



ACT
Government

2018 ACT MULTICULTURAL SUMMIT

DISCUSSION PAPER

November 2018



ACT MULTICULTURAL FRAMEWORK 2015 – 2020¹

The ACT Multicultural Framework (2015-2020) builds on earlier Multicultural Summits and reports² and provides the overarching policy context for exploring the four 2018 ACT Multicultural Summit themes.

The three objectives of the ACT Multicultural Framework (2015 – 2020) have been delivered through the implementation of 28 outcomes and actions under the First Action Plan 2015-2018.

The three objectives of the ACT Multicultural Framework (2015 – 2020) are:

Objective One: Accessible and Responsive Services

The ACT Government is dedicated to the provision of accessible and responsive services for all Canberrans. We must continue to provide targeted initiatives for those doing it tough in our community to ensure that they are able to fully participate in the life of our city.

Objective Two: Citizenship, Participation and Cohesion

The ACT Government is committed to further enhancing participation and social cohesion in our community. We continue to strive for a connected community where everyone is respected, included and valued for their contribution to our city's harmonious, multicultural way of life.

Objective Three: Capitalising on the Benefits of Cultural Diversity

The ACT continues to be both enriched and strengthened by its diverse and multicultural community, and the ACT Government is committed to ensuring this can continue through protective laws, enabling policies, and community connectedness.

The ACT Multicultural Framework provides guidance to assist ACT Government agencies to:

1. effectively deliver their services to all Canberrans, including people from from culturally and linguistically diverse backgrounds;
2. promote, through their respective programs and activities, an inclusive and harmonious community; and
3. provide genuine opportunities to assist Canberrans to reach their full potential and maximise the opportunity for all Canberrans to enjoy the benefits of our city's significant cultural diversity.

WELCOME TO THE 2018 ACT MULTICULTURAL SUMMIT

The purpose of the 2018 ACT Multicultural Summit is to develop the Second Action Plan (2018-2020) of the ACT Multicultural Framework (2015 – 2020).

Participants at the 2018 ACT Multicultural Summit will take part in workshops and join other leaders and advocates to discuss, identify and agree on outcomes under each of the four themes to deliver on the three objectives of the ACT Multicultural Framework (2015 – 2020).

THEME 1: Canberra, a city where diversity is valued.

Supporting economic development, employment and entrepreneurial outcomes for all

THEME 2: Canberra, a city where everyone belongs.

Recognising, supporting and embracing diversity

THEME 3: Canberra, a healthy and accessible city.

Ensuring the accessibility of services for culturally and linguistically diverse Canberrans to improve quality of life for all

THEME 4: Canberra's future.

Embracing the youth of today to build the future of tomorrow

The four Summit themes address the three objectives of the ACT Multicultural Framework. The themes also capture a vision for the Canberra we want to live in as Canberra continues to grow.

The collective discussions and the identification of outcomes at the Summit will inform the development of the ACT Multicultural Framework (2015 – 2020) Second Action Plan. Importantly, this will help ensure Canberra as a city of 500,000 people in 2030 continues to be a city of opportunity and belonging for everyone.

¹ ACT Government Community Services. ACT Multicultural Framework 2015-2020. www.commmunityservices.act.gov.au/multicultural/act-multicultural-framework-2015-2020

² ACT Government. The Way Forward. Multicultural Summit – Summary. 2005; Australian Capital Territory Multicultural Strategy 2010-2013; ACT Government. Community Services. Capital Culture: A Discussion Paper. The roadmap to enhancing our city's multicultural way of life. Oct 2014.

THE ROAD TO THE SUMMIT

In preparation for the Summit and the development of the Second Action Plan, the ACT Government and the Multicultural Advisory Council (MAC) have engaged in a comprehensive consultative process, which has included:

- > consultations and semi-structured interviews with government agencies, service providers, community representatives and community sector organisations;
- > a YourSay online survey;
- > a review of literature, and overview of policy; and
- > *ACT Community Consultation Roundtables 2018* where a total of 168 people discussed the four themes across six Roundtables between 23 September - 24 October 2018. The Roundtables focused on three questions across each theme:
 1. *What do you see as the key achievements for people of culturally and linguistically diverse backgrounds in the ACT and what have we learned?*
 2. *What do you consider are the opportunities and challenges still to be addressed?*
 3. *What do you consider to be the most effective way to move forward to support outcomes for people of culturally and linguistically diverse backgrounds and what does this mean in practice in the ACT?*

The output of this consultative process is this Discussion Paper, which provides the background for workshops at the 2018 ACT Multicultural Summit.

TALKING ABOUT MULTICULTURALISM

Multiculturalism can mean different things to different people.

Within the Multicultural Framework, the Summit themes and associated consultation discussions, various references are made to the ACT's multicultural communities, culturally diverse communities, people from culturally and linguistically diverse backgrounds, people from non-English speaking backgrounds, refugees, asylum seekers and multiple generations of migrants. Given the multiple understandings around multiculturalism and multiculturalism, in this discussion paper the term *culturally and linguistically diverse* will be used along side *multicultural* (unless there is specific reference being made to refugees, asylum seekers, migrants, and/ or Aboriginal and Torres Strait Islander peoples).

STRUCTURE OF THE DISCUSSION PAPER

This Discussion Paper is structured as a single report for readers to be informed of the process of preparation for the 2018 ACT Multicultural Summit; the overall ACT policy context; and the key elements and linkages across the four themes.

The Discussion Paper can be read as a whole, or with attention to the introduction and a specific theme of interest. It is structured in three broad sections:

- > Introduction - which includes a summary of the policy context and a snapshot based on ACT 2016 Census data which illustrates the diversity within the ACT community, and sets the broad framework for all the themes;

- > Exploration of the four themes, with each theme considering the ACT context, the key achievements, the opportunities and challenges, and most effective way to move forward; and concluding with the discussion question; and
- > Conclusion - which confirms the purpose of the 2018 ACT Multicultural Summit and the focus on developing outcomes to deliver on each of the four themes to inform the development of the Second Action Plan 2018-2020 for the ACT Multicultural Framework (2015 – 2020).

