Cultural Diversity and Inclusion Strategy

2012 to 2017

Mildura Rural City Council

Contents

Acknowledgement of Traditional Owners

We, Mildura Rural City Council, would like to acknowledge the traditional custodians of the land, which now comprises the Mildura Rural City municipality. We pay our respects to Elders past and present, and celebrate and respect their continuing culture and acknowledge the memories of their ancestors.

Message from the Mayor

Mildura Rural City Council values the cultural diversity within our community and recognises the importance of social inclusion in ensuring that all members of our community have equal access, engagement and recognition no matter what their cultural backgrounds or beliefs. In diversity is strength, and to create better access and inclusion for our Culturally and Linguistically Diverse (CALD) communities is to create better access for all. The Cultural Diversity and Inclusion Strategy reminds us to be aware of who makes up our community and how best to serve them as a local government. Both Council staff and members of CALD communities in our municipality have had significant input into the development of this strategy and I commend them for their involvement in this very positive step forward for Mildura Rural City Council.

Council's vision is to be the most liveable, people friendly community in Australia and in order to achieve this vision we must be customer and community focussed. We must be leaders in promoting the strength of our diverse community and ensure that our actions are aligned to our Social Inclusion Policy.

This strategy will guide Council's work for the next five years and will be a whole of organisation approach to address the issues or barriers that have been identified by community members and staff through the process. We are committed to this strategy as a positive step in pursuit of our community's vision.

Cr John Arnold
Mayor, Mildura Rural City Council

Executive Summary

Mildura Rural City Council is very proud of its cultural diversity. The development of the Cultural Diversity and Inclusion Strategy is a reflection of the commitment of Mildura Rural City Council to support and celebrate diversity in our community through inclusive policies and actions.

The strategy was developed through extensive consultation with key stakeholders, including Culturally and Linguistically Diverse (CALD) communities, a cross-section of Council staff and CALD service providers. The consultation identified key gaps in services and also identified priority areas from the communities. The most common priority areas identified through the consultation process were around Information and Communication. The action plan will address those gaps, with insight from the community about the most appropriate methods of addressing the issues.

Key priorities identified as important to community members throughout consultation were Leadership and Advocacy. These priorities presented strongly during community consultation and were identified as something highly valued by CALD community members.

Our Vision

Mildura Rural City Council's vision is to be 'the most liveable, people-friendly community in Australia'. One way to achieve this vision is to ensure all members of our local community are engaged and able to access services and information.

Key Strategic Directions and Action Plan

There are six key areas that will frame future actions of Mildura Rural City Council to promote and implement inclusive practices within Council and the community. The action plan will identify activities under each of the six key areas which will be undertaken during 2012-2017.

The six key areas are:

- Information and Communication
- Services
- Recreation and Social
- Employment
- Economic and Grants
- Leadership and Advocacy

The Cultural Diversity and Inclusion Strategy will be reviewed in 2014 to ensure that it is still relevant and reflects the needs of the local CALD community.
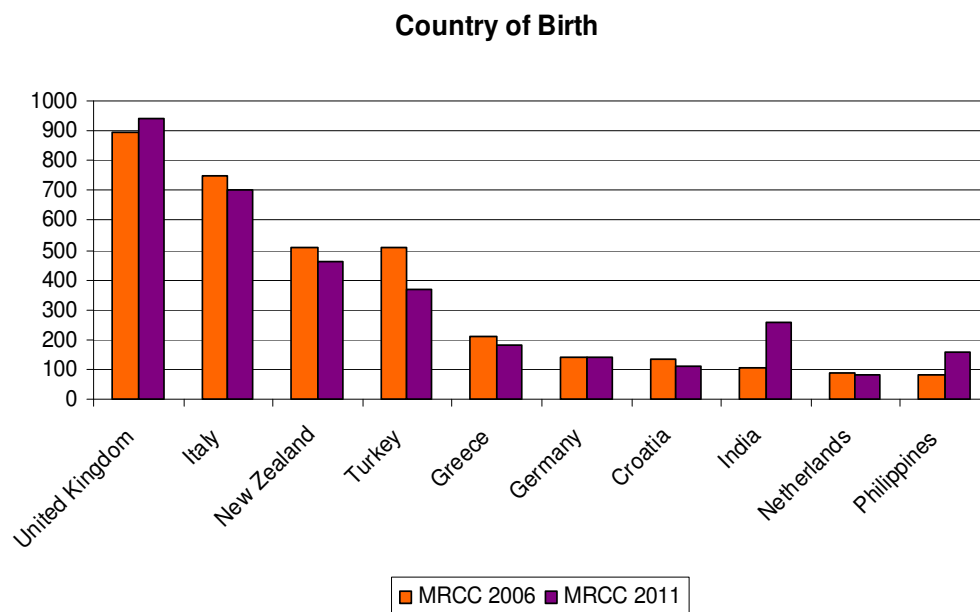
Our Community

The 2011 Australian Bureau of Statistics (ABS) census recorded 50,979 people residing in the Mildura Rural City Council local government area. The municipality covers a geographic area of 22,330 km² and includes Mildura city as well as a number of other communities including Red Cliffs, Merbein and Irymple near the Murray River; and Ouyen and Murrayville further inland.

