SUMMARY IN LANGUAGES OTHER THAN ENGLISH

English
Burwood Council recognises and celebrates cultural diversity within the community. The Multicultural Strategy demonstrates Council’s commitment to developing an inclusive community, where all cultures are respected and valued. The strategy describes how Council will work towards ensuring its programs, services and facilities are accessible to residents from culturally and linguistically diverse backgrounds. The strategy reflects Council’s commitment to working together with the community to strengthen engagement, build relationships and maintain community harmony.

For information about Burwood Council’s Multicultural Strategy in a language other than English, contact the Community Development section on 9911-9911, or the Translating and Interpreting Service (TIS) on 131-450.

Arabic
يُقدر مجلس مدينة بيرود ويفتتح بتالي التنوع الثقافي في المجتمع. تدعم استراتيجية التنوع الثقافي إلتزام المجلس بتلبية مجتمع يتميز بالمشاركة وحوار، ويقدم جميع الثقافات. كما تعتبر الاستراتيجية الكفيلة التي سوف يعمل بها المجتمع من أجل تحسين وصول السكان بمحتف خواصها الثقافية اللغوية لبرامجه وخدماته ومرافقه. وتعزز الاستراتيجية أيضاً إلتزام المجلس بالعمل سويًا مع أفراد المجتمع لتعزيز الأشكال وبناء علاقات وحفاظ على الانسجام.
لمزيد من المعلومات عن إستراتيجية مجلس مدينة بيرود للتنوع الثقافي بلغات خلاف الإنجليزية، يرجى الاتصال بقسم تلبية المجتمع على الرقم 9911-9911 (TIS) أو الاتصال بقسم الترجمة والترجمة على الرقم 450-131.

Chinese Simplified
伯伍德（Burwood）市议会赞赏并弘扬社区多元文化。《多元文化策略》展示了市议会努力建设一个尊重和珍视所有文化的包容性社区的决心。该策略描述了市议会为确保多元文化和语言背景居民均能参与其各项计划、享受各项服务和设施而将要采取的举措，并体现了市议会积极与社区协作，加强参与、建立关系和维持社区和谐的承诺。

使用英语之外的其它语言查询有关伯伍德（Burwood）市议会《多元文化策略》的信息，请致电社区发展部（Community Development section）9911-9911，或翻译与传译服务（TIS）131-450。

Chinese Traditional
實活（Burwood）市議會讚賞並弘揚社區多元文化。《多元文化策略》展示了市議會努力建設一個尊重和珍視所有文化的包容性社區的決心。該策略描述了市議會為確保多元文化和語言背景居民均能參與其各項計劃、獲享各項服務和設施而將要採取的舉措，並體現了市議會積極與社區協作，加強參與、建立關係和維持社區和諧的承諾。

使用英語之外的其他語言查詢有關實活市議會《多元文化策略》的資訊，請致電社區發展部（Community Development section）9911-9911，或翻譯與傳譯服務（TIS）131-450。

Greek
Ο Δήμος του Βεροοϊ ονομαζόμενοι και τιμά την πολιτιστική ποικιλομορφία εντός της κοινότητας. Η Πολυπολιτισμική Στρατηγική καταδεικνύει τη δέσμευση του Δήμου για την ανάπτυξη μιας περιεκτικής κοινότητας, όπου όλοι οι πολιτισμοί τυχόνιοι συμβάντος και εκτίμησης. Η στρατηγική αυτή περιγράφει τον τρόπο με τον οποίο ο Δήμος θα εργαστεί για να εξασφαλίσει ότι τα προγράμματά του, οι υπηρεσίες του και οι εγκαταστάσεις του είναι προσβάσιμα για τους κατοίκους από διαφορετικές πολιτισμικές και γλωσσικές καταγωγές. Η στρατηγική αυτή αντανακλά τη δέσμευση του Δήμου για συνεργασία με την κοινότητα για την ενίσχυση της δέσμευσης, την οικοδόμηση σχέσεων και τη διατήρηση αρμονίας στην κοινότητα.
Για πληροφορίες σχετικά με Πολυπολιτισμική Στρατηγική του Δήμου Βεροοϊ σε γλώσσα εκτός της αγγλικής, επικοινωνήστε με το τμήμα Κοινοτικής Ανάπτυξης στο 9911-9911, ή με την Υπηρεσία Μεταφραστών και Διερμηνευτών (TIS) στο 131-450.
Multicultural Strategy for the CALD Community in Burwood – October 2013
ABBREVIATIONS AND DEFINITIONS

ABS
Australian Bureau of Statistics

Access
The necessary conditions enabling individuals or groups to use Council’s services, programs and facilities, regardless of race, culture, religion, language, age, gender or ability.

Access and Equity
A principle that affirms that all people, no matter what their language, religion or cultural background, have an equal right to access services, facilities and programs, and should be able to expect fair and just outcomes.

Ancestry
Defines cultural association and ethnic background of an individual going back three generations. Ancestry is a measure used to gauge the size of cultural groups in an area, regardless of where they were born or what language they speak.

CLAS
Community Language Allowance Scheme

Culturally and Linguistically Diverse (CALD)
Culturally and Linguistically Diverse, usually abbreviated to CALD, refers to people for whom English is not their primary language, or who were born into a culture significantly different to the dominant Australian culture, and includes migrants from non-English speaking countries and refugees.

Cultural Competence
Capability to work with people from different cultures.

Cultural Diversity
The term cultural diversity refers to the range of different cultures represented in the population. Culturally diverse communities are those whose members identify as having non-mainstream cultural affiliations by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home.

CRC
NSW Community Relations Commission

DIAC
Commonwealth Department of Immigration and Citizenship

Ethnic
Relating to or characteristic of a people, especially a group, sharing a common and distinctive culture, religion or language.

Language Aides
Bilingual Council Officers who can assist with basic interpreting and translations.

LEAPS
Local Ethnic Affairs Policy Statement
**Migrant**
A person who was born overseas and has obtained permanent Australian resident status prior to their arrival.

**Migration**
The movement of people from one place to another.

**Multiculturalism**
A broad concept that recognises the right of all to enjoy their cultural heritage, to equal treatment and to enjoy the same opportunities, irrespective of cultural, religious, linguistic or ethnic background.

**New and Emerging Communities**
Groups of people that are small in number and newly arrived to an area and include groups assisted under the humanitarian program. There has been a significant increase in the number of new and emerging communities over the past five years. The following are some of the characteristics new and emerging communities;
- Comprise individuals who are unfamiliar with mainstream government services that are available in Australia
- Lack established family networks, support systems, community structures and resources when compared to established communities
- Less likely to be able to locate services that can help meet basic needs

**NESB**
Non-English speaking background. A previous way of describing CALD communities, replaced as it focused on language without due recognition of culture.

**Social inclusion agenda**
The Australian Government’s vision of a socially inclusive society – “one in which all Australians feel valued and have the opportunity to participate fully in the life of our society.”
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Burwood Council’s Community Development section would like to acknowledge the contributions and feedback received from Council staff, community members and service providers in the preparation of this Strategy.
1. EXECUTIVE SUMMARY

Burwood is a dynamic and diverse area with a large and growing multicultural population. Over the past ten years there has been significant change in the diversity and cultural make up of the area. Previously, Italian and Greek migration were predominant, in recent times the Chinese-speaking community has grown significantly and now represents around a quarter of the total population.

Burwood Council recognises, values and celebrates cultural diversity and embraces the challenges inherent in such diversity. Council has a long and proud tradition of planning and acting to support the needs and aspirations of the community who come from culturally and linguistically diverse (CALD) backgrounds and encouraging people to work cooperatively towards the common good.

Council recognises that CALD communities face barriers in relation to accessing services and facilities and in participating in community life through a range of factors, including language and culture. Council already has in place a comprehensive range of activities to support CALD communities, including translating documents, using the skills of bilingual workers, running forums in community languages and maintaining multilingual book collections. Council has developed this Multicultural Strategy to reaffirm and strengthen its commitment to creating an inclusive place where all people are respected and valued, regardless of ethnicity, language or religious beliefs.