WHAT ARE WE GOING TO DO AT THE ACT MULTICULTURAL SUMMIT AND HOW DOES THE DISCUSSION PAPER RELATE TO THE SUMMIT?

Summit delegates will join other leaders and advocates in workshops to discuss, identify and agree outcomes for each of the four themes to deliver on the objectives of the ACT Multicultural Framework.

A facilitator will lead Summit delegates through a process to understand, identify and agree on one short-term (up to 12 months) outcome and one medium-term (up to 24 months) outcome for each theme.

Longer term outcomes will also be recorded and will contribute to future planning following the completion of the current ACT Multicultural Framework.

The discussion paper gives everyone attending an overview of what services and programs are in place, what was discussed at the roundtables and some of the ideas proposed by roundtable attendees.

WHAT IS AN OUTCOME?

An outcome is different from an action. It is the change we want to achieve and is delivered by undertaking one or more actions. Outcomes have the following characteristics:

- > A 'why?' The why serves as the reason for doing something. It attaches a degree of importance to the outcome.
- > A vision, structure, or mini-plan. This is a visualisation of the process it takes to complete the outcome, and is usually the sequence of tasks of which the outcome is comprised.
- > A benchmark, result or completed vision. This is an image of what the outcome looks like when it's done.

It is important to identify the outcomes we want achieved before deciding on actions.

ACKNOWLEDGEMENTS

The ACT Government Community Services Directorate, Office for Multicultural Affairs would like to acknowledge the valuable assistance, critical insights and comments, and generosity of time and effort provided by the Multicultural Advisory Council and all those consulted from a diversity of multicultural communities, community service organisations and government participants in contributing to the Discussion Paper and shaping the future directions of the ACT Multicultural Framework (2015-2020).

DISCUSSION THEME 1

CANBERRA, A CITY WHERE DIVERSITY IS VALUED

SUPPORTING ECONOMIC DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURIAL OUTCOMES FOR ALL

INTRODUCTION

Theme 1 focuses on understanding the needs and obstacles to employment, career progression and economic development for people of culturally and linguistically diverse backgrounds. It recognises that Canberrans of culturally and linguistically diverse backgrounds offer a depth and breadth of skills and expertise that can contribute to the economic development of the city and region.

SNAPSHOT

Understanding the Labour Market¹

In November 2016, 65% of the 1.7 million recent migrants and temporary residents in Australia were employed.

The labour force participation rate for recent migrants and temporary residents was 70% in November 2016, while the total participation rate for Australia was 66%. Men had a higher labour force participation rate than women.

46% of migrants spent up to three months looking for their first job, with help from: 74% friends/ family; 17% Centrelink, a Job Network agency or Job Services Australia provider; and 4.2% an educational institution.

In the ACT in 2018, the top 5 industries are:

- 1) public administration;
- 2) health care;
- 3) professional scientific and technical services;
- 4) construction;
- 5) education and training.

Top 5 exports are:

- 1) education;
- 2) government goods and services;
- 3) tourism;
- 4) technical services;
- 5) research and development.

Canberra benefits from having the highest rate of volunteering in Australia with 36.7% of adults and 57% of young people volunteering in the region.

WHAT HAVE BEEN THE KEY ACHIEVEMENTS AND WHAT HAVE WE LEARNED?

2018 Roundtable participants identified the following key achievements:

- > ACT community sector provides a range of programs that help raise understanding about the diverse needs of the community (e.g. Community Interpreters Program, Migration Clinic at Legal Aid, ACT Skilled Migration program, free language program for Services Access Card holders).
- > The ACT Government provides assistance to support people access free education and health services.
- > Strong international student connections exist at ACT universities, with implications for future employment.
- > Programs and incentives which strengthen connections and partnerships between community service providers, language training, government and private sector. Examples include:
 - *Work Experience and Support Program (WESP)*: skills programs for new arrivals to increase employment opportunities.
 - *Multicultural Youth Service (MYS) Employment Trial Project*:² 'whole of person' approach to employment that places the job seeker at the center of an integrated service working in partnership with communities, employers, employment agencies and education stakeholders while liaising with migrant, refugee and asylum seeker support services.
 - *Global Sisters*: partners with CIT English Language Training as part of an 8 week training program on developing small business skills.
 - *Calvary Hospital Refugee Mentoring Program*: collaboration for English language students to gain hands on work experience in hospital environment.

¹ ABS Census 2016 Characteristics of recent migrants. November 2016. www.abs.gov.au. ACT 2018-19 Budget Speech – Economic Development Statement. <https://apps.treasury.act.gov.au>

² MYS Employment Trial Project – Migrants, Refugees and Asylum Seekers. 2018.

DISCUSSION THEME 1

CANBERRA, A CITY WHERE DIVERSITY IS VALUED

WHAT HAVE BEEN THE OPPORTUNITIES AND CHALLENGES?

In 2015, the Migration Council Australia concluded that *the economic impact of migration flows through into every aspect of the Australian economy*. It has a profound positive impact on population growth, labour participation and employment and on net productivity. While many migrants have successfully engaged in small/ medium businesses, this contrasts sharply with the barriers to successful economic progress faced by other humanitarian refugees and migrants.³

Limited English language proficiency or poor literacy contribute to low employment rates and difficulties entering the labour market. Poor coordination and information on education and employment pathways across service providers, employers and other stakeholders may further impact job seekers' opportunities to secure employment. Government attempts to future proof employment services are not addressing the concerns and needs of culturally and linguistically diverse people, and have the potential to reinforce structural barriers.⁴

Barriers and challenges for new arrivals include:⁵

English language skills:

need for further language development and support, including translated materials in appropriate languages.

Lack of knowledge of Australian workplace culture and employment conditions:

limited access to work experience, and basic programs such as driver's education.

Lack of recognition of overseas qualifications and experience.

Competing cultural and family expectations and obligations:

conflicts relating to finances, independence and outside home activities and relationships; development of identity and agency.⁶

Racism and discrimination in accessing employment:

in recruitment and employment, housing; and negative media stereotyping of certain cultural groups. Exploitation of workers in precarious employment, and pressure to accept insecure employment despite qualifications.⁷

Lack of appropriate employment services to support clients 'actively' instead of parking difficult cases:⁸

Cultural competency of mainstream employment services is low:

many staff lack training in cultural responsiveness and customer relations.

