

# INTERCULTURAL CITY

MAKING THE MOST OF DIVERSITY



## LOGAN CITY CONSULTATION REPORT

brecknockconsulting – March 2006

## INTRODUCTION

“In the multicultural city we acknowledge and ideally celebrate our differing cultures. In the intercultural city we move one step beyond and focus on what we can do together as diverse cultures in shared space to create greater wellbeing and prosperity.” (Charles Landry 2005)

The *Intercultural City* project seeks to better understand the value of cultural diversity and the benefits of cross cultural interaction.

In Logan the project is exploring the relationship between settlement patterns and geographic distribution of people from diverse cultural backgrounds and the extent to which this distribution is a factor in intercultural activity. Further we are exploring how intercultural activity and networking can be a source of innovation, creativity and entrepreneurship and how this can become a positive force and resources for the development of Logan and its diverse community.

This Consultation Report records our the findings that emerged during the initial interview process and subsequent Focus Group sessions held in 2005-2006 and will be a background paper to the final Intercultural City Research Report.

## CONSULTATION PROCESS

The first phase of the consultation process involved a series of one-on-one interviews, a questionnaire. [See Appendix A] Interviewees comprised people from Logan's cultural and linguistic diversity [CALD] and included a range of gender, age, ethnicity and migration experience. [See Appendix B]

The consultation approach was focused on peoples' perceptions and personal stories prompted by questions in a series of related groupings. In each group there was a qualitative question [in Bold & Italics] where people were asked to “strongly agree”, “agree”, “disagree”, “strongly disagree” or “don't know”. [See Appendix C]

The second phase involved a series of focus groups which were either general discussion on interculturalism from across a range of cultural perspectives and migration experience or more targeted discussion on issues relating to interculturalism and business or interculturalism and urban planning.

While this was by no means a representative sample of Logan's population it has provided an interesting cross section of opinions and provided some useful insights into perceptions of openness, settlement experiences and interculturalism.

### SUMMARY OF CONSULTATION OUTCOMES

The following is a summary of what people told us in the interviews, questionnaires and focus groups. The consultation outcomes have been grouped according to the focus areas discussed; clustering, openness, intercultural activity, intercultural networking, public realm, education and business.

#### Clustering

The clustering questions sought to better understand the nature of the distribution across Logan of people from CALD backgrounds. People were asked about the advantages and disadvantages of gathering in geographic cultural clusters from the perspective of both social capital and economic advantage.

The picture that emerged suggested that there is a 'migrant settlement pattern' of initial clustering followed by a gradual dispersal across the city once people feel secure. It would also appear that this dispersal is influenced by the distribution of available housing stock.

The following dot points provide a summary of the interview responses and discussion at focus groups:

- Affordable housing and proximity of friends and family were highlighted as the main reason for settling and remaining in Logan *"We have family, friends and ethnic community living in Logan and we decided to start where our people are."*
- People indicated that they prefer to stay close to community and churches where there was a *"feeling of belonging and being able to be together with your own people"*
- It was suggested that a dispersed community should be seen as a healthy and secure community that does not feel it needs to cluster together for support. It was also suggested that clustering has been the source of internal community tensions and political in fighting and has at times led to an entire suburb gaining a bad name due to the bad behaviour of a few.
- Concerns were expressed that there were negative aspects to clustering and some migrant community members saw resettlement as an opportunity to break with cultural politics/traditions in home countries
- We were told that the clustering is dependant on community attitudes and circumstances, for example it was suggested that the Muslim community in Logan is spread out because of anti-Islamic feeling and not wanting to make themselves a target. Other communities such as the Sudanese community have clustered close to the Anglican Church.
- Busy work lives and lack of disposable income make it hard for groups to find the time to meet, this is especially so for recent migrants and refugees. While clustering is important because *"it helps us maintain our culture and the disadvantage is that some members may not be available because the working time is never the same"*.

- It was suggested that most recent arrivals have settled where there are existing settlement services including schools like Woodridge that offer extensive English as a second language programs. Once more established, communities will move closer to their own support centres eg Khmer and their temple.
- Refugees in Logan tend to settle for the first six to twelve months in Woodridge and then disperse to rental properties across Logan
- The lack of public housing is one factor that pushes people into the more widespread private rental market. At the moment there is a four year waiting list. New arrivals only receive short term accommodation for six months and then have to find alternatives. Often cheaper accommodation is also a long way from public transport creating further difficulties in accessing employment and services.
- It was reported that the Department of Housing started to sell of some of the public housing stock in order to reduce the amount of clustering but had to stop because of the demand for housing. It was suggested that up to 28% of houses in some Logan neighbourhoods are public housing
- Sometimes the availability of suitable size housing with sufficient space for large families is a determining factor for communities with extended families.
- It was suggested that while many Pacific Islanders do tend to settle in areas where there is community support, many also have the cultural confidence to relocate away from the clusters
- For some the lack of gathering places leads to isolation from their community while others have found the opportunity to gather and meet regularly *"to improve the community and more especially keep our culture"*
- A the number of people who identified sport as important to their lives, stating that sporting clubs play an significant social role
- We were told that the success of the strong clustering of Hmong community in Logan had attracted the Hmong community in Tasmanian to relocate to Logan and had also become a central focus for Hmong across Australia

### Openness

The intercultural project team considers openness to be a precondition for interculturalism and therefore the consultation focused on questions around people's perceptions of Logan as an open and welcoming society.