This Multicultural Strategy has developed in accordance with the principles and practices outlined in a range of federal, state and local government legislation and policies. It is consistent with the vision expressed in Council’s community strategic plan, Burwood2030

*A well connected, sustainable and safe community that embraces and celebrates its culture and diversity*

The strategy will be implemented in conjunction with Council’s Delivery Program and Operational Plan to address issues specific to local CALD communities.
The Multicultural Strategy will increase Council’s capacity to:

- Create a more inclusive community where people feel they belong
- Maintain a harmonious and cohesive community where diversity is celebrated
- Build closer relationships with CALD leaders and communities
- Promote access to its services and facilities
- Develop further opportunities for participation in civic life by all people in Burwood
- Provide information to people about the way the social systems operate in Burwood
- Meet its social and legislative obligations.

In preparing this strategy, staff undertook a range of tasks. Council’s current activities in relation to the CALD community were audited, current legislation and policies were reviewed, consultation was undertaken with CALD community groups and service providers and actions were developed to respond to the main issues identified.

The strategy covers a three year period from the present until 2016, in accordance with Council’s elected term. The action plan has been developed with an eye to the financial and staffing requirements. Council staff have been consulted to ensure that the actions listed are achievable. The actions include ones to be delivered in the next twelve months (2013/2014), ones to be implemented the following year (2014/2015) and ones that are ongoing. The strategy will be reviewed in 12 months and further actions may be identified for 2015/2016.

In summary, Council will continue to translate key documents and hold forums in community languages, where it is deemed that this will improve communications with particular community groups. This in turn will assist residents to understand their rights and responsibilities as citizens of Burwood Local Government Area.
Council will continue to utilise its resources to support the CALD communities in Burwood. The new Library and Community Hub, currently under construction and due to be opened in early 2014, will be a focal point for the community, providing access to information, programs, resources, technology and meeting spaces. Woodstock Community Centre will continue to provide a range of programs that are accessible to the CALD community, as will the Enfield Aquatic Centre to provide more opportunities for active participation in civic life.

Staff are also committed to working in partnership with leaders of the CALD community. One of the key actions to be implemented in the next 12 months will be the re-establishment of a CALD advisory group, which will pave the way for ongoing two-way communications between Council and the community. Staff will continue their collaboration and partnership work with external services, such as the Metro Migrant Resource Centre and build capacity and engagement with CALD community groups.

A range of strategies that be implemented by Council that will enhance the skills and knowledge of its staff to meet the needs of residents from CALD backgrounds. This includes the ability to identify the need for interpreters.

One of the main aims of the strategy is to build cultural diversity principles and considerations into the core processes of Council’s operations. This will lead to an effective whole-of-Council approach to responding to the issues experienced by the growing CALD communities in Burwood and enable Council to continue to increase the accessibility of the services and facilities it provides. The full list of actions proposed under this strategy can be found in Section 7.

The Multicultural Strategy aims to achieve the balance between providing accessible services and facilities for CALD communities and supporting individuals and groups to build their capacity towards self-sufficiency. The strategy will be reviewed and updated on an annual basis to ensure it remains relevant to the needs of the community and in line with Council’s available resources.
2. BACKGROUND

Burwood Council’s commitment to multiculturalism
Burwood Council has a longstanding commitment to multiculturalism. Council demonstrated its commitment to culturally and linguistically diverse (CALD) residents by participating in the NSW Department of Local Government Local Ethnic Affairs Policy Statement (LEAPS) pilot program in 1987. This program and the associated planning framework showed how local government could address the needs of a culturally diverse society within its charter. Council went on to develop a LEAPS policy document in 1997. The adoption of this policy led to a wide range of activities being implemented based on access and equity principles which addressed legislative responsibilities to cultural diversity. Some of the achievements from the 1997 LEAPS policy include:

- Language Aides Program and Policy
- Community Language Allowance Scheme
- Multilingual information sheets
- Enhancement of Library collections and resources in languages other than English.
- Consultations with individuals and communities from CALD backgrounds

Council later developed a Social Plan in accordance with the Local Government (General) Regulation (1999), which considered the needs of the CALD residents as one of seven mandatory target groups.

Policy and legislation
Multicultural planning in Council’s operates within the context of national, state and local government policies and legislation.

National
The Federal Government in recent years has introduced a number of policies that detail its commitment to a multicultural Australia. These include:

- The Australian Government Access and Equity Strategy – first established in 1985 and reviewed by the Access and Equity Inquiry Panel 2012
- Social Inclusion Agenda (2009)

The Federal Government has also implemented some initiatives at a local level including the Diversity and Social Cohesion Program, National Harmony Day and the Settlement Grants Program.

State
Since 1983, all NSW Government agencies have been required to have a multicultural plan (previously known as an Ethnic Affairs Priorities Statement). The Community Relations Commission and Principles of Multiculturalism Act (2000), requires all public authorities to implement and report on the principles of multiculturalism as stated in Section 3 of the Act. Council supports and implements the four principles in the ACT, which state;

1. All individuals in New South Wales should have the greatest opportunity to contribute to, and participate in, all aspects of life
2. Provisions are made for the culture, language and religion of others and that these are respected

3. All residents are able to participate in relevant activities and programs provided or administered by Council

4. Cultural and linguistic assets are promoted and celebrated as a valued resource.

The NSW commitment to cultural diversity and community harmony is further strengthened through the:

- White Paper: Cultural Harmony; The Next Decade 2002-2012
- Multicultural Advantage 2012-2015
- NSW State Plan.

Local

At a broad level, Section 8 of the NSW Local Government Act (1993) incorporates a charter which states that councils are required to provide, after consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services are managed efficiently. Furthermore, councils are required to exercise their functions in a manner that is consistent with and actively promotes the principles of multiculturalism.

The Local Government Amendment Planning and Reporting Act (2009) introduced a new Integrated Planning and Reporting approach to councils by the Division of Local Government and strengthened councils’ strategic approach to the delivery of services. It also provided greater involvement by the community in the process of forward planning and guided councils on how to address and integrate local social, environmental, economic and civic leadership issues based on the social justice principles of equity, access, participation and rights.
As part of Integrated Planning and Reporting, councils are required to develop a long term Community Strategic Plan (CSP), based on extensive community engagement. Underpinning the CSP is a set of social justice principles outlined below:

- **Equity** – there should be fairness in decision making, and prioritising and allocation of resources, particularly for those in need
- **Access** – all people should have fair access to services, resources and opportunities to improve their quality of life
- **Participation** – everyone should have the maximum opportunity to genuinely participate in decisions which affect their lives

Rights – equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.
3. COUNCIL’S MULTICULTURAL STRATEGY 2013-2016

Council has undertaken the development of the current Multicultural Strategy in response to its continuing commitment to improving the quality of life of community members from CALD backgrounds and to fulfil its obligations under the various policies and legislation described in the previous section. The strategy provides Council with a strategic approach to addressing cultural and linguistic barriers to its programs and services and to support active participation in community life.

Council’s Multicultural Strategy is based on consultation with the community, an assessment of past and current activities associated with CALD communities, a review of current legislation and policy and a gap analysis to identify where resources can be best targeted to achieve positive change. The strategy incorporates an action plan describing how Council will respond to identified challenges. The strategy reflects a whole-of-Council approach in planning and providing services and facilities and incorporates initiatives aimed at improving equity and access to residents from CALD backgrounds.

Links with Burwood2030 – Community Strategic Plan
The Community Strategic Plan (CSP) Burwood2030 is the overarching plan which informs all activities of the organisation. The CSP is the community’s 20 year blueprint for the future of Burwood. It includes the long-term strategic vision for the Burwood Local Government Area.