2011 census data also reports that in the municipality around 10.1 % of the local government area's population recorded that they were born overseas and that 9 % of the population speak a language other than English at home.

The Mildura region has a long cultural history, with a very significant local Aboriginal history. Cultural diversity through migration has been recorded from the early pastoralist era and during the time of the establishment of the irrigational colony. The Mildura Historical Society has profiles of local community members from early settlement days and some notable contributors to the development of the Mildura community were from Scotland, China, Greece, Germany, Canada and England. The Italian, Croatian and Turkish communities also started increasing in the early days of Mildura settlement.

Country of Birth

Source: Australian Bureau of Statistics 2006 and 2011 Census Community Profile Series

The cultural diversity within our community is continuously increasing and 2011 ABS census data does not adequately capture some of our more recent arrivals including refugee and humanitarian visa holders as well as secondary and skilled migrants. For various reasons, many community members will not participate in the census; this is something that is being addressed through education and awareness for new and emerging communities. 2011 ABS data for Mildura does not capture the real number of community members who are living in our region who were born in countries such as Sudan, Afghanistan, Pakistan, Burundi and India.

Refugee Settlement

Sunraysia Mallee Ethnic Communities Council (SMECC) has provided Integrated Humanitarian Settlement Services in the Mildura region since September 2010. During this time, settlement assistance has been provided to around 238 people from Afghanistan, 32 people from Iraq; and smaller numbers of refugee and humanitarian entrants from Sri Lanka, Iran, Sudan, Vietnam, Fiji and Pakistan.

Language Skills

Approximately 4,572 the local population speak a language other than English at home. Of those who speak a language other than English at home varying levels of English language skills were also recorded in 2011 Census data.

People who speak a language other than English at home
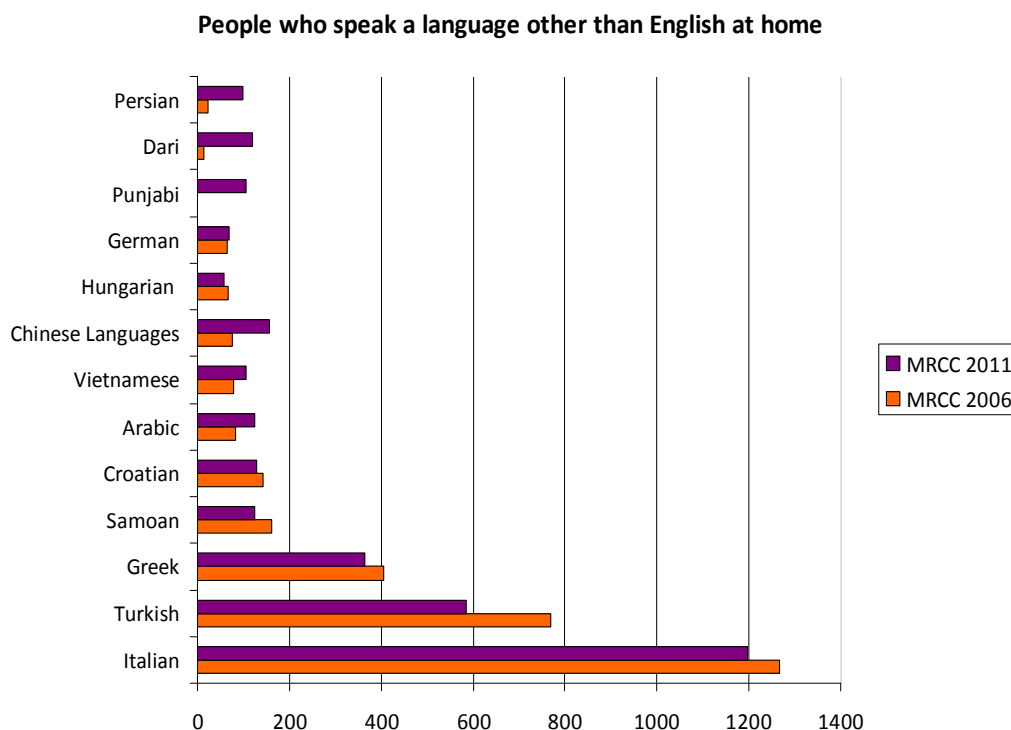
Source: Australian Bureau of Statistics 2006 and 2011 Census Community Profile Series

Religious Diversity

While approximately 61.9% of the municipality identify as Christians in terms of religious affiliation, 2011 ABS statistics also identified 832 or 1.8% of the population as followers of Islam. The 2011 ABS census also identified a small number of followers of Buddhism and Hinduism in the municipality. In recent years there has been an increase in community members in the Mildura region who are followers of the Sikh religion.