Changing labour market dynamics in Australia:

decline in manufacturing, stagnating wages, increasing casualisation and automation; increased need for digital skills in the workplace and to access employment services.

Limited access to affordable housing and transport near to employment.

Lack of coordination and shared data across government and service providers to enable more effective and timely planning of services.

Participants at the 2018 Roundtables reinforced these findings and identified further challenges.

- > Need to consider diversity and needs within/across multicultural groups including gender; gender and sexual identity; different generational groups, older people, youth; those with experiences of trauma; those living with disability; those with with caring responsibilities; and isolation of some groups.
- > Need for the ACT Human Rights Commission to strengthen access to non-English language materials promoting employment rights as well as strengthen employer education to prevent discrimination and racism and enforcement to hold employers to account.
- > Need for more generalised support on workers' rights and to identify exploitation.
- > Finding housing in Canberra can be very hard - "Need a roof over your head before you get a job."
- > Appointments to ACT Boards and Committees - many government committees do not represent the diversity of the communities they represent and often there is no consultation with groups ahead of an appointment.
- > ACT Government needs to help bring people together. Government as a facilitator and connector. Some attendees stated: "The government doesn't know the community." "Need to be more creative and proactive and flexible." "Same three people turn up to every meeting."
- > There needs to be more detailed ACT information about migrant experiences and programs, including analysis on migrants' engagement with new business ownership/small business set up, what supports are there for migrants to engage in setting up a business, and what has worked best?
- > The ACT Multicultural Framework is migrant focused, not culturally and linguistically diverse community focused. Multiculturalism generally only applies to those who come from outside Australia. Excludes Aboriginal and Torres Strait Islander peoples and Australian born culturally and linguistically diverse people. Excluding Aboriginal and Torres Strait Islander peoples denies their identity and importance.
- > "Alan will get a job, but Abdullah won't". Research shows Anglicised names get better employment opportunities.

3 Parliament of Australia. Joint Standing Committee on Migration. Inquiry into Migration and Multiculturalism in Australia. 2012. www.aph.gov.au

4 Australian Government. Department of Jobs and Small Business. The next generation of employment services: Discussion Paper. 2018.

MYAN Submission to Department of Jobs and Small Business. 'The next generation of employment services: Discussion Paper.' August 2018.

5 Canberra Pathway to Employment for Migrants and Refugees. Report to the ACT Minister for Multicultural Affairs. November 2015.

6 Joint Standing Committee on Migration – No one teaches you to become an Australian. Report of the inquiry into migrant settlement outcomes. 2017. http://parlinfo.aph.gov.au/parlinfo/download/committees/reportjnt/024098/toc_pdf/

7 Campbell, I. et al. Inhospitable workplaces: International students and paid work in food services. Australian Journal of Social Issues 51. 2016.

8 Refugee Council of Australia. Not Working – Experiences of Refugees and Migrants with JobActive. 2017. www.refugeecouncil.org.au

DISCUSSION THEME 1

CANBERRA, A CITY WHERE DIVERSITY IS VALUED

WHAT ARE THE MOST EFFECTIVE WAYS TO MOVE FORWARD? HOW DO WE INCLUDE THESE IN THE ACT MULTICULTURAL FRAMEWORK SECOND ACTION PLAN?

Roundtable participants suggested a range of ideas with the potential to impact employment options for culturally and linguistically diverse people, and to address the challenges identified.

- > Entrepreneurial opportunities: strengthen small businesses; reach out to different communities with toolkits and workshops; learn from other programs in other parts of Australia; consider economic impacts of program changes such as skilled migration. Consider social enterprises.⁹
- > Establish a Welcome Package of support and one stop shop for connections, advice, mentoring that is 'people centred' and authoritative; include a platform to help communities get settled, learn about Australia, see local events coming up, how to get a job.
- > Develop an ACT 'Whole of Government' Communications policy, including a multicultural focus, and use the full range of direct, social media and public information mediums (paper, newsletters, ACT Govt flyers, community papers and magazines, billboards) to share and promote the focus. Include translation.
- > Work with existing networks (e.g. religious and community centres where communities meet) for promotion and communication of information on available services.
- > Improve signage, particularly at government service centres i.e. Access Canberra / Transport Canberra locations / hospitals and incorporate additional languages.
- > Education: "Getting a good start means you finish well"; getting culturally and linguistically diverse kids into school and keeping them there in the early years is a priority.
- > ACT Government could help advocate on and identify potential solutions to address visa flows and transition: skilled people are faced with much red tape and paperwork requirements when visas expire and lack of certainty of other options.
- > Service providers need to clarify their roles and terminology, be clear about who they provide services to (e.g. is it migrant vs asylum seeker vs 2nd Generation culturally and linguistically diverse vs permanent residents)?
- > Address racism and discrimination in workforces; e.g. migrants often abused by fellow workers and not paid properly. "Go back to where you come from" messages still occur. Workplaces should reflect population diversity.
- > Develop a business proposition to recognise and embrace diversity e.g. Develop a 'Diversity Logo' to promote employers of choice.

⁹ ACT Social Enterprise Hub: provides business development support to community organisations or social entrepreneurs who want to develop a social enterprise to create employment for people excluded from the labor market. In the ACT they currently support: ACT Social Enterprise Peer Network: an informal cross-sectoral group designed to bring together ACT people interested in social enterprise, to learn from one another and develop professional networks. Social Ventures Australia. ACT Social Enterprise Hub. <https://sociaventures.com.au>, <https://actcoss.org.au>

- > Further demonstrate that the ACT Government is serious about diversity and multiculturalism by
 - developing targets for culturally and linguistically diverse leadership, to mirror the community.
 - identifying potential for cultural change led by elected representatives, senior government and business leaders.
 - promoting evidence that diversity is valuable; promote success stories of diverse people reaching the top; promote and utilise the Diversity Register.
 - utilising the Harmony Calendar for cultural and religious events.
 - "You can't fix what you don't acknowledge".

Roundtable attendees also noted the current ACT Multicultural Framework has some problems in "Action" and "Outcome" columns: many actions are policy statements, not what and how to do something, and there is a tendency to look at policy and programs, rather than actual impact. Outcomes are what are important.