The CSP clearly identified the importance of culture, cultural diversity and engagement to the people of Burwood. The community’s long term vision for Burwood is:

A well connected, sustainable and safe community that embraces and celebrates its culture and diversity

Council’s four year Delivery Program and annual Operational Plan provide the strategies and actions that Council will undertake to realise the vision. The Multicultural Strategy will be implemented in conjunction with Burwood2030 and the associated Delivery Program and Operational Plan to address issues specific to the CALD communities in Burwood. This approach will help to ensure that the principles of multiculturalism are integrated into Council’s policies, practices and programs.

Aims of the Multicultural Strategy
The multicultural strategy aims to:

- Implement Council’s overarching vision, as stated in Burwood2030
- Demonstrate Council’s commitment to multiculturalism in Burwood
- Respond to the identified needs of CALD communities in Burwood
- Identify key multicultural challenges with actions to address them
- Utilise a whole-of-Council approach.

The next sections provide the demographic background of Burwood, Council’s current activities to support local CALD communities, current issues and service gaps identified through recent research and an action plan to address identified issues.

4. BURWOOD’S CULTURAL DIVERSITY

The following demographic information provides a snapshot of the local cultural diversity context and shows why it is important to have a Multicultural Strategy in Burwood. In order to obtain a more complete picture of Burwood’s cultural diversity and ethnic characteristics the sections on Birthplace,
Ancestry (which goes back three generations), Language Spoken at Home, Proficiency in English and Religion should be viewed together. A more detailed demographic breakdown can also be found in the appendix.

**Overall**
Burwood is a mixed residential and commercial area with over 4,400 registered businesses of which 1,750 are employing businesses, across a wide range of sectors, including two main shopping centres. The population of Burwood is estimated at 34,781 (Census 2011).

**Birthplace**
Burwood is the fifth most culturally diverse Local Government area in Australia. The 2011 Census showed that 52.6% of Burwood’s population were born overseas, compared to 34.2% Greater Sydney. Of this total, 48.8% are from non-English speaking backgrounds from over 110 countries.

According to the Census data, this diversity is increasing, with nearly 30% of the population arriving from overseas in the last five years. The largest non-English speaking countries of birth in Burwood are China (14.9%) followed by India (4.7%), South Korea (3.8%), Italy (3.5%), Nepal (2.9%), Hong Kong (2.0%), Lebanon (1.9%), and Vietnam (1.8%).

**Language**
The 2011 Census data indicates that there are a growing proportion of people from non-English speaking backgrounds. There was a smaller proportion that speaks English only (35.8% or 11,604 people), with 59% of the Burwood population speak a language other than English at home. The main languages spoken at home, other than English, are Mandarin, Cantonese, Italian, Korean, Arabic, Greek, Nepali, Hindi and Vietnamese.

There are 3,877 people or 12% of the population who report difficulty in speaking English.

**Ancestry**
The top 10 ancestries in Burwood were Chinese, Australian, English, Italian, Irish, Indian, Lebanese, Korean, Greek and Scottish.

**Religion**
The most common religion in Burwood is Western (Roman) Catholic, with 27.8% of the population (just over 9,000 people). This is followed by Buddhism, Hinduism, Anglican, Greek Orthodox, Presbyterian, Reformed, Uniting Church, Maronite Catholic and Islam. The largest changes between religious affiliations have been the increase in growth of Hinduism and Buddhism.

**Patterns of Migration**
In the period May 2008 to April 2013, skilled migrants were the predominant group followed by families. Burwood has a relatively low number of refugees and humanitarian entrants when compared to other areas in Sydney. The largest numbers of refugees in Burwood come from China, Sri Lanka, Burma, Iran and Iraq.

Traditionally the largest migrant populations in Burwood have been the Italian and Greek communities. However, these populations have been decreasing since 2001. Since 2001, the Chinese population in Burwood has more than doubled. China has now become the largest overseas-born group in Burwood after India and Korea. The Nepalese are a new and emerging community which is settling in Burwood and surrounding Local Government areas.
The proportion of Chinese born people residing in Burwood is now one in four of the population (25.2%) or 8,175 people. Under the Global Migration Index, areas where more than 25% of the foreign-born population are from one country are considered as having a dominant ethnic group (Globalisation and Cities Research Program ANZSOG Institute for Governance at the University of Canberra 2013).

Burwood suburbs with the largest CALD populations are South Strathfield, North Strathfield, Strathfield, North Burwood and Burwood.

Burwood recorded the second highest proportion of new international migrants in the whole Sydney region, with City of Sydney recording the highest. Recent arrivals 2006-2011 by country of birth are China, India, Nepal, Korea (South) Hong Kong and the Philippines.

Burwood LGA also has the highest percentage of new migrants without Australian citizenship in both 2006 and 2011. This has increased since 2006 from 39.5% to almost 45%.

More recently established migrant populations which are increasing are from Korea (predominantly South Korea), South Asian communities (predominantly Hong Kong and Vietnam) and Indonesian.

**Summary**

In summary, the statistical data indicates that the community profile of Burwood is changing. As the Greek and Italian migrants age they face increasing difficulty with communication. The older Chinese and Korean populations also face challenges with communication with English. New migrants from overseas continue to arrive and, as highlighted above, 30% of the population in Burwood have arrived in Australia within the last five years.
The largest non English speaking communities are Chinese (speaking mainly Mandarin and Cantonese), Arabic (the largest language in total spoken by communities from Lebanon, Egypt, Iraq and several other countries), Greek, Italian, Vietnamese and Korean. There are also significant Hindi, Tamil and Indonesian communities in Burwood.

Migrants from China and South Asian countries are the fastest growing groups in numbers in Burwood LGA. The South Asian migrants are predominantly skilled migrants, with the majority having a tertiary level of education and good English proficiency.

The other growth to note is the South Asian population, which people from the following countries of origin – India, Sri Lanka, Bangladesh, Pakistan, Nepal, Bhutan and the Maldives. In the 2011 Census, the South Asian population in Burwood totalled 2,836.

Researchers from the ANZSOG Institute for Governance at the University of Canberra, and the Commonwealth Department of Immigration and Citizenship (DIAC), have studied changes in migration across the Sydney region by both internal and international migrants. The changes have been compiled into a global mobility index and Burwood is ranked fifth out of Sydney’s most globally attractive areas, making it a significant target area for migration.
5. COUNCIL’S CURRENT ACTIVITIES

In preparing this strategy, an internal audit was conducted of activities undertaken currently in Council that support the CALD community. The following direct and indirect activities were identified.

Customer Services

Council provides a range of services to residents from CALD backgrounds through Customer Services. This includes bilingual staff who are available at the front service counter and Language Aides who speak a number of community languages and can be called upon to assist with basic interpreting. Multicultural signage is provided in the Council foyer and the ticketing system is available in Chinese.

Staff also use the telephone interpreting service (TIS) and Council’s letterhead includes information on how to access translations if required. Many brochures, information booklets, fact sheets and directories are available in community languages. Translators and interpreters have been used for workshops on major strategic developments and community issues. Council’s website has a number of translated pages available.

Community Events

Each year, Council celebrates its rich diversity through citizenship ceremonies, Lunar New Year, Harmony Day, Burwood Festival, Australia Day and many others. Some of these events are CALD specific and CALD communities are encouraged to participate in those provided for the general public through publicity in the ethnic media.

Community Services and Facilities

Council delivers a range of services and facilities for the CALD communities in Burwood. Speakers Corner is an English language conversation program held at Woodstock Community Centre which helps improve English language skills and understanding of Australian society. General programs and events are delivered such as activities for seniors, Seniors Week and International Women’s Day which are well patronised by CALD residents.
Presentations and community forums are provided in community languages for aged residents on Council’s Home and Community Care (HACC) services, including podiatry and volunteering. Information booklets on HACC services are provided which are translated into 15 community languages.