Skilled Migration

Since 2005, Mildura Rural City Council has managed three Skilled Migration programs funded by the Department of Business and Innovation in partnership with Department of Immigration and Citizenship, the Regional Migration Incentive Fund (RMIF) Global Skills for Provincial Victoria (GSPV) and Regional Skilled Migration Program (RSMS). The programs have been developed to support local employers and industry to address critical skill shortages with targeted skilled migration. Since late 2008 until present, 100 skilled migrants (along with their partners and families) have been supported by the various programs. Skilled migration has been critical in supporting local businesses and industries to thrive and provide essential services to the community particularly in the health industry. A large number of the skilled migrants have recently arrived in the municipality from India, the Philippines and the United Kingdom. Skilled migration results in significant economic benefits for our community through filling critical skill shortages and providing a diverse range of skills. It also creates a global perspective, along with significant cultural benefits, such as contributing to the rich social fabric of our local community.

Strategy Context

Mildura Rural City Council Plan 2009 - 2013

The Cultural Diversity and Inclusion Strategy aligns with Council Plan 2009-13 and the development of this strategy was identified as a priority action within Key Result Area 1.2.
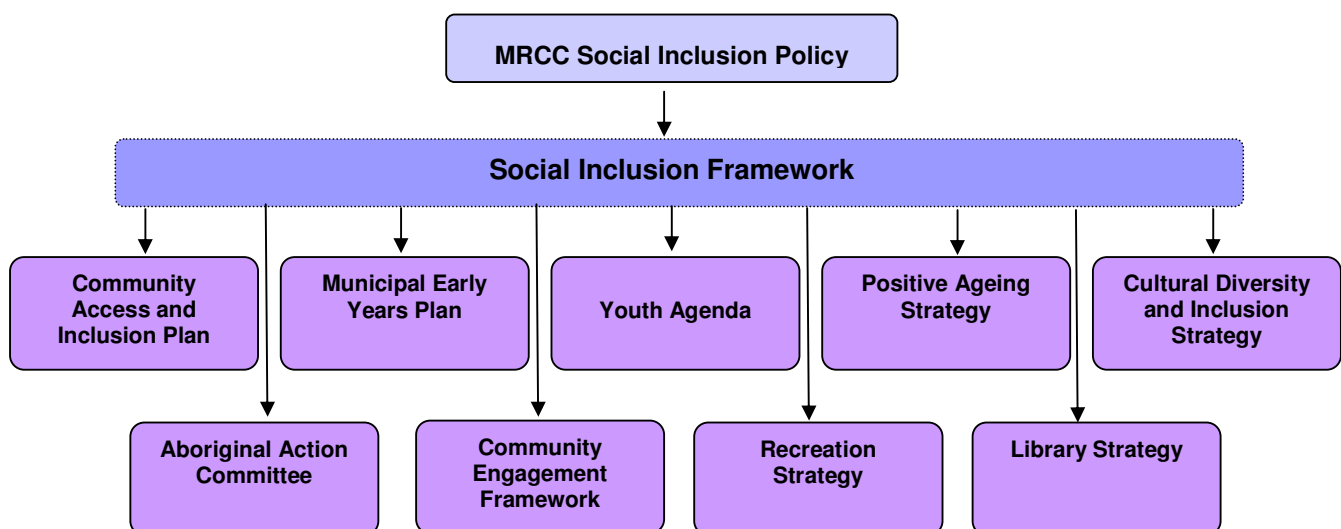
1.2 Community Development

'Ours will be a community…

- With equitable access to facilities, services and activities
- Where all people are valued and can be active participants in community life
- Where people are actively involved in shaping the community to meet its own needs

The Cultural Diversity and Inclusion Strategy also aligns with the following KRAs in the current Council Plan:

1.2 Community Development
1.3 Community Health and Wellbeing
1.4 Community Services
3.2 Tourism and Events
4.1 Arts and Cultural Heritage
4.2 Recreation and Sport
5.1 Leadership and Representation
5.2 Communication and Consultation
5.3 Customer Service

The Cultural Diversity and Inclusion Strategy fits within the existing 'Social Inclusion Framework' which is influenced by the MRCC Social Inclusion Policy.

