



COONAMBLE SHIRE COUNCIL

MULTICULTURAL SERVICES PLAN

2021/2025

ACKNOWLEDGEMENT OF COUNTRY

Council acknowledges the Gamilaraay and Weilwan people as the traditional owners and custodians of the land on which it operates, respecting elders, past, present and emerging. Council seeks all the time to show respect to all people and cultures whose privilege it has to serve.





OUR CULTURALLY DIVERSE STATEMENT

- Council will endeavor 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.

COMMUNITY DIVERSITY SNAPSHOT

When using the term multicultural community, Council is acknowledging all our community members including the members that are born overseas or are desendants of those born in a country other than Australia.

The Shire comprises the towns of Coonamble, Gulargambone with the village of Quambone, and is less than two hours drive by road from Dubbo and six hours from Sydney. Bounded on one side by the Warrumbungle National Park, and on the other by the Western Plains and Macquarie Marshes.

2,750

**2016
Population**

53

**People born
Overseas**

25

**People speak a
Language other
than English**

Overall 20% of the Coonamble population was born overseas and 2.2% where from a non-English speaking background.

The top five responses for a language, other than English reported in Coonamble LGA from the 2016 Census, in order are:

- Malayalam (0.3%)
- Gujarati (0.2%)
- Sinhalese (0.2%)
- German (0.1%)
- Greek (0.1%)

The top five responses for country of birth reported in Coonamble LGA from the 2016 Census, in order are:

- New Zealand (0.4%)
- England (0.4%)
- India (0.4%)
- Germany (0.4%)
- Sri Lanka (0.4%)

The top five responses for the most common ancestry in Coonamble LGA from the 2016 Census, in order are:

- Australian (42.2%)
- English (25.6%)
- Irish (7.0%)
- Scottish (4.8%)
- German (2.0%)

THE MULTICULTURAL SERVICES PLAN

The Multicultural Services Plan (MSP) is a four-year plan which outlines Council's vision, priority areas and partnership opportunities to meet Council's responsibilities under the Local Government Act 1993 (NSW). The aim of this plan is to deliver a range of social, cultural and economic strengths through meaningful engagement, inclusion and support of multicultural communities.

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

MULTICULTURAL NSW

All NSW Government agencies are expected to provide high quality services and programs for all people of NSW. The MPSP is the mechanism for agencies to show how they are planning effectively for people of culturally and linguistically diverse backgrounds, and to report on progress.

The MPSP framework helps agencies, including Councils, to embed multicultural planning within core business operations.

The MPSP Framework is outcome-focused and consists of:

- **4 Focus Areas:** Service Delivery, Planning, Leadership and Engagement.
- **9 Outcomes:** In which agencies are expected to develop a set of specific targets against agreed focus areas relevant to their context and business activities.

All agencies must:

- prepare a multicultural plan incorporating the 4 Focus Areas and 9 Outcomes, and
- report publicly on progress through their own agencies' annual reports.

ACTION PLAN



	ACTION	RESPONSIBILITY	OUTCOME
Strategy	Be culturally inclusive and consultative in developing exhibitions and public programs.	Economic Development & Growth & Community Services Coordinator. TIMEFRAME Ongoing.	Mainstream service delivery for everyone, measured by: <ul style="list-style-type: none"> • Number of exhibits and public programs held to represent our multicultural community.
	Develop a process to inform staff of availability of language aids and telephone interpreter services.	People, Risk & Improvement. TIMEFRAME Ongoing.	<ul style="list-style-type: none"> • Language and telephone aids developed and included with onboarding new Customer Service staff.
	Celebrate cultural expression with key stakeholders. e.g. Harmony Day, World Day for Cultural Diversity.	Community Services Coordinator. TIMEFRAME Annually.	<ul style="list-style-type: none"> • Number in attendance. • Number of stakeholders involved.
Service Delivery			

ACTION PLAN



	ACTION	RESPONSIBILITY	OUTCOME
Strategy	Promotion of the NSW State Library Multicultural collection through Council's library service.	Librarian. TIMEFRAME Annually.	Mainstream service delivery for everyone, measured by: <ul style="list-style-type: none">• Number of loans.
Service Delivery	Use existing data to ensure our communities cultural service needs are met and maintaining a high level of customer service.	Corporate & Sustainability. TIMEFRAME Annually.	<ul style="list-style-type: none">• Monitor the Australian Bureau of Statistic for cultural changes in the community.

ACTION PLAN



Strategy

ACTION

Ensure Council's public workshops and programs are inclusive to the multicultural community.

RESPONSIBILITY

All Departments.

TIMEFRAME

Ongoing.

OUTCOME

Target programs fill the gaps and are measured by:

- The number of participants from multicultural backgrounds.

Service Delivery

ACTION

Grants communicated and support provided for multicultural activities in the community.

RESPONSIBILITY

Grants & Communications Officer.

TIMEFRAME

Reviewed & reported annually.

OUTCOME

People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions measured by:

- The number of grants offered for multicultural activities in the community per year.
- Grant information is visible to the cultural community.

ACTION PLAN



	ACTION	RESPONSIBILITY	OUTCOME
Strategy	All plans and organisational processes include effective consideration of cultural diversity in the community.	Executive. TIMEFRAME Ongoing.	Strong Plans to deliver services are measured by: <ul style="list-style-type: none">• A range of communication formats are used to include multicultural ideas and input.• Community demographics are reflected in plans and organisational processes.
Planning	Culturally diverse community data collated and analysed for planning services, design systems and policies.	Community Services Coordinator. TIMEFRAME Ongoing.	Evidence driven planning measured by: <ul style="list-style-type: none">• Monitor existing community demographics e.g. Australian Bureau of Statistics, incorporate the data.• Data is collated and included in all services, design systems and policies.

ACTION PLAN



Strategy

ACTION

Management leads and is accountable for building a culture that promotes diversity.

RESPONSIBILITY

Executive.

TIMEFRAME

Ongoing.

OUTCOME

Demonstrated leadership in culturally inclusive practices, measured by:

- Multicultural Policy is implemented and promoted.

Leadership

ACTION

Fosters respect for culturally diverse client groups and maintain community support for diversity.

RESPONSIBILITY

Executive.

TIMEFRAME

Ongoing.

OUTCOME

Increased recognition of the value of cultural diversity measured by:

- Amount of Citizenship ceremonies held per year.
- Cultural events are promoted and are inclusive of all backgrounds.

ACTION PLAN



Strategy

ACTION

Participate and contribute to the communities multicultural networks.

RESPONSIBILITY

Community Services Coordinator.

TIMEFRAME

Annually.

OUTCOME

Collaboration with diverse communities measured by:

- Attendance at interagency meetings per year.
- Regular contact maintained.

Engagement

ACTION

Current and emerging needs are identified and addressed.

RESPONSIBILITY

Community Services Coordinator.

TIMEFRAME

Annually.

OUTCOME

Understanding the needs of people from diverse backgrounds, measured by:

- Attendance at interagency meetings per year.
- Regular contact maintained.
- Monitor the Australian Bureau of Statistics for community cultural changes.

ACTION PLAN

TRANSLATING & INTERPRETING SERVICES (TIS)



If you require an interpreter to assist you with any information or services at Coonamble Shire Council, contact the Telephone Interpreting Service (TIS) on 131 450.

TIS is available 24 hours a day, seven day a week.