The Volunteer Network engages bilingual volunteers to support programs for CALD members with limited English language proficiency.

Council often obtains grants to deliver particular project. This includes the Different People Different Voices Project, which built youth resilience to cultural isolation and intolerance; and the Watchout project which incorporated a crime prevention through education project for the Chinese speaking community. Transition to School is another program for families which is held using translated resources, and the Children and Family Directory is translated into community languages.

Council also provides funding to community groups on an annual basis through its Community Grants program. Some of those funds from that program are targeted to the CALD community.

The Enfield Aquatic Centre delivers a range of functions and services for the CALD community. There is a Korean learn to swim program, a Chinese specific program and a weekly Tamil exercise program for older Tamil residents. For some cultures swimming is not a traditional activity and has become a new activity through the Enfield Aquatic Centre.

Council has several community buildings which are available for use by CALD groups for meetings and other activities. These are important and well used facilities.

**Library**

Council’s Library provides a wide range of services and resources for the CALD communities. There is a range of community language resources available, including extensive resources in Chinese, Korean and Hindi and some Italian resources. Access to data bases and information from other providers is available through links with the State Library.

A range of programs is provided, including monthly bilingual story time, translated talks, English language conversation classes and an online tutor service for adults in numeracy and literacy.

Bilingual staff are available at the Library who can assist with community access services and resources, and a new self loans system has been implemented which is available in 19 languages.

**Environmental Sustainability**

Council’s Environmental Sustainability section translates environmental and waste fact sheets in Chinese and Korean and the recycling brochure into Chinese. The recycling calendar uses universal pictorial language to assist with broad understanding for those with poor English. In addition, food skills and public health workshops are held in community languages.

**Partnerships**

Council staff work closely with external individuals and groups to support CALD communities. The Multicultural Advisory Committee was re-established in 2009 (currently in a review period) and met regularly to provide input and advice to Council on matters of concern to the CALD community.

Partnerships have been developed with the Inner West Multicultural Network (IWEN), Metro Migrant Resource Centre and Chinese Australian Services Society (CASS). This has led to many projects including employment expos, International Students Research project, domestic violence resources, financial literacy project and the Speakers Corner program.
Burwood was identified and declared as a Refugee Welcome Zone in June 2009 and Council celebrates Refugee Week in conjunction with the Metro Migrant Resource Centre.

Burwood Council has also developed a number of Sister and Friendship Cities over the years, which reflect the ethnic population makeup and history, including:

- Tienjing Municipality of Churzhon in China
- Geumchoen-Gu in South Korea
- Calabria region in Italy
- Imar region in Lebanon
- Sandakan

Research

Council staff undertake a great deal of work behind the scenes to understand the local community and its needs. This includes regular demographic analysis in relation to CALD communities and consultation with local community groups. Staff also collect information about the use of services and facilities to support planning of future service provision.

Staff Support

Council provides a range of support to its staff to better equip them to work with CALD communities. This includes providing cross cultural training and incorporating CALD information during induction for new workers. The Language Aide staff are also trained and remunerated for the additional work they undertake.

Conclusion

Many of the actions listed above continue to meet the needs of the CALD communities in Burwood and will be continued into the future and may be enhanced. Some listed projects will end, as their objectives have been met, and some new initiatives will be introduced in accordance with the community needs described in the next section.
6. ISSUES AND SERVICE GAPS

The following is a summary of the key issues identified in relation to CALD communities drawn from the research and consultation undertaken, both internal and external, in preparing the Multicultural Strategy. The research included a survey of local service providers, focus groups with targeted community groups and meetings with a range of Council staff. Current Census data was analysed and relevant research was reviewed, including Council’s recent Customer Satisfaction Survey.

The issues noted below include problems, concerns, strengths and opportunities. The issues have been divided into themes that emerged from the analysis, and there is some crossover between themes.

**Communication and information dissemination**

There was a broad awareness among staff that a significant proportion of residents in Burwood are from CALD backgrounds and that language and culture may be barriers to accessing a full range of Council services and programs. Staff make a significant effort to assist people from CALD backgrounds and this is reflected in the strong satisfaction ratings achieved for face to face and phone contact in the recent customer satisfaction survey.

However, there continues to be language and cultural barriers for many CALD residents and at times a lack of understanding of social systems. This can impede access to programs and services provided by Council and reduce access to other mainstream agencies, such as Centrelink and aged care. English language proficiency was identified by all service agencies as one of the most important issues across all language groups for the community that can lead to improved outcomes for the CALD community.

The diverse workforce in Council is a positive and valued resource. Council has staff representing a variety of cultures and bilingual staff to support customers and the feedback indicated this should be maintained and strengthened to reflect the changing community.

Council also provides a range of translated resources; however the high cost generally limits coverage to Chinese and Korean languages. The community satisfaction survey indicated that most people obtain their information from brochures and flyers, so targeted translation of material of this kind in the future would be worthwhile.
The interpreting service TIS is well used and receives around 46 calls on average per month from Burwood. The majority of callers to this service are of Chinese descent (Mandarin and Cantonese speakers), followed by Korean and Italian. Customer Services often access a Language Aide on a daily basis (primarily Chinese speaking). However, not all staff have used this service or are aware of the procedure for accessing an interpreter.

There was positive feedback regarding Council’s customer service ticketing system, which provides two language options, currently English and Chinese. An extension of this service to other languages would be valued.

**Summary of communication and information dissemination issues**

- Language and cultural barriers continue to limit access to Council’s services and facilities by the local CALD communities
- Lack of knowledge of social systems by CALD communities can impact on delivering efficient and effective services

**Access to services and facilities**

According to Census data, cultural diversity in Burwood LGA is increasing and there is change in the main migrant groups. The Italian and Greek communities have been decreasing in size since 2001, with a growth in numbers of people from China, Korean, Nepal, Hong Kong and Vietnam. This is creating a need for program and support services to enable inclusion and participation in the community, both for those who are newly arrived and the more established CALD community groups.

Some service providers identified the need for parenting programs particularly for young CALD families who express difficulty due to lack of knowledge and skills particularly in a new country and without family support.
As the community ages there is also an increased need and demand for aged services, many of which are from a migrant background. People from CALD backgrounds are more likely to need access to services which are culturally and linguistically appropriate. Over the past ten years there has been a significant shift in funding away from ethno-specific services towards general multicultural providers and migrant resource centres. As a result there are limited ethno-specific community organisations and multicultural service providers in Burwood for the CALD community, with the majority being based outside the local area. This leaves a gap for the ageing CALD community and the particularly the newly emerging groups in particular as they attempt to settle in the area.

A settlement outreach officer working at least one or two days per week is required, and a base would need to be found for this position due to the limited number of community facilities in the Burwood LGA. Community transport services will become a priority or an essential support for many elderly CALD residents who need to access services outside of the Burwood area. Council is well aware of the need of the growing need for aged care facilities through Council Ageing Strategy 2011-2016.

Burwood lacks a focal point for information and support services, particularly for newly emerging CALD communities. An important consideration is the ability of groups to meet in their local area, to participate in activities and to socialise to break down social isolation. Many groups already meet where they can to provide social activities for their members, and there is a need for more affordable and accessible community public spaces.

The library is the most used Council facility by the CALD community, followed by parks, playgrounds and open space, Enfield Aquatic Centre and the community centres. The library is a key resource for the CALD community in Burwood, particularly for new migrants. It is often the focal point for community interaction and a place to access information and local knowledge. The role of the library for the CALD and wider communities is diverse, providing access to information and communication technologies, meeting the educational and recreational needs of the community, preserving and promoting cultural heritage and enabling lifelong learning.

The library has a number of key strengths including bilingual staff, a multicultural librarian and multicultural collections. There is an opportunity to make better use of these resources, including developing new ways of working with CALD communities, building relationships, enhancing community group support,
capacity building, community engagement and outreach. There is also an opportunity for a more responsive and flexible service delivery to meet the needs of the changing CALD community.

