



Coonamble Shire Council

Multicultural Policies and Services Plan

2014/15

Presented to Council: 11 June 2014

On Public Exhibition to: 18 July 2014

Adopted by Council: 13 August 2014 (Min #1027)

1. Introduction

Under the Community Relations Commission and Principles of Multiculturalism Act 2000 (NSW), it is the responsibility of the Chief Executive Officer of every NSW public authority to ensure that the principals of multiculturalism are implemented throughout the business of their agencies.

2. Coonamble Shire Population

The Australian Bureau of Statistics (2011 Census of Population and Housing) estimates the population of Coonamble at 4030. 90% of the population was born in Australia, compared to the NSW average of 68%. The most common countries of birth include the United Kingdom, New Zealand, Germany, Italy and Afghanistan. Only 0.53% of Coonamble residents speak a language other than English at home.

3. Policy Statement

Coonamble Shire Council is committed to the continued development of an inclusive, harmonious and cohesive community and to enact a model of best practice in this area. The objective of Council's Multicultural policy is to ensure that residents from culturally and linguistically diverse backgrounds have equitable access to Council services and facilities and are provided with opportunities to participate and contribute in Council's planning and decision making processes.

- Council will endeavour to ensure all residents have equitable access to Council services and facilities regardless of race, language, religion or culture.
- Council will be responsive to the needs of residents from culturally and linguistically diverse backgrounds.
- Council will support anti-discrimination policies and practices and the principles of Multiculturalism

- Council's consultative and decision making processes will recognise and encourage the participation and contribution of residents from culturally and linguistically diverse backgrounds.
- Council will identify gaps and barriers in the delivery of Council services and facilities to residents from culturally linguistically diverse backgrounds and (where possible) will develop strategies in response to the issues identified.
- Council will foster a climate of community harmony and mutual respect.

4. Monitoring and Review

Corporate and Community Services senior staff are responsible for monitoring and reviewing the MPSP.

A report on progress associated with the MPSP will be provided to the Community Relations Commission on an annual basis and be available to the public through Council's Annual Report.

5. Resources

The key resource requirements to ensure completion of the actions detailed within this MPSP relate to the allocation of staff time.

6. Legislative Provisions

- Local Government Act 1993
- NSW Anti-Discrimination Act (1977)
- The Community Relations Commission & Principles of Multiculturalism Act (2000)

5. Actions

Outcomes/ actions	Key responsibility	Measures/ targets/ timeframes
ACTIVITY AREA 1: PLANNING AND EVALUATION		
Outcome 1: Planning – Multicultural policy goals are integrated into corporate/business planning and review mechanisms of the organisation		
1.1 Develop and promote a Multicultural Policies and Services Plan, to include Council priorities as they relate to cultural and linguistic diversity	Director Community Services	Plan developed by June 2014
1.2 Ensure multiculturalism is incorporated into Council’s overall planning and review processes	Director Community Services	Implemented into planning and review processes by August 2014
Outcome 2: Consultation and Feedback – Policy development and service delivery is informed by internal expertise and by client feedback and complaints, and participation on advisory boards, significant committees and consultations		
2.1 Review current consultation arrangements to ensure Council has mechanisms in place to seek and incorporate the views of multicultural client groups and the community	Director Community Services	By August 2014
2.2 Review and improve the collection and analysis of internal and externally-available data and information necessary to inform Council’s planning and action in relation to multiculturalism	Director Community Services	Review the nature and process of data and information collected by August 2014 Evidence that planning and action is influenced by data and information collected, by December 2014

Outcomes/ actions	Key responsibility	Measures/ targets/ timeframes
ACTIVITY AREA 2: CAPACITY BUILDING AND RESOURCING		
Outcome 3: Leadership – The General Manager and senior staff actively promote and are accountable for the implementation of the Principles of Multiculturalism within the Department and wider community		
3.1 Ensure an appropriate Coordinator is in place to support implementation of the plan	Human Resource Manager	By October 2014
3.2 Identify and pursue opportunities for staff to communicate their commitment to the MPSP (eg ; participation in Harmony Day, multicultural initiatives/events)	Human Resource Manager	By October 2014
3.3 Develop and pursue strategies to ensure staff are aware of and accountable for their relevant responsibilities	Human Resources Manager	Managers are aware of responsibilities by October 2014
Outcome 4:		
Outcome 4: Human Resources – The capacity of Council Department is enhanced by the employment and training of people with linguistic and cultural expertise		
4.1 Review candidate information packages to ensure plain English and culturally appropriate communication.	Human Resources Manager	Review complete by November 2014
4.2 Identify staff that speak a language (other than English) at home and whether they are willing to use these language skills to assist with client contact	Human Resources Manager	By December 2014

Outcomes/ actions	Key responsibility	Measures/ targets/ timeframes
ACTIVITY AREA 3: PROGRAMS AND SERVICES		
Outcome 5: Access and Equity – Barriers to the accessibility of services for people from culturally, linguistically and religiously diverse backgrounds are identified, and programs and services are developed to address them		
5.1 Ensure all employees are aware of options available to provide cultural and linguistic support as and when required	Human Resources Manager	By October 2014
5.2 Consult with internal and external stakeholders as required to identify barriers to service access for people from culturally, linguistically and religiously diverse backgrounds. As required, develop and implement further improvement strategies	Human Resources Manager	By December 2014
Outcome 6: Communication – A range of communication formats and channels are used to inform people from culturally and linguistically diverse backgrounds about Council’s programs, services and activities		
6.1 Consult front line staff and Managers about the information needs of clients from non-English speaking backgrounds, develop appropriate responses	Human Resources Manager	Consultation complete by November 2014
Outcome 7: Social and Economic Development – Programs and services are in place to develop and use the skills of a culturally diverse population for the social and economic benefit of the State		
7.1 Opportunities for awareness raising and celebration of people from diverse cultural and linguistic backgrounds are included in Council’s Operational Plan	Director Community Services	By July 2014