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Wyong Shire Council

Ethnic Affairs Priorities Statement (EAPS)

November 2007 – October 2008



WYONG SHIRE COUNCIL

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1. Background

NSW is fortunate to have one of the largest culturally diverse communities in Australia. There are approximately 140 nationalities living in the state, 26% of which speak a language other than English. The benefits of this diverse culture are part of what makes Australia an attractive and desirable place to live.

The Central Coast of New South Wales comprises two local government areas –Wyong Shire and Gosford City. The area is one of considerable growth. The average annual growth rate for Wyong Shire between 1991 and 1996 was 2.7% and between 1996 and 2001 was 2.4%. For the year 2001 to 2002, the Shire has grown at an average annual growth rate of 2.0% and for 2002 to 2003 this was 1.6%¹. The resident population for Wyong Shire identified in the 2006 census is 139,803.²

The framework of ethnic affairs policy in NSW was laid down in the late 1970's and early 1980's. Governments recognised that, if immigrants in NSW were to make a successful transition to a new life in Australia, essential services which affect the quality of life of all citizens – schools, health providers, police and transport systems – must be responsive to the needs of a culturally diverse society.

The NSW Government began the Ethnic Affairs Priorities Statement (EAPS) program in 1983. This was the first systematic attempt in Australia to ensure access and equity within government services of any of the States.³

In 1996, following a comprehensive review, the NSW Government enshrined the principles of cultural diversity in State law, and strengthened the ethnic affairs program.

¹ Wyong Shire Council Social Atlas

² Australian Bureau of Statistics

³ Resource Handbook, Ethnic Affairs in the NSW Public Sector

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2. Wyong Shire Demographics

The population of the Wyong local government area has a varied collection of people from culturally and linguistically diverse (CALD) backgrounds. The statistics presented below illustrate this population in the Wyong area.

	2001 Census			2006 Census		
	Males	Females	Persons	Males	Females	Persons
Australia	52,430	55,969	108,399	55,203	59,066	114,269
Bosnia and Herzegovina	12	6	18	21	13	34
Canada	53	62	115	63	84	147
China (excl. SARs and Taiwan Province)(b)	90	111	201	106	130	236
Croatia	54	45	99	61	52	113
Egypt	74	74	148	74	65	139
Fiji	43	62	105	41	69	110
Former Yugoslav Republic of Macedonia (FYROM)	9	5	14	6	8	14
Germany	204	232	436	212	260	472
Greece	64	45	109	76	66	142
Hong Kong (SAR of China)(b)	21	35	56	25	44	69
India	61	73	134	110	103	213
Indonesia(c)	63	64	127	47	63	110
Iraq	9	7	16	5	9	14
Ireland	209	204	413	193	178	371
Italy	257	145	402	255	172	427
Japan	10	20	30	16	33	49
Korea, Republic of (South)	23	31	54	13	29	42
Lebanon	30	25	55	37	28	65
Malaysia	36	56	92	41	67	108
Malta	217	162	379	218	182	400
Netherlands	272	253	525	254	252	506
New Zealand	1,007	1,065	2,072	1,060	1,139	2,199
Papua New Guinea	40	52	92	38	44	82
Philippines	96	306	402	120	332	452
Poland	59	56	115	59	54	113
Singapore	18	24	42	18	30	48
South Africa	98	116	214	157	155	312
South Eastern Europe, nfd(d)	60	48	108
Sri Lanka	13	16	29	17	16	33
Thailand	18	46	64	20	52	72

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Turkey	19	5	24	22	12	34
United Kingdom(e)	3,560	3,759	7,319	3,612	3,784	7,396
United States of America	103	97	200	147	132	279
Viet Nam	17	14	31	21	16	37
Yugoslavia, Federal Republic of(d)	69	68	137
Yugoslavia, Former nfd(d)
Born elsewhere(f)	755	721	1,476	842	871	1,713
Country of birth not stated	3,667	3,773	7,440	4,215	4,660	8,875
Total	63,780	67,804	131,584	67,485	72,318	139,803

(a) This list of countries consists of the most common responses for Country of Birth reported in the 2001 Census.