Council’s community centres facilitate social interaction and participation and can help build a sense of belonging, however the cost can be prohibitive and there is a widespread lack of knowledge about how to access these facilities. It is a positive that Council is enhancing provision of meeting spaces through the building of the new community hall at the rear of Woodstock Community Centre and the development of the new library/community hub. The use of these spaces by the CALD community could be enhanced through improved planning and consultation with key groups and wider promotion of their availability.

Summary of access to services and facilities issues
- Support services are needed for CALD groups, including new and emerging communities and more established communities
- There is an increasing need for aged care services for people from CALD backgrounds
- There is a need for increased access by CALD groups to programs and activities provided by Council
- There is a lack of a focal point for information on support services for CALD communities
- Better access is needed to community meeting spaces by CALD groups

Built environment
The built environment in Burwood is changing as it develops into a regional centre, and CALD communities would like to participate more actively in this change process. Opportunities need to be considered to facilitate CALD involvement in the strategic development of Burwood.

Public places and spaces, such as parks, are important for CALD community members. This is increasingly the case as development in Burwood is in high rise developments with little private open space. There is an opportunity to consider the needs of CALD communities in the planning of these public facilities so that they facilitate and encourage interaction and intercultural sharing and exchange. Plans of management for community land in particular need to take into consideration diverse community needs.

Community noticeboards and signs in public places directing people to key locations and providing other information would be useful. CALD themes could be utilised, where appropriate, in public art, signage, public infrastructure and plantings. Welcome signage in various languages would also be beneficial in sending out a positive message to the CALD communities.

Summary of built environment issues
- CALD communities need assistance to better access and utilise community public spaces in the built environment
- Opportunities to facilitate increased CALD involvement in strategic development in Burwood need to be provided
- Improved information in the public domain is needed for CALD groups
Participation
There is a desire for inclusion, community cohesion and active citizenship for people from CALD backgrounds. Some community members are visible, but not active in the community. Improving this situation will require an understanding of the barriers people face and a willingness to put in place programs that can bridge the gap between different cultures.

English language conversation groups and volunteering are two of the mechanisms that build connections and relationships and lead to an increased understanding of Australian society. These programs can facilitate participation in wider community activities, help to build new relationships and provide pathways to employment.

Opportunities to volunteer, employment training, assistance with employment preparation and securing jobs were highlighted as challenges for new migrants in Burwood. Underemployment, whereby people are not able to work to their full ability due to lack of recognition of their overseas qualifications, was also raised. Council can take a leadership role by working even more closely with English language providers, the Volunteer Network, training centres and employment agencies to assist with developing pathways to work for new migrants. This could lead to the development of employment and job seeker training workshops for migrant groups and future employment expos.

Another social issue identified through the research is the social isolation experienced by many residents from CALD backgrounds. This problem is more pronounced when people have poor English language skills and increases as people age and often lose their capacity to speak English. The impacts of social isolation can be devastating leading to depression and other problems. This highlights the need for a range of social programs and activities, either targeted at CALD groups or with proactive approaches to engaging CALD groups, particularly older people and stay at home parents.
Survey respondents and focus group participants also identified the need to have opportunities for different cultures to come together, interact and share. There is community interest in participating in intercultural communication and for different ethno-specific groups to come together to develop a better understanding of the local area and to work together to improve community harmony and cohesion. Such activities would help to break down cultural barriers, reduce social isolation and increase understanding of local systems and services.

There is an opportunity for Council to strengthen its program of activities and events in collaboration and partnership with local groups to support this community need. Council already facilitates many programs for the CALD community and these can be maintained and supported. The Volunteer Network offers a key opportunity to strengthen services and outcomes through coordination, joint planning and training of services and delivery of key programs.

Council previously had a Multicultural Advisory Committee which provided advice to Council on community needs and enabled Council to provide information about its policies, services and activities to the community. An advisory committee could be re-established with local CALD community leaders and terms of reference that clearly articulate the objectives of information sharing and community advice.

**Summary of participation issues**

- There is a need to provide increased opportunities for CALD groups to participate in civic life
Support strategies
There are a range of strategies that Council needs to implement internally to support the equitable delivery of services and facilities to the CALD communities in Burwood. These strategies relate to providing staff with the training and resources they require and to gathering information upon which to base future actions, so that the finite resources available to council can be utilised effectively.

Currently only limited data is collected in Council to assist in improving access to Council services from people from CALD backgrounds. This was identified as an area where effort would lead to long term benefits in terms of targeting resources to areas of greatest need. This requires establishing appropriate data collection systems, gathering the data and analysing the data to guide future decision making.

In terms of staffing, it is essential to develop a high level of cross cultural competence across Council to enhance staff capacity to respond to the needs of the CALD communities and reduce or remove many of the barriers to accessing services.

Summary of support strategy issues
- Internal strategies are needed that support Council in addressing the issues identified in the Multicultural Strategy
7. ACTION PLAN

The table below contains details of strategies and actions Council will implement over the next two years to address the issues identified in section 7 of this report. The actions proposed for 2014/15 may require additional resource allocation that will need to be planned and budgeted. There are also ongoing actions listed, which will occur over both 2013/14 and 2014/15.