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                    │   MRCC Social Inclusion Policy   │
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│                     Social Inclusion Framework                          │
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Community Access and Inclusion Plan	Municipal Early Years Plan	Youth Agenda	Positive Ageing Strategy	Cultural Diversity and Inclusion Strategy

Aboriginal Action Committee	Community Engagement Framework	Recreation Strategy	Library Strategy

Developing a new strategy

The 2009-13 Council Plan identified developing this strategy as a priority area following consultation with the community as part of the Council planning process.

This strategy demonstrates our commitment to diversity and recognises the role that we as a Council have to play in promoting the strength of diversity and also ensuring that our services and core business are inclusive of everyone. This strategy reflects our commitment in line with our Social Inclusion Policy.

Council has demonstrated support for diversity through a range of means, such as:
- Supporting Cultural Events and Projects through grant funding and other supports
- LEAP Program – Arts Participation
- Social Inclusion Officer role and recognition that Council needs to work within this area
- Skilled Migration program
- Partnerships with Sunraysia Mallee Ethnic Communities Council

The development of this strategy is designed to build on the work that is already being undertaken and to strengthen the relationships between Mildura Rural City Council and members of our region's CALD communities as well as other stakeholders.

The Cultural Diversity and Inclusion Strategy is based on recognising what community members value, understanding the needs and priorities for community and ensuring that our practices are inclusive and mirror the values and needs of community.

Process:

Mildura Rural City Council has undertaken a significant range of activities to engage with the CALD communities as part of the development of this strategy. As part of the process, key stakeholders were identified both internally and externally and the consultation process commenced with three internal stakeholder workshops.

Community Consultations

Council Staff

40 Council staff representing different branches and departments were consulted during the development of this strategy through a series of workshops. The workshops focussed on five key areas: Employment, Services, Information and Communication, Recreation and Social and Economic. The workshops worked through each of the five areas and looked at the following questions in relation to those areas:

- What are the issues/challenges?
- What is the ideal situation (vision)
- What are we doing well?
- What can we do differently?

The consultations provided an opportunity for staff to suggest possible actions to address some of the issues and also highlighted existing work that Council is committed to continuing.

Community Members

Informal consultation with CALD community members was undertaken over a period of 3 months. The informal consultation was an opportunity to spend time explaining to community members and leaders the purpose of the strategy and why it was important to get feedback from community members about their experiences and perceptions. Informal consultations with community leaders provided significant feedback on some of the issues and assisted with identifying the best ways to engage with members of each community. Informal consultation ranged from one on one conversations with leaders to attending community meetings.

Formal consultation with CALD community members was undertaken over 3 public sessions. These sessions were semi-structured and involved discussions around those same five key areas discussed with Council staff, using a 'café-style' approach.

Almost 130 community members participated in the formal and informal consultations and provided a wide range of ideas and suggestions for Council with relation to inclusion and diversity.

Service Providers

Members of staff from the Sunraysia Mallee Ethnic Communities Council were also consulted as part of the strategy development.

Action Development:

At the completion of consultation, small working groups around each key area were formed with Council staff to develop the actions related to each key area in response to issues and suggestions shared by community members and highlighted in consultation with other stakeholders.

The Strategy

Our Vision

Mildura Rural City Council's vision is for a liveable community. Our community will be one that is a safe and supportive place to live, encouraging diversity, health and wellbeing and lifestyle opportunities for everyone.

Key Strategic Directions and Action Plan

The action plan has been developed based on the six key strategic areas identified through the consultation process. The six key areas provide the framework for future action for Mildura Rural City Council to develop and support cultural diversity within our community.

The six key areas are:

- Information and Communication
- Services
- Recreation and Social
- Employment
- Economic and Grants
- Leadership and Advocacy

The action plan outlines specific actions and key strategic direction for five years 2012-2017, the action plan will be reviewed midway through its tenure, this review will be undertaken by the Social Inclusion Officer, Community Futures Branch.

Budget

The majority of the actions outlined and committed to in this strategy will be undertaken using existing resources within the identified branches. It is expected that these actions will not be resource intensive, rather looking at the best possible outcome for community members using existing resources.

Some actions however may require some financial resources and will be considered through Council's annual budgetary processes. Any opportunities for grant funding through State or Federal Government or other funding providers will be explored in preparation for the action implementation.

Key Strategic Directions 2012-17

1. **Information and Communication**
   A well informed community is able to access to information which they are able to understand. Council will communicate effectively with members of the CALD communities

2. **Services**
   We will provide services that are accessible and equitable for all members of community. We will consult appropriately and understand what customers need and value and provide the services accordingly.

3. **Recreation and Social**
   For community members to live a healthy lifestyle, everyone needs access to recreational and social opportunities. We will encourage the use of public facilities and work with sporting and recreation groups to be more inclusive

4. **Employment**
   MRCC will be a workplace that values and respects diversity, that is welcoming and provides opportunities to employees, potential employees and customers from all cultures.

