ACT MULTICULTURAL FRAMEWORK 2015-2020
Second Action Plan 2019-2020
Canberra’s multicultural community is strong and vibrant. Our city celebrates diversity and encourages participation and contribution from all Canberrans, to ensure we continue to grow as an inclusive and welcoming city.


The ACT Multicultural Framework 2015-2020 Second Action Plan (2019-2020) you are reading was developed through extensive community consultation. The ACT Government partnered with the ACT Multicultural Advisory Council to host six community roundtables during September and October 2018 followed by the 2018 ACT Multicultural Summit on 23 November 2018.

The outcomes and actions discussed in the roundtables and at the Summit are at the core of the Second Action Plan. Thank you to everyone who contributed to the development of the Plan through their participation at these forums.

The Plan communicates the outcomes we are committed to, as well as practical actions we will take and how we will measure our success.

I believe the Second Action Plan will deliver positive change for all Canberrans and ensure the continuing economic and social participation of all people who have made Canberra their home. Importantly, this plan will further the Government’s commitment to social inclusion, making Canberra a place of welcome for everyone.

I look forward to the benefits the Second Action Plan 2019-2020 will bring to Canberra’s multicultural community and to the cultural character of the city.

Chris Steel MLA
Minister for Multicultural Affairs
STRATEGIC OBJECTIVE 1: ACCESSIBLE AND RESPONSIVE SERVICES

We will achieve this objective by focusing on these outcomes:

- Canberra achieving the established level membership of the Welcoming Cities Network.
- Information to welcome people settling in Canberra and assist them to access services is readily available and promoted.
- Digital information on services and programs is readily available and easy to access for people from multicultural communities.
- Data collection to provide a strong evidence base to inform culturally appropriate and relevant service delivery is prioritised.

PRIORITY ACTIONS

1. Benchmark Canberra against the Welcoming Cities Standard to identify areas for improvement as a welcoming community.
2. Develop a Welcome to Canberra Information pack, in partnership with ACT settlement support services, with links to appropriate services.
3. Establish a digital hub for information on multicultural services and programs to enhance the ACT Government’s digital presence and discoverability.
4. Establish an evaluation framework to measure and report on impact of services and programs to support multicultural communities.

OUR METRICS WILL INCLUDE:

- Benchmarking assessment completed against the Welcoming Cities Standard by the end of 2020.
- Development of the Welcome Pack, distribution and user satisfaction.
- Community use of digital platforms.
- Use of Census data, Scanlon longitudinal study and ACT community survey data to inform understanding of the ACT community profile over time.

NEARLY 1 IN 4 PEOPLE SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME

In 2016, 24% of ACT residents aged five and over indicated that they spoke a language other than English at home, up from 18% in 2011. The most common languages other than English were Mandarin, Vietnamese, Cantonese and Hindi.
STRATEGIC OBJECTIVE 2: ENHANCED CITIZENSHIP, PARTICIPATION AND SOCIAL COHESION

We will achieve this objective by focusing on these outcomes:

- ACT Ministerial Advisory Councils collaborate to ensure all Canberrans feel supported and able to access and participate in the life of the city.
- ACT Government recruitment and procurement panel processes support diversity and promote leadership of people from multicultural backgrounds.
- Social cohesion is explored and promoted through public forums and youth engagement programs.
- ACT Government funded services are culturally sensitive and responsive to the needs of multicultural communities.
- A shared commitment amongst all members of the ACT community to strengthen our cultural capacity, and promote cultural diversity and inclusion.

PRIORITY ACTIONS

5. ACT Multicultural Advisory Council (MAC) members engage with other Ministerial Advisory Council Chairs on matters of importance to multicultural communities in their respective areas of focus.

6. Encourage appointments to ACT Ministerial Advisory Councils that reflect the diversity of people living in Canberra.

7. Develop and promote information on unconscious bias and the benefits of diversity in recruitment to ACT Government, local businesses and community sector organisations.

8. Strengthen ACT Government procurement processes to increase cultural competency, cultural awareness and diversity in ACT Government contracts.

9. Promote mentoring and leadership programs to ACT Public Service staff from multicultural backgrounds.

10. Hold public forums, in partnership with the ACT multicultural community, to strengthen social cohesion and participation. At least one forum will be focused on multicultural young people.

11. Embed the ACT Multicultural Framework 2015-2020 principles into an ACT Charter for government agencies, non-government organisations and businesses to adopt in the ACT.

12. Promote representation of women from culturally and linguistically diverse (CALD) backgrounds on boards and committees of all organisations to reflect the proportion of CALD women in the broader community.

13. Consult multicultural peak bodies to ensure the ACT’s wellbeing indicators strengthen inclusiveness and recognise the needs of all community members.

14. Provide financial assistance to support women who are asylum seekers or migrants, and their families, who are at risk of homelessness while waiting for an outcome on their immigration status.

OUR METRICS WILL INCLUDE:

- Number of actions related to multicultural communities on ACT Joint Ministerial Advisory Council agendas.
- Diversity representation on Councils and in the ACT Public Service.
- Diversity and participation rates in mentoring and engagement programs.
- Development and/or promotion of cultural competency and unconscious bias training.
- Participation and engagement in public forums.
- The needs of the ACT multicultural community are recognised in the ACT Wellbeing Index.
STRATEGIC OBJECTIVE 3: CAPITALISING ON THE BENEFITS OF OUR CULTURAL DIVERSITY

We will achieve this objective by focusing on these outcomes:
- Community Services Directorate grants are transparent and effective in celebrating diversity and enhancing social cohesion.
- Language learning is effective, valued and promoted across the community.
- The legacy and contribution of established multicultural communities is acknowledged and valued.

PRIORITY ACTIONS

15. In consultation with community members, review and refine the Multicultural Participation and National Multicultural Festival grant guidelines to deliver on the objectives of the ACT Multicultural Framework 2015-2020.
16. Deliver information and/or training to members of the multicultural community to improve access to grant funding.
17. Undertake an independent review on investment in ACT Community Language Schools.
18. Develop an action plan to encourage, improve and support language education in Canberra schools as part of implementing the Future of Education Strategy.
19. Continue to work with the local Aboriginal and Torres Strait Islander community on languages and culture curriculum.
20. Support and further develop the Languages Showcase at National Multicultural Festival.
21. Collect and promote the oral and printed history of established multicultural communities in the ACT.
22. Engage with the multicultural community to promote and support cultural and linguistic diversity through Libraries ACT resources and learning programs in languages other than English.

OUR METRICS WILL INCLUDE:
- Review of grants undertaken and new guidelines published.
- Community member satisfaction with revised grants guidelines.
- Number of grants training and promotion sessions undertaken and number of multicultural groups successfully acquitting for their grants.
- Independent review of the ACT Community Language Schools funding completed.
- Implementation of recommendations from the ACT Community Language Schools review.
- Number of activities promoting oral and printed history of established multicultural communities and community participation in activities.
CANBERRA
AN INCLUSIVE CITY