Actions for the following year, 2015/16, will be the subject of further consideration in 12 months time.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Strategy</th>
<th>Action</th>
<th>Timeframe</th>
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</thead>
<tbody>
<tr>
<td>Better access is needed to community meeting spaces by CALD groups</td>
<td>Explore opportunities for CALD groups to better access affordable community meeting spaces</td>
<td>Prepare list of community meeting spaces for hire in Burwood LGA and actively promote and distribute the list</td>
<td>2013/14</td>
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<tr>
<td>CALD communities need assistance to better access and utilise community public spaces in the built environment</td>
<td>Build and strengthen relationships with CALD leaders and facilitate opportunities for collaboration with CALD groups</td>
<td>Consult and engage with CALD communities in relation to the development of plans of management for Burwood Park, Henley Park and Woodstock</td>
<td>2013/14</td>
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<tr>
<td>Language and cultural barriers continue to limit access to Council’s services and facilities by the local CALD communities</td>
<td>Provide appropriate translation and interpreting services</td>
<td>Improve the multilingual function on Council’s website</td>
<td>2013/14</td>
</tr>
<tr>
<td>Support services are needed for CALD groups, including new and emerging communities and more established communities</td>
<td>Work in partnership with other agencies</td>
<td>Partner with the Metro Migrant Resource Centre to seek resources and identify potential locations for the outreach Migrant Settlement Worker</td>
<td>2013/14</td>
</tr>
<tr>
<td>There is a lack of a focal point for information on support services for CALD communities</td>
<td>Provide accessible information</td>
<td>Establish an information stand as a focal point in the new library and community hub with a dedicated multicultural section</td>
<td>2013/14</td>
</tr>
<tr>
<td>There is a need for increased access by CALD groups to programs, activities and resources provided by Council</td>
<td>Provide accessible programs, activities and resources</td>
<td>Investigate setting up a Homework Help program for CALD young people</td>
<td>2013/14</td>
</tr>
<tr>
<td>There is a need to provide increased opportunities for CALD groups to participate in civic life</td>
<td>Build and strengthen relationships with CALD leaders and facilitate opportunities for collaboration with CALD groups</td>
<td>Develop an information stand as a focal point in the new library and community hub with a dedicated multicultural section</td>
<td>2013/14</td>
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<tr>
<td>Re-establish a CALD advisory committee</td>
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<td>2013/14</td>
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<td>Issue</td>
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<tr>
<td>CALD communities need assistance to better access and utilise community public spaces in the built environment</td>
<td>Integrate more CALD themes in the development of the public domain</td>
<td>Investigate potential locations, designs and budget for public infrastructure, public art and plantings that incorporate CALD themes</td>
<td>2014/15</td>
</tr>
<tr>
<td>Improved information in the public domain is needed for CALD groups</td>
<td>Provide accessible information</td>
<td>Investigate potential locations, designs and budget for community noticeboards and improved signage for the CALD community</td>
<td>2014/15</td>
</tr>
<tr>
<td>Lack of knowledge of social systems by CALD communities can impact on delivering efficient and effective services</td>
<td>Provide accessible information</td>
<td>Develop appropriate mechanisms to inform new migrants and CALD groups about the services Council provides, how Council works and how to contact Council</td>
<td>2014/15</td>
</tr>
<tr>
<td>Language and cultural barriers continue to limit access to Council's services and facilities by the local CALD communities</td>
<td>Provide appropriate translation and interpreting services</td>
<td>Promote awareness of the heritage of Burwood in the CALD community</td>
<td>2014/15</td>
</tr>
<tr>
<td>Opportunities to facilitate increased CALD involvement in strategic development in Burwood need to be provided</td>
<td>Build and strengthen relationships with CALD leaders and facilitate opportunities for collaboration with CALD groups</td>
<td>Identify strategic developments that require the engagement of CALD communities in the public consultation process</td>
<td>2014/15</td>
</tr>
<tr>
<td>There is a need for increased access by CALD groups to programs, activities and resources provided by Council</td>
<td>Provide accessible programs, activities and resources</td>
<td>Plan Council’s community programs, such as those run at Woodstock, to better engage with the CALD community</td>
<td>2014/15</td>
</tr>
<tr>
<td>There is a need to provide increased opportunities for CALD groups to participate in civic life</td>
<td>Provide accessible programs, activities and resources</td>
<td>Investigate the feasibility of introducing a migrant story telling initiative through the library and community hub</td>
<td>2014/15</td>
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<tr>
<td>Issue</td>
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<tr>
<td>It is essential for Council to use comprehensive and accurate information in developing strategies and actions to respond to the identified needs of the CALD community</td>
<td>Provide resources to community groups</td>
<td>Review and report on demographic changes and maintain an up to date community profile</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Lack of knowledge of social systems by CALD communities can impact on delivering efficient and effective services</td>
<td>Provide accessible information</td>
<td>Hold forums in community languages for aged residents on Home and Community Care (HACC), including podiatry and volunteering.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Language and cultural barriers continue to limit access to Council’s services and facilities by the local CALD communities</td>
<td>Provide support in learning English</td>
<td>Facilitate and support community based English language conversation programs</td>
<td>Ongoing</td>
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<tr>
<td>Language and cultural barriers continue to limit access to Council’s services and facilities by the local CALD communities</td>
<td>Provide appropriate translation and interpreting services</td>
<td>Translate key documents (such as the Welcome to Burwood booklet, Library Guide and Children’s Services Directory) and information about Council services and programs in the top five community languages, and make available at Customer Services, Library and Community Hub and community centres</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Support services are needed for CALD groups, including new and emerging communities and more established communities</td>
<td>Provide resources to community groups</td>
<td>Promote access to Council’s grant funding to new and emerging CALD groups and provide workshops and support in applying for grants</td>
<td>Ongoing</td>
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<tr>
<td></td>
<td>Work in partnership with other agencies</td>
<td>Advocate for access to aged care services for people from CALD backgrounds</td>
<td>Ongoing</td>
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<tr>
<td>Issue</td>
<td>Strategy</td>
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<tr>
<td>There is a need for increased access by CALD groups to programs and activities provided by Council</td>
<td>Provide accessible programs, activities and resources</td>
<td>Continue to provide a range of community language resources in the library</td>
<td>Ongoing</td>
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<td>Continue to provide and enhance the transition to school program for families by using translated resources in community languages</td>
<td>Ongoing</td>
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<td></td>
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<td>Provide HACC services to CALD communities (Podiatry, Volunteer Network, development and training)</td>
<td>Ongoing</td>
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<td></td>
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<td>Provide access to databases and other information in community languages through the library, such as the State Library databases and health databases</td>
<td>Ongoing</td>
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<td>Continue to provide and enhance library programs, including monthly bilingual story time, translated talks and the online tutor service for adults in numeracy and literacy</td>
<td>Ongoing</td>
</tr>
<tr>
<td>There is a need to provide increased opportunities for CALD groups to participate in civic life</td>
<td>Maintain and develop programs and events that create opportunities for CALD groups to develop intercultural interaction and which celebrate cultural diversity and community cohesion</td>
<td>Continue to produce community events, such as Harmony Day, Seniors Week, International Women’s Day and Neighbour Day</td>
<td>Ongoing</td>
</tr>
<tr>
<td>There is a need to provide increased opportunities for CALD groups to participate in civic life</td>
<td>Develop and encourage volunteer opportunities</td>
<td>Promote access to volunteering by CALD residents</td>
<td>Ongoing</td>
</tr>
<tr>
<td>There is a need to provide increased opportunities for CALD groups to participate in civic life</td>
<td>Maintain and develop programs and events that create opportunities for CALD groups to develop intercultural interaction and which celebrate cultural diversity and community cohesion</td>
<td>Continue to deliver Citizenship Ceremonies with a range of guest speakers and performances from CALD community</td>
<td>Ongoing</td>
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<td>Promote mainstream events to CALD communities such as Australia Day and the Burwood Festival that celebrate cultural diversity and support community harmony and inclusion</td>
<td>Ongoing</td>
</tr>
<tr>
<td>There is an increasing need for aged care services for people from CALD backgrounds</td>
<td>Work in partnership with other agencies</td>
<td>Continue to advocate and participate in local and regional forums and interagencies</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
8. MONITORING AND REPORTING

The Action Plan above outlines a range of strategies and actions to be undertaken over the next three years. An annual report to Council will be submitted regarding progress on implementing the identified actions.

The overall strategy will be also reviewed annually to ensure it is remains current and reflective of the community’s needs.

Community Relations Commission Planning Framework

Council’s Multicultural Strategy can also be linked with the planning framework in *Implementing the Principles of Multiculturalism Locally* produced by the NSW Community Relations Commission and Division of Local Government.

The framework encompasses four key objectives that recognise and promote the benefits of cultural diversity based on the principles of multiculturalism. These objectives are

1. Leadership
2. Community Harmony
3. Access and Equity
4. Economic and Cultural Opportunities.

The framework also identified three common activity areas, with each activity area broken into a number of outcomes, as follows:

A. Planning and Evaluation – planning, consultation and feedback.
B. Capacity Building and Resourcing – leadership and human resources
C. Programs and Services – access and equity, communication and social / economic development.

This framework will be used as an additional tool to assess Council’s performance and to identify opportunities for improved service delivery and to achieve outcomes for people from CALD backgrounds.
9. APPENDICES

A. DEMOGRAPHIC ANALYSIS

The development of the Multicultural Strategy has been guided by extensive demographic analysis, which is summarised below.

**Country of Birth**

Burwood is the fifth most diverse local government area in Australia for the number of speakers of languages other than English (LOTE), with over 110 different countries of birth recorded. Burwood LGA has a total population of 34,781. Overall 53.2% of the overseas born population of Burwood arrived before 2001.

The Census data shows that the period between 2006 and 2011 there was a larger number of arrivals from overseas from non-English speaking backgrounds and nearly 30% or 5,072 people have arrived in the last five years an increase of 13.2% compared to the previous five year period.

The largest non English speaking countries of birth as highlighted below are; China (14.9%), India (4.7%), South Korea (3.8%), Italy (3.5%), Nepal (2.9%), Hong Kong (2.0%), Lebanon (1.9%), and Vietnam (1.8%).