5. **Economic and Grants**
   We will continue to support community groups and organisations to pursue projects and events by providing financial opportunities such as grants with a process that is fair to all.

6. **Leadership and Advocacy**
   We will advocate for communities on issues that affect them. We will demonstrate leadership in our community by promoting the strengths and positive impacts of diversity.

Key Area 1 - Information and Communication

Action	Measure	Year					Responsibility (Lead Branch in Bold)	Cost
		12/13	13/14	14/15	15/16	16/17		
Develop Council Fact Sheets that are inclusive and accessible for members of the CALD community: - Distribution locations. - Website. - Plain language and appropriate imagery.	Fact Sheets are available at SMECC, Library and other community hubs. Fact Sheets are accessible through MRCC website. CALD community members are invited to provide feedback on fact sheets regarding accessibility.	●	●				**Corporate Administration** Community Futures Leisure and Cultural Services	Within operational budgets
Ensure Marketing and Communications Strategy provides tools and processes to effectively communicate with CALD community members.	Marketing and Communications Strategy reflects the communication needs of CALD communities. Processes for communication with CALD communities are developed and rolled out. Community Group Directory developed.	●	●	●	●		**Corporate Administration**	Within operational budgets
Develop in consultation and partnership with CALD community leaders an appropriate communications plan to promote and encourage the use of the Translating and Interpreting Service at MRCC.	Meet community leaders and develop appropriate action plan for communication. Develop customer satisfaction method/tool. Increase in usage of Translating and Interpreting Service.	●	●				**Community Futures** Corporate Administration	Within operational budgets

Increase staff skill and knowledge of interpreter services across the organisation through training.	Training and trials for staff. Corporate training for frontline staff. Number of staff undertaken training/trials.	●	●	●	●	●	**Corporate Administration** Community Futures Organisational Development	Within operational budgets
Increase knowledge for direct contact staff about the roles of MRCC and SMECC within both organisations in order to improve customer referrals and satisfaction with interaction.	Presentation by SMECC staff at Customer Service Team meeting. Undertake a trial 'exchange' or placement program for Customer Service staff between SMECC and MRCC.	●	●	●	●		**Corporate Administration** Sunraysia Mallee Ethnic Communities Council Community Futures	Within operational budgets
Increase accessibility of MRCC website to CALD communities.	Upgrade website to allow easier access for CALD community.	●	●	●	●		**Corporate Administration**	Within operational budgets
Develop engagement tools appropriate for CALD communities as part of the Community Engagement Strategies	Increased engagement and consultation from CALD community members in strategic plan development, project development and Council planning.	●	●	●	●		**Community Futures** All departments	Within operational budgets
Conduct information sessions (linked to fact sheets) targeted at newly arrived communities/new arrivals about MRCC and services.	Regular information sessions targeted at newly arrived community members. 2 x Departments involved per session. Customer satisfaction with information delivered.	●	●	●	●	●	**Community Futures** Partnership with SMECC All departments.	Within operational budgets
Explore the opportunity to utilise local multilingual radio to inform CALD communities about important MRCC messages and develop	Identify what languages have a presence on multilingual radio, audience, etc Investigate inclusion of multilingual	●	●	●	●		**Corporate Administration** Community Futures	Within operational budgets, using existing

process to use this as a communication channel	radio in media releases email, community matters, fact sheets.							publications

Key Area 2 - Services

Action	Measure	Year					Responsibility (Lead Branch in Bold)	Cost
		12/13	13/14	14/15	15/16	16/17		
Improve access to Library Services by translating key Library guides into Easy English and priority languages other than English.	Increased usage of library facilities by members of CALD communities. Customer satisfaction with library services – CALD communities. Library Catalogue guide in Easy English and key languages other than English. Easy English Guide and Internet Guide translated.	●	●				**Leisure and Cultural Services** Community Futures Corporate Administration	Estimated $ 400 per 400-500 word fact sheet
Develop service information based on existing data for language.	Information produced in Easy English and priority languages.	●	●	●	●	●	**Community Futures** All departments	Within operational budgets
Identify opportunities and support application for funding to build capacity for other community organisations of groups to provide playgroup services to CALD communities who are newly arrived.	Funding opportunities identified. Applications supported.	●	●	●	●		**Community Care Services**	Within operational budgets