The questions and discussion asked about how people felt living in the community and using public and open space such as shopping centres, parks etc. We also discussed the feel of civic institutions such as libraries and other council facilities.

Questions were also asked about the role of the local, state and national media regarding its portrayal of cultural diversity and the impact this has on building an open society.

In answer to our primary question 76% of our survey sample agreed that:

**“Logan is an open community that respects and values cultural diversity”**

The following dot points provide a summary of the interview responses and discussion at focus groups:

- Generally people feel welcome and accepted by the Logan community it was suggested that this is partly due to the fact that there is a large percentage of people born overseas therefore everyone is from different backgrounds and “all in the same boat”
- People feel that Logan is very open and welcoming through the workplace, schools and services especially the libraries
- We were told that being welcomed and accepted by neighbours and the community depends very much on personalities not just on ethnicity
- Some feel that the mainstream media’s negative attitudes to diversity does have an effect on the broader community
- It was noted that one can feel unnoticed in public and therefore tend to seek out people from the same cultural background
- There were mixed messages about the attitudes of the media towards cultural diversity, while there were those who had positive experiences and felt that the local media was supportive, eg the Buddhist temple, others felt that there was a lot more the media could do
- In general, people felt that the local media does make an effort to cover multicultural events and present good news stories. Perhaps more could be done with profiles of individuals that may increase community awareness and understanding of other cultures.
- The schools are actively involved in cultural awareness raising such as an extensive English as a second language program and partnering with Community Renewal on community programs. Multilink and Council have also been working on cultural awareness program for staff and for local business.
- Shopping centres are not always comfortable places for CALD groups with some examples of subtle racism. For instance we were told that the Logan Hyperdome management has expressed concerns about Pacific Islander young people ‘hanging about’ in the shopping centre.
- The strong multicultural nature of Logan was identified as a very positive factor with the markets and cultural events identified as important expressions of this *“festival are a good way of bringing people together”*
- It was suggested that racism was probably more of a problem in high schools rather than primary schools and that indigenous children may experience more difficulties than CALD groups

- While Harmony Day is a great event it is predominantly attended by members of CALD communities and workers, it is widely perceived as only for these groups rather than for the wider community
- It was noted that in Logan, especially through the agencies, that *"there is an effort that people are making to respect cultural diversity within our community, if we live together in peace then we need to understand each other"*

### **Intercultural Activity**

The intercultural activity questions explored existing opportunities and potential barriers to cross-cultural contact and understanding in Logan. Questions were also asked about the perceived benefits to social cohesion and business of intercultural activity.

In answer to our primary question 76% of our survey sample strongly agreed that:

**"Increasing interchange and dialogue between different cultures is important in developing social, cultural and/or economic wellbeing in Logan"**

The following dot points provide a summary of the interview responses and discussion at focus groups:

- The majority of participants said that they make a conscious effort to interact with the broader community and to share their culture *"It provides a clearer insight into another culture and from this pride respect, understanding and privilege of ones own culture expands"*
- Increased intercultural activity will help Council to develop a greater understanding of community needs and plan accordingly *"Interchange and dialogue will result into understanding and once there's understanding between different communities, there will be cooperation and therefore economic wellbeing will be realised as result of the social and cultural activities among the communities"*
- Interaction is essential to learning about the Australian society and ways of doing things however the big barriers are perceived to be language and lack of recognition
- There is a sense that migrants to Australia understand the importance of interaction across cultures although there is, in the early days of settlement a natural inclination to mix with others from their own community *"People with similar values and affiliations are more attractive for long relations. There is as well people interested for our culture, religion and customs"*
- We were told that there is often little acknowledgement in Logan of the life experience that many migrants and refugees bring with them. For example, older people are not accorded the same level of respect here when they may have considerable knowledge that could benefit the wider community.
- There is a wealth of experience available through Multilink and ACCES workers but because of insecure funding arrangements many either move on to permanent

positions outside the sector or burn-out. Other workers are lost following changes to government policy and priorities.

- People felt that the lack of obvious diversity within Council elected members and staff does not reflect the make up of the community they serve – the community would like to see mechanisms to encourage greater employment opportunities within council and for increased cultural and linguistic diversity in civics and local politics
- The issue of people's "Cultural Confidence" and sense of self needs considering and understanding its implications for intercultural dialogue
  - For example it was stated that the cultural confidence within PI communities makes it easier for people to engage in intercultural activity
- Gathering places were seen as crucial in supporting cross cultural dialogue
  - In Logan the young people have few places to meet where they can just hang out together
  - Families have been seen to stay in their car while one parent goes into a shopping centre
  - Need to consider what are the opportunities for gathering spaces at shopping centres
  - Potential for gathering nodes in strip shopping areas such as Station Rd
- The Sunday markets in Station Street Woodridge were seen as a good example of potential intercultural activity where people can learn about other cultures.
- The Logan community garden was nominated as an important potential gathering place and opportunity for intercultural activity. It was suggested that it had the potential to be expanded to include programs with schools and to have economic possibilities. We were however told that there is no public transport near the existing community garden site which makes it very difficult for recent migrants without private transport.