The largest changes in birthplace countries of the population in this area between 2006 and 2011 were for those born in:

- China (+1,162 persons), Nepal (+807 persons), and decreases in
- Italy (-122 persons)
- Greece (-109 persons)

Suburbs by the highest overseas born residents

As highlighted in the graph below, there are variations across the Burwood LGA where proportions of residents born overseas ranged from a low of 32.5% in Croydon (South) to a high of 67.4% in Strathfield (South).
The five areas with the highest percentages were:

- Strathfield (South) (67.4%)
- Strathfield (65.3%)
- Burwood (North) (65.1%)
- Burwood (62.7%)
- Strathfield (North) (61.9%)

**Language spoken at Home**
The 2011 census data identifies a total of 19,187 people or 59.2% of the Burwood population spoke a language other than English at home and there was a smaller proportion of the population who speak English only (35.8% or 11,604 people).

The main languages other than English spoken at home are:
- Mandarin
- Cantonese
- Italian
- Korean
- Arabic
- Greek
- Nepali
- Hindi, and
- Vietnamese
English proficiency
Analysis of the proficiency in English data for Burwood from 2011 census data identifies that 35.8% of the population speaks English only and 12% or 3,877 speaks another language and English not well or not at all compared to 5.8% for Greater Sydney.

Recent arrivals 2006-2011 by country of birth are China, India, Nepal, Korea (South) Hong Kong and the Philippines.

The language groups and the proportion of the language groups which identify as who speak English poorly or not at all are Cantonese (28.9%), Mandarin (26.1%), Korean (36%), Greek (19.2%), Italian (18%), Arabic (13.4%), and Vietnamese (17%).
While Burwood LGA had a higher proportion of people not fluent in English, it is important to note that this varied across the area with. This ranged from a low of 5.3% in Croydon Park (South) to a high of 16.8% in Burwood (North). The five areas within Burwood with the highest percentages were:

- Burwood (North) (16.8%)
- Burwood (16%)
- Burwood (South) (15.2%)
- Strathfield (South) (11.8%)
- Strathfield (11.5%)

Age of Burwood population

Analysis of the service age groups of Burwood Council area in 2011 compared to Greater Sydney shows that there was a lower proportion of people in the younger age groups (0 to 17 years) and a higher proportion of people in the older age groups (60+ years).

Overall, 18.2% of the population was aged between 0 and 17, and 19.1% were aged 60 years and over, compared with 22.9% and 18.0% respectively for Greater Sydney.

The major differences between the age structure of Burwood Council area and Greater Sydney were:

- A larger percentage of ‘Young workforce’ (18.9% compared to 15.4%)
- A larger percentage of ‘Tertiary education and independence’ (12.7% compared to 9.5%)
- A larger percentage of ‘Seniors’ (8.5% compared to 7.2%)
- A smaller percentage of ‘Parents and homebuilders’ (19.6% compared to 21.9%)

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

- Young workforce (25 to 34) (+1,032 persons)
- Empty nesters and retirees (60 to 69) (+252 persons)
- Babies and pre-schoolers (0 to 4) (+210 persons)
- Primary schoolers (5 to 11) (-198 persons)

Age of CALD population by language group

Overall, 14.7% of the population is aged between 0-15 years of age or 4,766. Of this the largest grouping by language is English 2,373, followed by Mandarin and Cantonese (889), Arabic (178), Greek (119), and Italian (106).

Further analysis of the age of the population by language groups indicates that Cantonese and Mandarin are the largest language group in the 20-29 year olds, followed by Nepali, Arabic, Italian and Greek. The emerging Nepali speaking population in Burwood are aged predominately between 20-34 years of age. Year of arrival data also highlights that approximately 56% of the newly arrived population are aged between 20-29 years of age.

There are slight variations in the other age sectors, however the 65 years and over age group highlights there are ageing Italian, Chinese, Greek and Arabic speaking populations living in Burwood.

Religious Affiliation

Analysis of the religious affiliation of the Burwood area compared to the greater Sydney area shows that there was a lower proportion of people who identified a religion and there was a higher proportion who
stated they had no religion. Overall 70.3% of the population nominated a religion with the largest single religion in Burwood is Western (Roman) Catholic with 27.8% of the population (just over 9,000 people), followed by Buddhism, Hinduism, Anglican, and Greek Orthodox.

- **Refugee and humanitarian arrivals**
  Burwood has a low number of refugees and humanitarian entrants compared to other neighbouring Local Government areas.

  In the period between January 2008 and 2013 there were 90 refugees and 793 through the Family category bringing a total of 883 through the refugee and humanitarian stream.

  Burwood had the lowest number compared with neighbouring Ashfield and Strathfield Local government areas. The majority of new settlers arrive in Burwood as skilled migrants, with families making up the rest of the arrivals. This equates to 12.9% of the Burwood population.

  The largest numbers of refugees by country of birth are China, Sri Lanka, Tamil, Nepal, Iran and Iraq.

- **Home Ownership**
  Analysis of housing tenure of the Burwood population in 2011 compared to greater Sydney shows that there was a larger proportion of households who owned their dwelling (32.5% compared to 29.1%), a smaller proportion purchasing their dwelling (24.7% compared to 33.5%), and a larger proportion who are renters (35.5% compared to 30%). There were a smaller percentage of people living in social housing (3.5% compared to 5.0% in Greater Sydney area).

  Of the total population which arrived in the last five years, 76.4% or 3,860 people were renting making a significant proportion of the population vulnerable to rent increases.
Emerging Nepalese Community

History of Nepalese settlement
The Nepalese are a relatively recent community in Australia. The first intake of Nepalese immigrants in the early 1980s comprised mainly skilled, overseas trained people, including engineers, architects, natural/physical scientists, and managers, as well as business people and retired personnel from the British army.

The 1996-2006 civil war in Nepal prompted further immigration to Australia, including humanitarian entrants.

In recent years, Nepalese entrants have increasingly consisted of students, business executives, and visitors. The Nepalese community has settled largely in Sydney and Melbourne and become involved particularly in businesses such as restaurants, craft, travel agencies and tourism.

Nepalese community in Australia and NSW
The 2011 Census showed that the Nepal-born community in Australia consisted of 24,635 persons (an increase of 540% from the 4,566 persons in 2006). Of this total, 15,296 or 62% lived in NSW.

In 2011, the Nepal-born community in NSW was relatively concentrated. Close to 70% of the community lived in the ten local government areas of: Rockdale 14%, Auburn 9%, Canterbury 8%, Ashfield 7%, Parramatta 7%, Hurstville 6%, Burwood 6%, Kogarah 5%, Marrickville 5%, and Strathfield 3%.

In 2011, the Nepal-born community in NSW spoke two main languages: Nepali 94% and English 4%, followed by Hindi 1%, and several others.

In 2011, the Nepalese ancestry community in NSW was largely Hindu 79% and Buddhist 13%, followed by No religion 2%, Not stated 2%, Various Christian denominations 2%, and others. (Sourced from Community Relations Commission).
B. RESEARCH AND CONSULTATION RESULTS

The development of the Multicultural Strategy has been guided by extensive research and consultation. This has included:

1. Review of the consultation undertaken in the development of the Strategic Plan Burwood2030
2. Review of the Social Plan 2010-2013 (which articulates four key objectives, one of which is “Our Culture”: Enriching our lives)
3. Community Research which examined resident’s attitudes and perceptions towards current and future services provided by Council (completed March 2013)
4. Colourfest Film Night held in March 2013 key questions of participants attending
5. Service provider interviews and questionnaires
6. Families Festival survey of sample of residents – May 2013
7. My Family report; *Exploring the needs of the culturally and linguistically diverse families with children (0-8 years), living in Sydney’s Inner West.*
8. Inner West Multicultural Service Providers Needs Analysis (22 Agencies responded)
9. Targeted Focus groups (94)
10. Network consultations (Inner West Multicultural Network and Home and Community care Interagency (24)
11. Review of other Multicultural strategies

The results of this research are summarised below.