Key Area 3 - Recreation and Social

Action	Measure	Year					Responsibility (Lead Branch in Bold)	Cost
		12/13	13/14	14/15	15/16	16/17		
Promote, encourage and support casual and competitive sport and recreational opportunities for CALD communities through: - Recreation Grants. - Infrastructure.	Increase in Recreation grant applications from CALD communities. Value of infrastructure.	•	•	•	•	•	**Leisure and Cultural Services**	Within operational budgets
Review communication processes to effectively inform CALD communities about recreational facilities and other appropriate information. - Develop plain English venue hire application templates. - Expand audience receiving recreation newsletter.	Venue Hire application forms reviewed and written in plain English. Collection of CALD community groups and leaders contacts for Recreation database.	•	•				**Leisure and Cultural Services** Community Futures	Within operational budgets
Review the fees and charges policy and the existing incentive process (through discounted fees) for sporting clubs who can demonstrate that they are inclusive: - Develop/identify a guide for Inclusive clubs to be given to local clubs. - Profile and promote	Guide to 'Inclusive sporting clubs' developed/identified and distributed to all sporting clubs within the municipality. 2 x 'Inclusive Club' profiles developed for promotion in the local media, council publications and within communities. Review the existing incentive	• •					**Leisure and Cultural Services** Community Futures Corporate Administration Mallee Sports Assembly	Within operational budgets

Action	Measure						Responsibility	Budget
the clubs that are welcoming and inclusive to all. Community members - Review the fees and charges process / method.	program (discounted fees) developed and implemented (including evaluation plan). Review rewards program impact.		•		•			
Support programs that target CALD women in learn to swim programs and other sport and leisure programs.	Support Program/s.	•	•	•	•	•	**Leisure and Cultural Services** Community Futures YMCA and Belgravia SMECC	Within operational budgets, identify grant opportunities
Develop a Casual Use Policy for recreational facilities that supports social sporting activities in public areas.	Policy developed.	•	•	•	•	•	**Leisure and Cultural Services**	Within operational budgets
Encourage participation and social and cultural opportunities: - Investigate opportunities to develop activation program at Nowingi Place. - Implement Jam Sessions @ Nowingi as part of activation program.	Community groups (including CALD groups) taking advantage of the opportunity and booking in to utilise the stage for Jam session. Community attendance in 'seeing' jam sessions in program.	•	•				**Leisure and Cultural Services** Community Futures Corporate Administration SMECC	Up to $10,000 for 12 month program

Build the capacity of community groups to plan and manage events as part of providing funding: - Continue to work with CALD Groups to assist them in developing and managing their. events more effectively - Work through new CEU process to continue to assist CALD groups. - Develop training/capacity building program for Community and CALD groups.	Increased number of grants. Improved quality of grant applications. Improved quality of event coordination. Community event planning tool kit developed.	• •	•	•	•	•	**Leisure and Cultural Services** Community Futures Corporate Administration	Within operational budget
Identify specific needs of the CALD community in relation to Events and Festivals.	Needs analysis undertaken. Action Plan developed. Action Plan implemented.	•	•	•	•		**Leisure and Cultural Services** Community Futures SMECC	Within operational budget
Support and/or produce significant cultural events/celebrations - Identify opportunities/scope for significant cultural events. - Implement opportunities for significant cultural events.	A significant cultural event is developed or supported (alike to Australia Day, New Years Eve). Community attendance at such an event. Community satisfaction with event.		•	•	•	•	**Leisure and Cultural Services** Community Futures Corporate Administration SMECC, CALD Communities, VMC	Resource allocation will need to be investigated following project scope developed

Action	Measure	•	•	•	•	•	Responsibility	Cost
Promote cultural events/celebrations in our community.	Increased number of cultural events in 'What's On' Newsletter. Increased opportunity/systems to promote cultural events.	•	•	•	•	•	**Leisure and Cultural Services** Community Futures Corporate Administration SMECC, CALD Communities	Within operation budget
Continue to provide support and resources to all MRCC funded event organisers regarding holding inclusive and accessible events.	Inclusive events as part of facilitation process. Inclusive event resource developed and distributed.	•	• •	• •	• •	• •	**Leisure and Cultural Services** Community Futures	Within operational budget

Key Area 4 - Employment

Action	Measure	Year					Responsibility (Lead Branch in Bold)	Cost
		12/13	13/14	14/15	15/16	16/17		
Undertake 'Racial Diversity Workplace Audit' and develop and implement an action plan.	Workplace audit committee established. Audit completed. Action Plan developed. Action Plan implemented.	•	•	•	•	•	**Corporate Management Team** Organisational Development Community Futures Corporate Administration	Within operational budgets