SNAPSHOT

Factors Contributing to Labour Market Success

The 2018 Canberra Roundtable suggestions reinforce the recommendations of the "Canberra Pathway to Employment for Migrants and Refugees" Report to the ACT Minister for Multicultural Affairs in 2015 :

- ▶ Coordinated and targeted employment services for refugees and migrant job seekers including individual pathway planning, realistic case management and referral, training and skills development, work experience and mentoring.
- ▶ Recognition that multicultural issues, individuals and specific groups are not all homogeneous and will face different challenges, which require responsive engagement.
- ▶ Developing long term relationships with employers and service providers.
- ▶ Vocational education and training linked to English language skills, supported by mentoring and on the job training programs to build relationships with employers.
- ▶ Recognition of overseas skills and experience.
- ▶ Employers' recognition of cultural and linguistic diversity in the workplace through enhancing cultural competency skills of staff.
- ▶ Initiatives to address discrimination and exploitation in the workplace, including employer education.

DISCUSSION THEME 2

CANBERRA, A CITY WHERE EVERYONE BELONGS

RECOGNISING, SUPPORTING AND EMBRACING DIVERSITY

INTRODUCTION

Canberra prides itself on its multicultural and inclusive community, living within the broader Australian context which both supports and challenges community harmony and multiculturalism. Theme 2 focuses on diversity, social cohesion, belonging and connectedness as opportunities and responsibilities of both community and government.

UNDERSTANDING SOCIAL COHESION

Social cohesion, social inclusion, belonging, peacefulness, harmony, social justice, equality, participation, equal opportunity - terms which may be used interchangeably across many contexts. There is no agreed definition of social cohesion, but three common elements are generally accepted:

- > Shared vision: universal values, mutual respect and common aspirations or identity;
- > Within a group or community: a well-functioning community with shared goals and responsibilities and a readiness to cooperate with the other members; and
- > A process: not simply an outcome, but as a continuous process of achieving social harmony.

There is also some agreement about the key factors which influence social cohesion:

- > Economic: levels of unemployment and poverty, income distribution, population mobility, health, life satisfaction, sense of security, and government responsiveness to issues of poverty and inequality.
- > Political: levels of political participation and social involvement, including the extent of voluntarism, development of social capital, trust that facilitates coordination and co-operation for mutual benefit.
- > Socio-cultural: levels of consensus and divergence (homogeneity and heterogeneity) on issues of local and national significance.¹⁰

Australia is a highly diverse, multicultural society, with the 2016 Census identifying that 49% of the population were born overseas or have a parent born overseas, and that 24% of the population has either a non-European or an Aboriginal and Torres Strait Islander background.¹¹



¹⁰ Markus, A. *Mapping Social Cohesion: The Scanlon Foundation Surveys 2017*. 2017. p. 23. <http://scanlonfoundation.org.au/socialcohesion2017/>. Buckmaster, L. and Thomas, M. Social inclusion and social citizenship: towards a truly inclusive society. Parliament of Australia. Research Paper no. 8. 2009-10. www.aph.gov.au/pubs

¹¹ Australian Human Rights Commission. *Anti-Racism in 2018 and Beyond: A Report on the National Anti-Racism Strategy (2015-18)*. 2018. <https://www.humanrights.gov.au/>

*Cultural diversity in Australia has increased over time, and overall enjoys public acceptance, with the majority of Australians (83%) saying that multiculturalism has been good for Australia.*¹²

While Australia's multicultural consensus remains strong, in recent years there have been public 'debates' about numerous issues which have challenged community harmony and multiculturalism. As the Australian Human Rights Commission notes, racism and racial discrimination continue to exist in Australia, with particular migrant communities and Aboriginal and Torres Strait Islander people continuing to experience discrimination and racism in many ways.¹³

In May 2018 the Canberra Omnibus Survey asked respondents - Do you agree or disagree that Canberra as a community accepts people from different cultures? The majority (89.3%) agreed, with 7.7% disagreeing. Survey data since 2010 indicates Canberrans acceptance of people from different cultures (ranging between 92.6% to 89.3% acceptance). Those disagreeing have increased from 1.2% to 7.7% over the same period.

WHAT HAVE BEEN THE KEY ACHIEVEMENTS AND WHAT HAVE WE LEARNED?

2018 Roundtable participants identified the following achievements:

- > Organisations such as Canberra Interfaith Forum, Canberra Multicultural Community Forum are different communities working together, promoting shared vision, shared value, helping each other. Cross cultural organisations help to understand each others' difference and diversity without feeling scared or threatened. A lot of respect and support in Canberra-very positive experience here.
- > Canberra is a bit more worldly, open to different cultures, more travelled. In general the media in Canberra doesn't tell stories of division within communities; the narrative in the media is very much about unity and diversity. Politics on both sides in Canberra is very respectful of multiculturalism. This hasn't happened by accident - as we grow into a bigger city, we need to bring that along with us.
- > Difference between Sydney / Melbourne and Canberra is that suburbs in the bigger cities are more homogenous (from one culture) whereas in Canberra it's more spread out, diverse (because it's a smaller city). Living among people from different cultures can help improve language and economic participation opportunities. Supports people to get out of their comfort zones.
- > Education of younger generation is key to social cohesion going forward.
- > Canberra is growing in attraction as a place to live as an inclusive city (ACT declared Refugee Welcome Zone on 15 June 2015.)
- > Noticeable growth in diversity of Canberra. Planning for this by government is key to continuation of growth of different cultures.

