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Introduction

The City of Monash with approximately 163,000 residents, is one of Melbourne's most populous municipalities. The City has the largest culturally and linguistically diverse populations within the Eastern Metropolitan Region, and has been ranked 5th out of 79 Victorian Local Governments in terms of its cultural diversity. It is a cosmopolitan city with 37% of its residents coming from more than 30 countries. (Reference Appendix 1.0)

This diversity provides the backdrop for the development of a Multicultural Framework and Action Plan. It is intended that this Framework will set the strategic direction for Council's responsiveness to its culturally and linguistically diverse communities. The development of the City of Monash's Multicultural Framework is a Key Strategic Activity identified within Council's 2005 – 2006 Business Plan.

Developed in association with Council's Multicultural Advisory Committee and other key stakeholders, the Multicultural Framework and Action Plan documents the requirements of the organisation and staff to deliver culturally and linguistically responsive services to the Monash Community.

Methodology

The development of this framework and action plan has involved the following:

- Literature Review – Council and other documents/research relevant to the topic;
- Government Policy and Social Context – Overall policy and social background, particularly recent Commonwealth and State policies, to provide an informed and up to date context for the analysis and interpretation of information;
- Data and Information Collection. Principal data sources include:
 - Australian Bureau of Statistics (ABS);
 - Department of Immigration and Multicultural and Indigenous Affairs (DIMIA);
 - Victorian Multicultural Commission (VMC); and
 - City of Monash.
- Consultation – Information has been provided through consultations with City of Monash staff, Council's Multicultural Advisory Committee and Ethnic Senior Citizens Forum and with the Directors of Migrant Information Centre (Eastern Melbourne) and South Central Migrant Resource Centre.

Community Advocacy and Partnerships

Objective: To enhance partnerships and services to CALD communities

Strategy	Actions
To ensure that all of Council's services and operations are responsive to CALD communities	Develop an internal implementation committee to assist in the implementation of this action plan
	Continue to facilitate the Multicultural Advisory Committee
	Continue to meet on a regular basis with peak bodies and seek feedback on issues to assist Council to advocate for services and programs to CALD communities within the municipality. Including SEAAC
	Investigate other models of service and operational delivery amongst other Councils regarding responsiveness to CALD communities
To develop and consolidate partnerships and networks with CALD communities and organisations	Showcase existing models of services or programs currently operating within the City of Monash responsive to the needs of CALD communities
	Continue to meet with all relevant community leaders and organisations
	Investigate opportunities and models to formalise partnerships with CALD communities, services and organisations
	Continue to utilise the Community Grant scheme as a vehicle to strengthen partnerships with CALD communities
	As appropriate provide support to local ethnic agencies/groups to strengthen services and activities to CALD communities
	Explore opportunities for the development of a Monash Interfaith Council and make recommendations to Council

Service Delivery, Coordination and Planning

Objective: To actively promote a culture of access and inclusion within Council

Strategy	Actions
Develop and maintain a profile of service users and the Monash community	Using available statistical resources (e.g. ABS, MRC, MIC etc) to understand the profile of the community and the implications for service provision
	Develop a reporting framework in order to map the profile of service users
Identify gaps and inconsistencies between the broader community profile and service users profile to respond appropriately to the changing and emerging needs	Analysis of existing data, waves of migration and service implications to be undertaken
Enhance consultation guidelines to maximise CALD input	Review existing consultation guidelines in relation to access by CALD communities
Ensure civic functions/processes and services respond to the cultural diversity within the municipality	Maintain appropriate language links on Council's website
	Recognise the importance and maintain the recognition and profile of citizenship ceremonies

Organisational Responsiveness

Objective: To improve the organisations responsiveness to CALD communities

Strategy	Actions
Develop and implement appropriate training strategy for all staff	Conduct an audit of the current diversity training offered at the City of Monash
	Work collaboratively with Human Resources to develop and implement appropriate training strategy
Develop a language services strategy	Conduct an audit to determine the current level of language services provided
	Explore models of language services across Local Government and their resource implications
	Make recommendations to Council
Develop an appropriate communication strategy sensitive to CALD communities	Conduct an audit of the current communication practices as they relate to CALD communities
	Work collaboratively with Public Affairs to develop and implement an appropriate communication strategy e.g. website and correspondence

Promoting and Celebrating Cultural and Linguistic Diversity

Objective: To promote and celebrate the rich cultural diversity of the Monash community

Strategy	Actions
To celebrate the cultural diversity of the City of Monash	Continue to involve Council's many cultural groups in our festivals and events
	Recognise the contributions of groups and individuals from CALD backgrounds to the City of Monash
	Develop an approach to support and promote days and activities of cultural significance