Action	Measure						Responsibility	Budget
Cultural Awareness Training included as part of MRCC Corporate Training and ongoing training session developed for new staff.	Cultural Awareness training undertaken by staff.\n\nOngoing training sessions for new staff developed and provided.	●	●	●	●	●	**Organisational Development**	Corporate training proposal submitted 2012
Review Recruitment process using social inclusion principles: • Explore the use of an application form for recruitment of lower banded roles. • Review the information provided to applicants in the unsuccessful letter to provide more feedback. • Look into opportunities to promote positions at Council in other ways to broaden the reach within the community.	Review completed.		●				**Organisational Development** Community Futures	Within operational budgets
Develop an information session targeted at CALD communities regarding Council employment and recruitment.	Information session conducted and delivered.		●	●	●	●	**Organisational Development** Community Futures SMECC	Within operational budgets
Conduct an annual session with SMT and other key staff on the benefits of a diverse workforce and progress of the strategy. This session would cover employment, work placements and work experience.	Session undertaken with SMT annually.	●	●	●	●	●	**Organisational Development** Community Futures	Within operational budgets

Key Area 5 - Economic and Grants

Action	Measure	Year					Responsibility (Lead Branch in Bold)	Cost
		12/13	13/14	14/15	15/16	16/17		
Develop and implement Communications Plan for MRCC grants.	Grants Communication Plan Developed and implemented.	●	●	●	●	●	**Community Futures** Leisure and Cultural Services Community Care Services Corporate Administration	Within operational budgets
Increase promotion and understanding of MRCC grants to CALD communities by profiling successful projects funded through MRCC.	Number of projects profiled. Increased number of grant applications from CALD community.	●	●	●	●	●	**Community Futures** Leisure and Cultural Services Community Care Services Corporate Administration	Within operational budgets
Update and improve the grants section on the MRCC website.	Grant page updated. Increased number of grant applications from CALD community.		●				**Corporate Administration** Grants PDSA	Within operational budgets

							group	
Deliver targeted grants information sessions to community groups.	Number of CALD community groups engaged. Increase in the number of grant applications from CALD communities. Increased number of CALD community groups and leaders on contact database for grant information.	•	•	•	•	•	**Community Futures** Leisure and Cultural Services Community Care Services	Within operational budgets
Develop an inclusive and accessible grants information pack including a guide to auspicing grants.	Grants information pack/resource developed and distributed. Increase in community group partnership with local organisations. Improve grant reporting, timeliness and quality of reports.	•	•	•	•	•	**Community Futures** Leisure and Cultural Services Community Care Services Corporate Administration Grants PDSA group	Within operational budgets
Develop and deliver (or support) a grants management training or workshop for community groups.	Increase in successful projects and events funded by MRCC. Improve grant reporting, timeliness and quality of reports.	•	•	•	•	•	**Community Futures** Leisure and Cultural Services Community Care Services	Within operational budgets

Key Area 6 - Advocacy and Leadership

Action	Measure	Year					Responsibility (Lead Branch in Bold)	Cost
		12/13	13/14	14/15	15/16	16/17		
As part of the development of the Marketing and Communications Strategy, develop initiatives that promote the positive benefits of cultural diversity to our community.	Actions and processes developed that promote positive benefits of cultural diversity in the region. Number of positive stories and promotions.	•	•	•	•	•	**Corporate Administration** Local Media	Within operational budgets
Increase Corporate images used in Council publications to reflect the diversity within our community.	Corporate image library reflects the diversity within our community.	•	•	•	•	•	**Corporate Administration**	Within operational budgets
Support or develop a leadership program for CALD communities.	Program developed and implemented. Number of community members involved and evaluation of impact.	•	•	•			**Community Futures** Corporate Management Team	Within operational budgets
Advocate for key issues raised by or identified within local CALD communities.	Advocacy opportunities explored and number of advocacy opportunities.	•	•	•	•	•	**Corporate Management Team**	Within operational budgets

Appendix 1: Strategy Context
Council Strategies, Action Plans and Agendas
The Cultural Diversity and Inclusion Strategy also has close links to the following key agendas, plans and strategies:

Municipal Health and Wellbeing Plan
Developed in 2009 the Municipal Health and Wellbeing Plan (MHWP) represents the Mildura Rural City Council's priorities with respect to the development of community health and wellbeing over the next four years. The MHWP provides a framework that guides an integrated approach across Council with respect to supporting health and wellbeing in the local municipality. The key areas within the MHWP that align to the Cultural Diversity and Inclusion plan are:

6.2 Active participation
6.3 Community Strengthening
6.2 Connectivity
6.6 Implement Skilled Migration Strategy
6.8 Population Data

Municipal Early Years Plan
The Mildura Rural City Council Municipal Early Years Plan (MEYP) purpose is to outline a strategic early years plan for our municipality; the overall objective of the plan is to improve the health and wellbeing of young children and their families living in our local government area. The key areas linked to the Cultural Diversity and Inclusion Strategy is discussed under the theme of 'Cultural Issues'. The 'Cultural Issues' theme discusses issues such as access to services, engagement, recognising cultural values and diversity in employment.