(b) Special Administrative Regions (SARs) comprise 'Hong Kong (SAR of China)' and 'Macau (SAR of China)'.
(c) In 1996 only, Indonesia included East Timor.

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(d) In 1996 was known as 'Yugoslavia, Former nfd'. In 2001 was known as 'Yugoslavia, federal Republic of'. In 2006, includes persons who stated their birthplace as Yugoslavia.

(e) Comprises 'United Kingdom, nfd', 'Channel Islands', 'England', 'Isle of Man', 'Northern Ireland', 'Scotland' and 'Wales'.

(f) Includes countries not identified individually, 'Australian External Territories', 'Inadequately described', 'At sea' and 'Not elsewhere classified'.

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3. What is an Ethnic Affairs Priorities Statement?

An Ethnic Affairs Priorities Statement is a planning document which incorporates the key ethnic affairs initiatives and priorities of the agency. A full EAPS will describe each ethnic affairs initiative, and indicate the key stages of the initiative – the time-line, the resources and staffing, performance indicators and evaluation processes.

The White Paper *Cultural Harmony The Next Decade 2002 - 2012* contains a definition of EAPS on page 66, viz:

EAPS is a measure of agency performance where the needs of culturally diverse clients are fully integrated into core business, which in turn results in quality service delivery within the framework of the principles of multiculturalism and social justice obligations.

For example, an EAPS usually shows how the agency will:

- deliver services, which are appropriate to a culturally diverse client group, as part of their core business;
- put in place flexible and inclusive consultation processes that are integrated into agency planning;
- provide training for staff on cultural diversity issues;
- Provide language services and information in ways that will reach all clients.⁴

Agencies such as Council should make copies of their full EAPS publicly available via their websites, libraries or on request. This informs the community about the agency's activities, improves public accountability and allows input and feedback into ways to enhance and improve ethnic affairs initiatives.

3.1 *The 4 Principles of Multiculturalism*

The principles of multiculturalism are enshrined in law and are applicable on a National, State and Local level.

The 4 Principles of Multiculturalism as set out in the Community Relations Commission and the Multiculturalism Act 2000 are:

Principle 1

All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.

Principle 2

All individuals and public institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.

Principle 3

All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of New South Wales.

Principle 4

All institutions of New South Wales should recognise the linguistic and cultural assets in the

⁴ Community Relations Commission, for a Multicultural NSW

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population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

Leading from the principles, 4 key objectives underpin the EAPS and Wyong Shire Council will deliver outcomes against these objectives.

The four key result areas are:

- **Leadership**
- **Community Harmony,**
- **Access and Equity,** and
- **Economic and Cultural Opportunities**

4. Local Government Responsibilities

Local Government is required to incorporate access and equity activities in their management plans, and to monitor and report on their implementation in their annual reports, following the introduction of the Local Government (General) amendment (Community and Social Plans) Regulation 1998. These changes are in line with the increased responsibilities on all NSW public sector agencies, following amendments to the Community Relations Commission and the Multiculturalism Act 2000.

All public sector agencies are required to:

- Prepare an Ethnic Affairs Priorities Statement.
- Report on EAPS progress and outcomes, and on the status of any Ethnic Affairs Agreement, in their annual reports.
- Send their annual report, or the extract relating to ethnic affairs, to the community Relations Commission by 14 November each year.

5. Development of EAPS

5.1 Identification of Need

Wyong Shire Council's Community Plan 2002, Management Plan 2006 -2007 and Cultural plan 2005 all identify that Council has a responsibility for making sure that facilities and services are appropriate for and accessible to all residents living in Wyong Shire. Council has acknowledged that not all groups and individuals have equal access to services and resources. Through the Management Plan and the Community Plan, Council has committed itself to developing the strategies and actions needed to address any potential barriers such as language, race/religion, culture etc. As a result of this commitment the Cultural Plan for Wyong Shire 2005, after intensive community consultation, identified the need to develop an Ethnic Affairs Priorities Statement by 2006.