¹² Markus, A. *Mapping Social Cohesion: The Scanlon Foundation Surveys 2017*. 2017. <http://scanlonfoundation.org.au/socialcohesion2017/>

¹³ Australian Human Rights Commission. *Anti-Racism in 2018 and Beyond: A Report on the National Anti-Racism Strategy (2015-18)*. 2018; Markus, A. *Mapping Social Cohesion: The Scanlon Foundation Surveys 2017*. 2017. p. 60. <http://scanlonfoundation.org.au/socialcohesion2017/>; Reconciliation Australia. *2016 Australian Reconciliation Barometer*. 2016. p. 60. <https://www.reconciliation.org.au/>

DISCUSSION THEME 2

CANBERRA, A CITY WHERE EVERYONE BELONGS

- > Establishment and development of various large and small community events that encourage social inclusion: Multicultural Festival, expos, Harmony Day, Ride for Unity (riding bikes to places of worship), Neighbourhood Watch, citizenship ceremonies, welcome dinner project. Community brings community together – community drives events that are inclusive.
- > Human Rights Act – legislated in Canberra.
- > Programs which can be developed further include:
 - Work Experience and Support Program (WESP): skills programs for new arrivals that leads to employment opportunities.
 - On-line register of interested people from culturally and linguistically diverse backgrounds to serve on ACT boards and committees: launched 2018 as part of the ACT Diversity Register.
 - ACT Living Safe Together (Justice and Community Safety) Be the voice of reconnection: Understanding Radicalisation program, which implements the Commonwealth ‘Living Safe Together’ strategies in the ACT.
 - Promotion of community sports engagement programs targeting newly arrived communities with an emphasis on programs for women and youth.

WHAT DO YOU CONSIDER ARE THE OPPORTUNITIES AND CHALLENGES STILL TO BE ADDRESSED?

Participants at the 2018 Canberra Roundtables identified the following challenges and concerns.

- > The terminology of ‘multiculturalism’ or ‘diversity’ or ‘inclusion’ is confusing; we need awareness raising that diversity is more than a reference to a person’s cultural background. For integration people need to feel valued.
- > How can the government help communities understand and accept differences which exist between communities? Multicultural communities need to be part of the journey of reconciliation with Aboriginal and Torres Strait Islander peoples.
- > Interpreter services for language and culture.
- > Promotion of existing grants needs to increase; communities need more assistance in applying for grants; there are opportunities to link communities through grants.
- > How are we measuring achievements, when there are no KPIs’ for the Multicultural Framework. Need to develop smart, measurable goals for the Second Action Plan and look to the data being measured in Directorate Annual Reports. How are we measuring success of social cohesion and inclusion?
- > The National Multicultural Festival is a good event, but could be better. Expand and enrich by including a Conference component; integrate suburbs into the celebrations and street based interactions; build cohesion across the festival, rather than feeling as if it is segmented.

- > Going beyond the Multicultural Festival: more learning experiences are required about different cultures; to be bit more enlightened and get a deeper understanding. New and emerging, small communities don’t have resources to participate in major events or to host events. Need to build greater opportunities for more in-depth engagement, learning through events, workshops which are community led, community owned, develop strategies, educational programs to build greater respect and understanding. How do we build ownership of a shared vision?
- > Strong support is available for different individual cultural groups but not as much sharing/connecting across/between cultural groups, which would enhance inclusion.
- > Need to have a better understanding of the population dynamics in Canberra in order to break down barriers (perceived and real); and to help emerging communities to reach social cohesion by creating opportunities and connections.
- > Build more understanding of cultures/identities, and go beyond attitudes, stereotypes and racial profiling as an issue in today’s society. What does it mean to be included, when you need to hide your identity and how you identify with religion/ethics/sexuality? How do we “dissipate” racist attitudes and ideas in Australia’s society (at schools, work places, community)?
- > Learning languages provides a window into culture. 90% of Australian children do not study any other language. Australia has a poor track record in learning second languages.
- > Multicultural Awards: increase profile of awards; appropriate acknowledgement and presentation.

WHAT ARE THE MOST EFFECTIVE WAYS TO MOVE FORWARD? HOW DO WE INCLUDE THESE IN THE ACT MULTICULTURAL FRAMEWORK SECOND ACTION PLAN?

Roundtable participants suggested a wide variety of ideas to support social cohesion when developing the Second Action Plan. These included:

- > Better communication, better consultation and listening widely are needed between community and government. Government needs to consult with a wide range of communities to inform decisions and not just individuals. People from non-multicultural backgrounds seem to be making decisions for multicultural communities. People from multicultural backgrounds need to be on board. Newer members to be included as communities change overtime.
- > Understanding of what services and programs are available; promotion, awareness of programs and services; identification of gaps; audit of existing programs and services; ACT Government advocating to the Commonwealth on gaps/needs.
- > Funding of grants have remained the same for years; financial resources committed by government not growing at same pace as growth of communities; need to reassess funding plus greater transparency of government budgets.
- > Greater role for Canberra Interfaith Forum. Create opportunities for engagement from a larger population of communities, to move beyond the silos, to identify additional activities to promote understanding of different cultural perspectives and experiences of social cohesion in Australia.

DISCUSSION THEME 2

CANBERRA, A CITY WHERE EVERYONE BELONGS

- > Increased collaboration across community groups: e.g. pair up grants that are similar in nature; pair up sister/brother associations then rotate (i.e. Canberra has sister cities); leverage experience of older migrants to assist with new arrivals.
- > Consider promoting more multicultural centres for other town centres i.e. Gungahlin, Woden, and Tuggeranong by utilising existing infrastructure.
- > Strengthen vision for a multicultural city – what is Canberra? What is the shared vision; how do we build shared values/vision? Community is confident that it is multicultural, it belongs – don't drop the word multiculturalism.
- > Ask for community input to encourage ownership of Multicultural Framework; for individuals to take responsibility of moving forward; include building KPIs for measuring objectives and outcomes. Set goals/ targets and report - keep the community informed on progress.
- > In policy and programs need to consider culture, language, equality of opportunity, social justice, human rights and respect, while acknowledging difference and diversity and the place of Aboriginal and Torres Strait Islander peoples.
- > Social cohesion needs to be clearly defined, particularly in relation to the needs of the culturally and linguistically diverse society; including what it means in practice in the ACT.
- > Better understand the way that language is used to support diversity and not to stereotype and denigrate.
- > Need to promote education and discourse across the wider community, as well as culturally and linguistically diverse communities and agencies, to dispel misconceptions and stereotyping.
- > Important to support anti-racism messages across workplaces, community, and schools.
- > Develop an understanding of the ongoing government changes to immigration, visas, citizenship, multicultural policy and practice, for communities and individuals, and how this is translated and implemented between the Commonwealth and the ACT.
- > Consider the role and value of volunteering, which is integral to community connectedness and enables people with all skills and abilities to participate. Canberra has the highest rate of volunteering in Australia with 36.7% of adults and 57% of young people volunteering in the region.
- > Better understand the changing needs of multiple generations of culturally and linguistically diverse communities. Different and changing needs, language skills, and levels of engagement it is important not to assume a comprehensive understanding and access to technology. For example, it can't be assumed that everyone engages with social media; perhaps radio, TV, newspapers, and face to face meetings across communities and organisations can be more effective in some circumstances.

