and reporting frequency for each of the indicators.

Direction	Indicator	Trend	Source	Frequency
Direction 1 - Welcoming:	Wellbeing Index	Increase	Living in Place	Every 2 years
	Social cohesion rating	Increase	Living in Place	Every 2 years
	Opportunity of all importance rating	Increase	Living in Place	Every 2 years
	% of staff identifying as culturally and linguistically diverse	Increase	Survey	Annually
Direction 2 - Participation:	Liveability Index	Increase	Living in Place	Every 2 years
	# of improvements to service and information access resulting from actions in this plan	N/A	Action plan reporting	Annually
	% of people who speak a language other than English indicating they know where to go to access services	Increase	Living in Place	Every 2 years
	% of community engagement submissions from culturally and linguistically diverse communities	Increase	Your Say data	Annually
	Sense of community rating	Increase	Community Development outcome surveys	Annually
			Living in Place	Every 2 years