**Service Providers**

Surveys were sent out to Service providers who work with CALD communities. A total of (20) surveys were returned. The questionnaire covered:
- Background
- Language
- Use of services and general understanding of Council
- Ideas to improve general understanding of Council
- Most important programs, services and facilities for the future
- Communication (best mechanisms to communicate)

The table below lists the services who responded and the main languages spoken at home by their respective client groups.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Main Languages Spoken at Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Korean Welfare Association (AKWA)</td>
<td>Korean</td>
</tr>
<tr>
<td>Australian Lebanese Association</td>
<td>Arabic</td>
</tr>
<tr>
<td>Burwood Community Welfare Services</td>
<td>English Chinese and Korean</td>
</tr>
<tr>
<td>Chinese Australian Social Services Ltd (CASS)</td>
<td>Mandarin Cantonese Chinese</td>
</tr>
<tr>
<td>Ethnic Child Care Family and Community Services Co-op Ltd.</td>
<td>Chinese Arabic Hindi Korean</td>
</tr>
<tr>
<td>Greek Welfare Centre</td>
<td>Greek</td>
</tr>
<tr>
<td>Inner West Family Support</td>
<td>Chinese Korean Iranian Indian</td>
</tr>
<tr>
<td>Metro Migrant Resource Centre</td>
<td>Chinese English Russian Hindi Greek Thai</td>
</tr>
<tr>
<td>Mission Australia</td>
<td>Mandarin Cantonese Korean</td>
</tr>
</tbody>
</table>
Multicultural Health NSW | Chinese Korean Greek Italian Arabic
---|---
Nepalese Indigenous Nationalities Forum Australia- | Nepali
Navitas- Burwood | Mandarin
OTEN | Hindi Chinese and Korean
Police – Multicultural Liaison Officer | Chinese
Polish Seniors | Polish and English
Russian Ethnic Community Council of NSW | Russian predominately, and English (proficient in English)
SEVA International | Tamil Hindi and Nepali (there are over 15 languages)
Settlement Grants Worker | Mandarin Arabic Korean Vietnamese and Tamil
Tamil Seniors | Tamil
Settlement Worker Vietnamese | Chinese Indian Vietnamese

**Combined results**

**Access to Council Services**
The results showed that there was quite a range of understanding of the community regarding Council programs, services and facilities. Overall 50% identified this as basic, with 33 per cent reported this as good or as well understood. This varied across different CALD groups and in some the older CALD members had less understanding of Council and related services whereas the younger CALD members did.

Ideas/suggestions on how this could be improved included;
- Information and Flyers on activities/programs translated into CALD community group languages
- Transport for older CALD community members
- Telephone interpreting service and steps/instructions on how to use or access this in each of the top CALD languages
- Maintaining Bilingual staff on front counter and in the library setting in particular.
- Meeting and socialising with other groups this can be facilitated through low cost or no cost access to facilities
- Information talks

**Issues/needs facing the CALD community**
There was also a range of needs across the age groups of the CALD communities with some of the more established CALD communities’ ageing and having needs for culturally specific aged service provision, general services and activities with a preference in their community language.
Social isolation was also noted amongst many of the CALD community residents, and this increases as people age and commonly revert to their first language as they age. In CALD communities grandparents often care for the children. The more recent migrant populations from China and Korea identified that their parents have come to Australia to help raise their children and support the family and as the children grow up they learn English at School and lose their country of origin language. This can also lead to difficulties in communicating with their own grandparents as they often have not learned English.

Parenting – young CALD parents with school aged children require support with parenting this was
noted in the My Family Report;

- Some CALD parents have low literacy levels in their own language (as well as in English). They are unable to assist their children with homework and look to tutoring as a way to provide this support. This has financial consequences.
- Some CALD parents have high expectations regarding academic performance. Children in these families are very focused on achievement, and may miss out on a balanced healthy lifestyle that includes, active recreation, sport and socialisation.
- For a wide range of reasons, some families have their children raised overseas by family members (e.g. grandparents) and the children arrive in Australia to start school. This means that some parents are parenting a child for the first time, when the child is 5 years old. This has raised a number of issues, including:
  - Child experiences separation anxiety from grandparent/s and extended family
  - Child experiences settlement issues, even though parents have been here some time
  - Parents may have little experience and little support to raise their child

Other points/issues raised in the research were

- Aged Care (for more established CALD communities and culturally specific)
- Support and information for new arrivals and migrants about mainstream services and Council services.
- Meeting places/community centre for group members to get together and have activities and functions
- Lack of social service infrastructure- limited number of ethno specific organisations within the LGA
- Communication and language
- Social isolation - not able to access wider community activities particularly the older Chinese and Korean residents as they care for their grandchildren, and when the children go to school they learn English and grow up speaking English and cannot communicate with grandparents. This was also noted by older Greek residents.
- Affordable housing
- Greater understanding between cultures – to increase opportunities for socialising and to meet people from different cultural backgrounds
- Non Chinese CALD community does not feel as recognised or acknowledged “translations welcome people”.
- Underemployment and underutilisation of skilled migrants (particularly in South Asian population who come as skilled migrants predominately).
- Mental health
- Career development/work pathways
- Housing affordability

Council Services used/accessed
Feedback from the consultations and survey identified that CALD community are accessing our facilities and services to a lesser degree.

The library is the most used facility by the CALD community, followed by parks, playgrounds and open space, Enfield pool, and community centres including Woodstock. Mobile Play-van and the Podiatry service were also identified by CALD residents. The research identified there is a need to have places for CALD community members to meet and socialise some residents identified spending time in Burwood Park for approximately 4-5 hours per day, where they would sit on the park benches and gather with their friends. Many identified living in small apartments and the library, parks and open space, community meeting rooms were very important to them.
Most important Council programs, services and facilities required in the future

- Support for young families with young children especially first generation migrants
- Programs for new migrants and information on mainstream services
- Information translated into community languages
- More interaction with Council and Councillors
- More accessible services to predominant ethnic residents through bilingual staff
- Cultural events bringing different CALD communities together
- Equipment in the park for the seniors to use and exercise on
- For Council and staff to be more representative of the wider community.
- Cultural awareness and cultural competence training.
- Support building capacity within Council to build on responsiveness to the needs of communities.
- Improved awareness of services and programs in the area.
- Language/support groups especially for the older generation, understanding and accessing community services, and to be able to understand Australian culture
- Community grants to support CALD community
- Website translated
- Homework help
- Library facility
- Affordable meeting venues for groups to meet, socialise
- Promote Harmony Day and celebrate diversity through Multicultural festivals or events
- Access to a venue for meetings and activities and or festival
- Providing improved access to information about available programs
- Translations
- Employment training
- Youth programs
- Establish an Ethnic worker representative
- Transport
- Awareness of programs
- Activities for Mum’s with young children
- Collaboration between groups
- Bridging the gap programs, education, information between different ethnic cultures
- Information exchange/open days
- New arrival information about Council and services locally
Most Effective Way of Communication
The majority of responses indicated a variety of mechanisms and that the information needs to be translated into community language groups to be accessible. The top five methods identified were:

- Translated Flyers and brochures
- Ethnic newspapers
- Council website
- Council newsletter
- Noticeboards (Burwood Park identified).

Challenges
- The increasing complexity from a wide variety of cultural backgrounds
- The majority of Migrant services are not located in the area
- The growing demographic diversity of Burwood with established older ageing CALD communities (Italian and Greek) coupled with the growth of new emerging and growing newly established communities. The need is highlighted for Council to improve its interaction and cultural awareness/understanding given the changing demographic nature of the community.
- That there are more services and programs required for specific CALD communities including bilingual workers and or workers representative of the CALD communities. This includes events that promote the diversity of its residents.
- The increased need to be able to access low cost or no cost facilities (Halls and sporting grounds) for young and older people to participate in activities
- Provide adequate funds and resources for local multicultural communities to run and provide activities for their own social groups
- Reduced funding for CALD organisations by Government and this going to mainstream services
- Isolation of older people and those who speak poor English do not know how to access services.
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