THEME 2 DISCUSSION QUESTION

Canberra, a city where everyone belongs

Recognising, supporting and embracing diversity

TO DELIVER ON THE OBJECTIVES OF THE ACT MULTICULTURAL FRAMEWORK 2015-2020, WHAT DO YOU SUGGEST SHOULD BE THE KEY OUTCOMES FOR THEME 2 FOR THE SECOND ACTION PLAN 2018-2020?

Short Term (in 12 months)

Medium Term (12 – 24 months)

Long term (After 24 months)

DISCUSSION THEME 3

CANBERRA, A HEALTHY AND ACCESSIBLE CITY

ENSURING THE ACCESSIBILITY OF ALL SERVICES FOR CULTURALLY AND LINGUISTICALLY DIVERSE CANBERRANS

INTRODUCTION

Theme 3 focuses on improving access to services needed by people of culturally and linguistically diverse backgrounds and addressing obstacles such as language barriers, the lack of culturally appropriate services, and cultural and social stigma related issues.

Access to services for the ACT community is framed around key principles:¹⁴

Access and equity:

recognises that different population groups, such as culturally and linguistically diverse people experience inequities in access to services

Acknowledging diversity within diversity:

there will be diversity within a particular culturally and linguistically diverse community

Human rights:

underpinned by the human rights principles in the ACT Human Rights Act 2004, which recognises the basic human right to be treated with respect and dignity, and the importance of empowering people to participate directly in decisions about their wellbeing

Evidence-based policy and practice:

use of evidence based research, analysis and evaluation to inform decisions

Prevention:

the process of enabling people to increase control over and improve their health and wellbeing, acknowledging the particular challenges for some culturally and linguistically diverse communities

Client centred care:

an approach which is grounded mutually beneficial partnerships across service providers, clients, and families, and inclusive of culturally and linguistically diverse communities.

WHAT HAVE BEEN THE KEY ACHIEVEMENTS AND WHAT HAVE WE LEARNED?

2018 Canberra Roundtable participants identified the following achievements in relation to access to services:

- > ACT is a Human Rights jurisdiction and is the leading jurisdiction for refugees in providing health care however it needs improved access for skilled migrants.
- > ACT Services Access Card for asylum seekers provides access to public services like health, public transport and helps asylum seekers.
- > Introductory English Centres (in schools) benefit the migrant community.
- > Access to translator services: phone and in person services; funded services for GPs and real estate agents, health and housing. ACT Government Website has Languages that are accessible.
- > ACT Health's 'Using Health Services in the ACT' is a good publication. Interpreters available in 15 different languages and has good practical information to assist multicultural communities.
- > NDIS (when done properly).
- > Diversity Register, ACT Women's Plan, Multicultural Advisory Council: a good start to inclusion as acknowledgement that diversity has to be part of the conversation.
- > Domestic violence initiatives: Government is raising awareness and legislation.
- > Important to acknowledge achievements for the culturally and linguistically diverse communities moving forward and supporting themselves.

WHAT DO YOU CONSIDER ARE THE OPPORTUNITIES AND CHALLENGES STILL TO BE ADDRESSED?

Participants at the 2018 Canberra Roundtables identified a variety of concerns and challenges, which reflect the need to build on and to ensure the quality and sustainability of achievements in accessing services.

- > Language is the biggest barrier to awareness, understanding and accessing services. Improving translation services will promote access to services. Need to target translation of materials to ensure issues are understood and that the translation is culturally appropriate according to the language the material is being translated into e.g. Responses to domestic violence and services need to be available in a variety of languages. There are often difficulties accessing services when needed. Privacy and confidentiality issues are great in a small community. Interpreters and translation services need to be expanded to include more languages and available in hospitals, GP offices, Access Canberra etc.
- > Limited access to mental health services for culturally and linguistically diverse Canberrans that is culturally appropriate. When dealing with mental health issues among migrant communities, early intervention and cultural sensitivities need to be considered particularly when dealing with refugees and migrants who have suffered trauma. Shortage of workers is also a challenge. Need to increase 'Trauma Informed Practices' - to understand trauma and work with those who are affected and to provide informed services including legal and human rights.

In 2016
22%
of ACT
residents
aged five and over indicated that they
**spoke a language other than
English at home.**



This is up from **18%** in 2011.
The most common languages
other than English were
Mandarin, Cantonese,
Vietnamese, and Hindi.

¹⁴ Principles are adapted from ACT Government Health Towards Culturally Appropriate and Inclusive Services: A Co-ordinating Framework for ACT Health 2014-2018, 2014.

DISCUSSION THEME 3

CANBERRA, A HEALTHY AND ACCESSIBLE CITY

- > Promote self-care and empowerment during the integration phase and moving to independence, through promoting services and raising awareness. e.g. Using Health Services in the ACT publication by ACT Health needs to be more widely promoted and available to culturally and linguistically diverse communities via GPs', community centres, Theo Centre services. More assistance in aged care, NDIS plus the need to educate and promote available services.
- > Increase awareness of services through online and written information. Communities need support to learn Australian laws, values, expectations (e.g. hygiene issues, use of car seats etc).
- > Accessing affordable and suitable housing is difficult in Canberra, particularly as there are cultural barriers; discrimination for allocation of housing; and inability to provide reference if a new migrant.
- > Develop partnerships with fellow organisations – collaboration is key; and need more collaboration between government and communities.
- > Recognition of new and emerging cultural communities.
- > Volunteer services may have little recognition and connection into existing systems. Volunteers are willing to assist and need support as to how to best provide volunteer services.
- > Young women in culturally and linguistically diverse community may feel discriminated against due to their culture and experiencing subconscious bias. Lack of cultural tolerance towards the young women which can lead to mental health illnesses such as anxiety and depression.
- > Culturally and linguistically diverse people employed in Aged Care need specific English courses teaching them health language to assist them in understanding that particular role for improved employment. There needs to be more profile in the community about languages and English courses.
- > How do we know how effectively programs are working, that access is ensured? How are services and access being measured? Documenting 'actions' is not achieving measurement of progress in service delivery outcomes. There is no consistent and useful data collection; with no minimum data collection requirements.