Mildura Rural City Council Youth Agenda 2008- 2012
Developed in 2008, the Youth Agenda is a framework that guides the 'whole of council' youth development and strategic planning for the four year period. One of the key areas within the Youth Agenda that links to the Cultural Diversity and Inclusion Strategy is 'Inclusion and Connection to Community' and the specific actions related to this under the Key Strategic Action 2: Actively value and strengthen young peoples' inclusion and engagement in community.

Mildura Rural City Council Libraries: Learning, Leisure and Lifestyles – Strategic Directions 2009-2013
The Mildura Rural City Council Library Strategy 2009-2013 states that the libraries mission is to provide a welcoming and friendly library service that uses it resources strategically to ensure everyone in our community has access to a diverse, relevant and up-to-date range of library materials, services and programs. The libraries principles are defined as 'Inclusive, Community Focus, Customer Service and Collaborative Partnerships'. The library strategy gears into motion many actions that work towards engagement and inclusion of CALD community members into libraries through actions such as access to libraries, resources in community languages,

libraries promoted and encouraged as a meeting place and recognition of diverse culture and history in our community.

The Northern Mallee Positive Ageing Strategy (Strategy for Older People)

The Northern Mallee Positive Ageing Strategy has a focus on the Mildura Rural City Council local government area and also includes the areas of Robinvale and Wentworth. The strategy has considered relevant population and demographic data, the health status of older people in Mildura, policy trends, the current capacity and capability of services in Mildura as well as consultation with regional stakeholders including professional, consumers, families, carers and older people. The Positive Ageing Strategy identifies social inclusion of older people being an issue now and on that will increase as the population of older people continues to grow. It also discusses the importance of information channels and portals that are relevant and accessible for all older people, including a projected increased need for information in languages other than English for members of our CALD communities to continue to have opportunities to participate and have access to services.

Mildura Rural City Council Community Care Services Access and Equity
Report 2010

The purpose of the report is to document the access and inclusion principles of Community Care Services. The Access and Equity report lists services and commitments to inclusive practices, lists current approaches and practices, which are guided by the following principles which are well aligned to the intentions and commitments of the Cultural Diversity and Inclusion Strategy:

Community Care Service' Principles of Inclusion are;
- The promotion of respect for other's values, lifestyle, religion, culture and property
- An entitlement to mutual respect and understanding regardless of background
- That people of all cultural, religious, racial or linguistic backgrounds have the right to enjoy their culture, declare and practice their religion and use their languages
- That services acknowledge, value and promote the diversity that exists within families and community
- Create an environment that is welcoming and inclusive
- Recognise that clients and families have the right to access services which support their cultural identity and community
- Treat all equitably in the belief that everyone has something important to contribute
- Ensure that images used reflect the diversity of the population

Social Inclusion Policy

The purpose of this policy is to provide a framework and set of guiding principles for Mildura Rural City Council to address issues that impact on a well functioning community in order to achieve Council's vision of becoming the most liveable, people friendly city in Australia. MRCC recognises its responsibility and role in

promoting community wellbeing and assisting the development of a community that is supportive, inclusive, tolerant and welcoming.

Human Rights Policy

Council is committed to ensuring compliance with human rights legislation and principles. It considers human rights to be the foundation for freedom, justice, peace and respect, and an essential part of a democratic and inclusive society that respects the rule of law, human dignity and equality.

State

A Fairer Victoria

A Fairer Victoria is the state government's long term commitment to reduce disadvantage and ensure more Victorians have the opportunity, capability and support to lead active, fulfilling lives.

All of Us: Victoria's Multicultural Policy 2009

All of Us re-affirms the Victorian Government's commitment to multiculturalism. This policy demonstrates the ways in which Victoria can achieve a socially progressive society that reaps the real social, cultural and economic benefits that are inherent within our multicultural state.

The Charter of Human Rights and Responsibilities Act 2006 – the purpose of the charter is to protect and promote human rights by recognising that all people are born free and equal in dignity and rights. The charter protects basic civil and political rights in law, and requires public authorities, including local governments to comply with the charter and to consider human rights when making decisions and delivering services.

Equal Opportunity Act 2010– The act makes it against the law to discriminate on specific attributes. The act states the responsibilities for government, business and community to identify and eliminate discrimination.

Federal

The People of Australia – Australia's Multicultural Policy 2010

This policy is the Australian Federal Government's commitment to a multicultural Australia. The policy recognises the benefits and potential that cultural diversity brings. It allows those who call Australia home the right to practice their culture, traditions and language within the law and free from discrimination.

A Stronger, Fairer Australia – Social Inclusion Agenda

The Australian government's Social Inclusion agenda aims to make sure that every Australian has the capability, opportunity and resources to participate in the economy and their community while taking responsibility for shaping their own lives.