5.2 Consultation

As part of the development of the Wyong Shire Cultural Plan extensive community consultations were held with the CALD communities in the Shire between July and December 2004. Further consultations were held with the multicultural service providers during the development of the EAPS. The preparation of the EAPS was discussed at the December 2006 Multicultural Interagency meeting. The survey was sent to all interested agencies and follow up interviews were conducted with relevant agencies (*see appendix 1*).

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6. Monitoring and Reporting

Strategies listed in the key result areas of the EAPS have defined responsibilities, timeframes and performance indicators. The strategies will be monitored annually by the Cultural Planner and the Community Development Policy Officer in consultation with the relevant departments.

The identified results will be reported in Councils annual report, as required under section 428 (2) (j) of the Local Government Act and reflected in Council's Community Plan. A copy of the annual report, or the extract relating to ethnic affairs, will be sent to the Community Relations Commission.

7. Review

This document will be reviewed each 12 months by the Community Development Policy Officer. Successive updates will assist in developing a best practice model as it relates to Wyong Council but also ensure that Council is seen as a leader in the CALD community.

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8. Key Result Areas

8.1 Leadership

Initiative 1: Provide leadership in implementing the principles of multiculturalism

Strategies/Tasks	Responsibility	Resources/Budget	Timeframe
Support Harmony Day Initiatives	Community Development Team All Council Departments Multicultural Interagency	Staff time	Annually
Regular Council updates to be placed in multicultural newsletters	Manager, Communications Community Development	Staff time Central Coast Multicultural Project	Bi monthly and ongoing

Performance Indicator: Council shows initiative in implementing the Principles of Multiculturalism.

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8.2 Community Harmony

Initiative 1: Community development and unity in the community is supported.

Strategies/Tasks	Responsibility	Resources/Budget	Timeframe
Integrate multicultural component into new arrivals program.	Community Development in partnership with multicultural agencies.	External funding to be found to initiate program then within existing budget.	March 2008 and ongoing
Council assists multicultural groups/agencies with community funding applications when needed.	Community Development Future Planning	Staff time	Ongoing
Include multicultural component into funding applications eg funding for interpretation of written materials.	Whole of Council	Staff time	Immediately and ongoing

Performance Indicator: Council initiatives will include a multicultural component.

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8.3. Access and Equity

Initiative 1: Wyong Shire Council has appropriate customer service strategies in place to ensure equity of access for people with a CALD background

Strategies/Tasks	Responsibility	Resources/Budget	Timeframe
Promote use of library for accessing multicultural material.	Manager, Library Services	Within existing budget	Ongoing
Provide cultural awareness training for customer service staff.	Team Leader, Training & Development Services	Within existing budget	July/August 2008 and ongoing
Develop bi-annual multicultural information forums assisted by interpreters.	Community Development Team	Council Departments as needed Central Coast Multicultural Project	March 2008 and ongoing
Develop protocol for use of interpreters to be accessed on request.	Community Development Policy Officer Supervisor Customer Service	Staff time	December 2007

Performance Indicator: Increased usage of Council services by people with a CALD background.

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8.4. Economic and Cultural Opportunities

Initiative 1: Multicultural arts and artists are an integral part of the cultural life of the Shire.

Strategies/Tasks	Responsibility	Resources/Budget	Timeframe
Ensure information on community arts programs is sent to the relevant multicultural agencies to be distributed to their networks. Be proactive in encouraging people from a CALD background to participate in community arts programs	Community Artists	Staff time	Immediately and ongoing

Performance Indicator: Increased participation in community arts by people with CALD backgrounds.