WHAT ARE THE MOST EFFECTIVE WAYS TO MOVE FORWARD? HOW DO WE INCLUDE THESE IN THE ACT MULTICULTURAL FRAMEWORK SECOND ACTION PLAN?

2018 Roundtable participants made the following suggestions for moving forward.

- > Allocate funding for specific projects that:
 - provide services and raise awareness in multicultural communities around: domestic and family violence, health and mental health, aged care, NDIS, home care, disability, support for carers, youth, young women;
 - acknowledge differences in experiences and cultural norms in accessing services;
 - support cultural and linguistic diversification of workforces and leadership;
 - support partnerships that build resilience for social cohesion;
 - value and support front line community and ACT Government staff who respond to provide services; and
 - measure progress, build accountability, and learn from good practice in ensuring access, quality and sustainability of services.
- > Promote increased access to timely and quality translation and interpreting services, including:
 - support for translation of information about essential services to improve access for culturally and linguistically diverse Canberrans;
 - encourage the use of accredited interpreters where needed, at service delivery points across ACT Government and community organisations; and
 - identify and support suitable people who are willing to undertake accreditation as formal interpreters to build a large pool of local interpreters.
- > Support ACT Government staff and service providers across service sectors and in public contact positions to receive cultural training relating to the appropriate delivery of services and programs for culturally diverse communities.
- > Promote services asylum seekers are entitled to.
- > Promote Access Canberra as a one stop shop and Community Hubs to members of culturally and linguistically diverse communities.
- > Develop a 'mapping service' outlining who, what and where services are located.
- > Encourage multicultural community leaders to disseminate information about general programs, services and community events to their respective members.



Home to **roadworks,**
new suburbs
and the first
light rail



The flourishing northern area of **Gungahlin** is driving the Capital's population growth. As the **second-fastest growing region** in the country, it is now home to more than **71,000** people, up from 30,000 people in 2011.

DISCUSSION THEME 4

CANBERRA'S FUTURE

EMBRACING THE YOUTH OF TODAY TO BUILD THE FUTURE OF TOMORROW

INTRODUCTION

Talking about Canberra's future is clearly the agenda of the 2018 Multicultural Summit.

Canberra's future relates to all members of the ACT community, no matter what their age. Of course, young people are already contributing to building today's Canberra, as well as the future, based on their perspectives and experiences. To ensure we continue to value these contributions, the main focus of theme 4 is on the opportunities and challenges for young people of culturally and linguistically diverse backgrounds in the ACT.

Although diverse, as a group young people frequently experience systemic disadvantage, discrimination and unequal access to resources. This means that young people who experience other forms of disadvantage, such as poverty, homelessness or low educational attainment, are amongst the most vulnerable members of the ACT community.¹⁵

SNAPSHOT

Understanding Canberra

- ▶ In 2016, 1 in 4 Australians aged 18-24 years was born overseas and the gender ratio of young people born overseas was split almost equally (49% female).
- ▶ Second generation young migrants are more proficient in English than 1st generation young migrants, and 1st and 2nd generation young migrants (38%) are more likely to be engaged in a technical, tertiary or other form of further education institution than young people born in Australia (25%).
- ▶ 2011 Census data indicate that 1st generation migrants aged 15-24 years were more likely to be employed in part-time work than full-time work, and tended to reside in major cities.
- ▶ Young people represent more than 20% of Canberra's population, with over 78,000 people aged 12-25 years residing in the ACT.

¹⁵ Youth Coalition of the ACT. Submission to the ACT Budget 2018-19. October 2017. www.youthcoalition.net

WHAT HAVE BEEN THE KEY ACHIEVEMENTS AND WHAT HAVE WE LEARNED?

2018 Roundtable participants identified the following achievements to support culturally and linguistically diverse young people:

- > Introductory English Centres (in schools).
- > Bilingualism (and multilingualism): many young Canberrans speak more than one language and it is important this continues to be valued, maintained and enhanced.
- > Community language schools promote children learning and being aware of their cultural heritage, and is a good way to promote multiculturalism in the future.
- > The annual National Multicultural Festival.
- > The ACT Government working with CIT to provide vocational training courses targeting young people that leads to employment.
- > ACT Policing has done well in terms of engaging with the community (being proactive and reaching out to community rather than waiting for something to happen). Canberra Multicultural Community Forum has regular meetings with Police.
- > Youth Advisory Council provides good advice and support.
- > Youth Coalition ACT supports the Safer Families package as a partnership with community services to address the social determinants of health; vulnerable young people can be supported to move out of cycles of poverty and disadvantage.
- > Promotion of the ACT Multicultural Awards to include young (15-30 years) people who have made a significant contribution to multicultural affairs in the ACT (2015-2017).
- > Access to grants funding by both Commonwealth and ACT Government agencies has been successful in supporting culturally and linguistically diverse young people in Canberra over at least the past two decades. The process could be refined to make access easier as well as more opportunities to provide training in grants application processes. There is a need to better monitor how effective the grants are; i.e. looking for more "outcomes" rather than just "outputs". Promotion of community sports engagement programs targeting newly arrived communities with an emphasis on programs for women and youth.



DISCUSSION THEME 4

CANBERRA'S FUTURE

WHAT DO YOU CONSIDER ARE THE OPPORTUNITIES AND CHALLENGES STILL TO BE ADDRESSED?

Young people with culturally and linguistically diverse backgrounds face complex transitions and additional barriers in participating socially, economically and politically in Australian society.

While cultural diversity provides a rich and positive contribution to Australian society, multicultural young people may face a number of issues that make them a vulnerable social group in settling and growing in Australia. The Youth Coalition ACT has identified specific youth challenges and issues in the ACT.¹⁶

- > **Multiple cultural and family expectations and obligations:** competing expectations from family and community; intergenerational conflicts relating to finances, independence and outside home activities and relationships; development of identity and agency; need for culturally appropriate responses to family conflict and violence; changes in roles especially additional responsibility acting as translator and family advocate; finding local community and changes to community structures.¹⁷
- > **Accessing services and employment:** language difficulties; lack of awareness of services; lack of culturally appropriate services; financial issues; access to services to address health, mental health, sexual health; family and education barriers to gaining employment.¹⁸
- > **Justice and the law:** communication barriers; inadequate use of interpreters; lack of translated information; lack of understanding of culturally and linguistically diverse contexts for youth and families; limited understanding and knowledge of law and systems.
- > **Housing and homelessness:** difficulties and delays in accessing appropriate housing options, including public housing; homelessness is estimated to be higher among culturally and linguistically diverse young people.
- > **Digital engagement:** Digital technologies and globalisation present new opportunities for young people from refugee and migrant backgrounds to expand their social and professional networks and employment options, and to maintain ties with overseas friends and family. Young people face two distinct kinds of digital risk: exclusion from the online world if they lack digital access or skills, or, if they make it online, being subjected to cyber racism or other online threats.

- > **Racism:** racism and discrimination in daily life in schools, employment, housing; on-line; negative media stereotyping of certain cultural groups; lack of youth friendly spaces with police/ security response to 'groups/ gangs' of young people; impacts on health; influences participation and community cohesion.¹⁹
- > **Youth participation:** general lack of involvement of young people in Australian social and political arena; coping with competing priorities, past experience and cultural expectations; language difficulties.²⁰

Participants at the 2018 Canberra Roundtables identified some further ACT specific challenges and concerns:

- > ACT government needs to better engage the multicultural community. Consider developing a social media strategy for the culturally and linguistically diverse community, with a particular emphasis on young people.
- > Youth outreach opportunities through sports, creative pursuits such as music, art, media; offer a positive way for young people from culturally and linguistically diverse backgrounds to connect.
- > Need for "role models" who are successful in their own communities to mentor/engage with youth and to help develop leaders for today and tomorrow.
- > Limited access to ACT venues for culturally and linguistically diverse young people to meet for social and educational purposes. Can access to ACT Government school halls and other venues be increased?
- > Identify opportunities for culturally and linguistically diverse young people by adopting a "strengths based" approach. "Focus on what's strong and not what's wrong".
- > Principals and teachers not adequately addressing discrimination and bullying against culturally and linguistically diverse young people, possibly contributing to systemic and integration problems.
- > Youth 'Age Limit': some cultures find it difficult that young people's age group is between 12-25 years as some cultures do not allow their children to leave home until married. Be aware the age limit has implications for access to services.

¹⁶ Youth Coalition of the ACT. Submission to the ACT Budget 2018-19. October 2017. www.youthcoalition.net

¹⁷ Joint Standing Committee on Migration – No one teaches you to become an Australian. Report of the inquiry into migrant settlement outcomes. 2017. http://parlinfo.aph.gov.au/parlInfo/download/committees/reportjnt/024098/toc_pdf/NooneteachesyoutobecomeanAustralian.pdf;fileType=application%2Fpdf

¹⁸ Tahiri, S. Not Working: Experiences of Refugees and Migrants with Jobactive. Refugee Council of Australia. 2017.

¹⁹ Jakubowicz, A. et al. Minority youth and social transformation in Australia: Identities, belonging and cultural capital. *Social Inclusion* 2. 2014. Block, K and Gibbs, L. Promoting Social Inclusion through Sport for Refugee-Background Youth in Australia: Analysing Different Participation Models. *Social Inclusion* 5: 91-100. 2017.

²⁰ Multicultural Youth Advocacy Network. CALD Youth Census Report. Centre for Multicultural Youth. 2014.

DISCUSSION THEME 4

CANBERRA'S FUTURE

WHAT ARE THE MOST EFFECTIVE WAYS TO MOVE FORWARD? HOW DO WE INCLUDE THESE IN THE ACT MULTICULTURAL FRAMEWORK SECOND ACTION PLAN?

2018 Canberra Roundtable participants identified a broad range of suggestions to support culturally and linguistically diverse youth. They included:

- > Prevention of racism and discrimination through initiatives that foster belonging and building awareness: through community support; anti-racism strategy; arts and media programs; building young people's skills for leadership and participation in program development.
- > Supporting access to services, education and workforce participation through the translating and interpreting service for culturally and linguistically diverse young people. Particularly critical for young people as surveys in the ACT show that child, youth and family sector services are not engaging interpreters and often rely on young people as translators in stressful and conflicted situations.
- > This should equally apply for all schools where students and/or parents can access the service. Highlights a disconnect between policy and practice across many services, where there is lack of funding for interpreter services, and the need for training to work with interpreters.
- > Targeting and coordinating support and resources, particularly in relation to education and employment pathways and the early stages of settlement: including improved review of issues around educational attainment and access to mainstream services. Strengthen services around 'overseas qualifications assessments.'
- > Building cultural competency of mainstream services to work more effectively with young people: lack of training and support for service providers for diverse communities, particularly related to health, mental health and justice issues. It's important to involve those young people with lived experience in designing policy and programs.
- > Overcoming barriers to digital inclusion while empowering young people as online citizens: young people from refugee and migrant backgrounds require better support to access and develop their networks and understanding of Australia's social, cyber and workplace environments.
- > Building mentoring, peer support and leadership programs for culturally and linguistically diverse youth: across different age groups; through different models eg culturally and linguistically diverse Liaison Officers; youth ambassadors; community champions; volunteering opportunities; on the job experience; social enterprise and small business development opportunities.

THEME 4 DISCUSSION QUESTION

Canberra's future

Embracing the youth of today to build the future of tomorrow

TO DELIVER ON THE OBJECTIVES OF THE ACT MULTICULTURAL FRAMEWORK 2015-2020, WHAT DO YOU SUGGEST SHOULD BE THE KEY OUTCOMES FOR THEME 4 FOR THE SECOND ACTION PLAN 2018-2020?

Short Term (in 12 months)

Medium Term (12 - 24 months)

Long term (After 24 months)