### **Intercultural Networking**

The consultation explored existing networks within CALD communities and networks that link across cultures. People were asked to discuss issues that prevent the effective use of networking or that stand in the way of establishing cross-cultural connections.

While we were told that there are some very good networks there was still a lot to be done about overcoming the language barrier and to creating effective links with the business community.

In answer to our primary question 69% of our survey sample agreed that:

**"Logan provides many opportunities for networking between people of different cultures"**

The following dot points provide a summary of the interview responses and discussion at focus groups:

- Networking was seen as providing an essential support structure “*Togetherness in difficult time as well as in time of joy (i.e. Supporting each other emotionally and physically)*”
- A high level of community networking was identified especially through sport, places of worship and support agencies
- As Logan has a very diverse community it has lots of opportunities for networking and good network organisations such as Multilink, ACCESS, Centrelink etc
- People acknowledged that there were a lot of existing cultural events promoting multiculturalism, the question is – does this provide intercultural opportunities
- The majority of respondents did not feel the dispersed nature of Logan was much of a problem in regards to interacting, however there were some who feel that the transport was a problem for those who don't drive and increased the cost of getting together. Both Multilink and ACCES provide a learn to drive program for recent migrants.
- The main barriers to networking that people identified were lack of English, lack of employment opportunities and the “*complexity of diversity in Logan where there are many groups but also many individuals within these groups at differing stages of settlement*”
- It was suggested that people from CALD communities are using the Internet to stay in touch with family and friends and access the overseas news services. The libraries will be offering increased Internet training if sufficient bilingual volunteer trainers can be found.
- There may also be opportunities to invite the wider community into places where they wouldn't normally go to increase intercultural awareness and exchange such as linking community gardens to cultural events

### **Public Realm**

The public realm plays an important role in building a welcoming, open and connected community. Therefore the consultation focused on questions about those spaces and places that felt open and welcoming and those that sent out negative messages or were culturally inappropriate.

This area of the study provoked the most divided discussions with people having very mixed feelings about our primary question.

In answer to our primary question interviewees were equally divided between the 37% of our survey sample who agreed and 37% who disagreed that:

**“The public spaces, places and building in Logan feel cosmopolitan and provide opportunities for people from different cultures to meet and interact”**



The following dot points provide a summary of the interview responses and discussion at focus groups:

- It was felt that public spaces in Logan did not feel cosmopolitan or reflect the communities diversity or even symbolically acknowledge Australian culture such as Aboriginal art
- While it was suggested that the environment *“should incorporate elements from different cultures”*. It was however stated by several interviewees that it would be impossible to *“design for every individual group”*.
- People identified parks, swimming pools, community centres and libraries as key council facilities and important intercultural places – *“Public places such as sport field, community centres are the best places where people from different cultures interact freely”*
- It was highlighted that some cultures and groups were more inclined to utilise spaces such as parks eg the Pacific Islander community
- Council parks were seen as being very well kept and beautiful, however there was criticism of some spaces due to lack of maintenance for example *“train stations, the maintenance is very poor, especially the toilets”*
- The issue of cost and booking processes and public liability insurance were raised as a significant factor in relation to the use of local facilities
- Shopping centres were considered to be OK places although more *“public seating can be advantage at shopping centres as shopping is usually a family outing where people meet, laugh, reminisce etc”*
- Libraries do attract a cross-section of the community but activities such as story-telling are often only attended by Anglo families. Asian students do use the libraries to do homework and young people from Pacific Islander backgrounds use the libraries as a meeting place because there are few alternatives.
- Participants felt that there was potential for the Station Road shops to evolve into a diverse and exciting environment. With the possibility of more events after hours (eg night movies), extended shopping/café opening hours, more picnic areas to meet Logan’s needs. In addition the train station should undergo another revitalisation.
- It was suggested that as there are few greenfield sites available in Logan, therefore redevelopment of existing sites is far more common. Due to budgets and other resource limitations, external contractors are often used but there is limited input from local community often resulting in commercial areas being too far from where prospective employees live. There may be increased opportunities for communities to have more direct contact with the Mayor, Councillors and planners.
- We were told that there is a need to think about the different cultural dimensions of the public and private cultural life and what this means for the design and planning of Logan, for example:

- Consideration of the public expression of people's faith
- Understanding the differing public and private gender roles

### Education

The questions in this section focused on education's role in breaking down cultural barriers through the gaining of cultural knowledge and in providing an intercultural environment in which children and tertiary students develop awareness and understanding of diversity.

In answer to our primary question 31% strongly agreed and 46% of our survey sample agreed that:

**"The education sector plays a critical role in developing dialogue and understanding between people of diverse cultures."**

The following dot points provide a summary of the interview responses and discussion at focus groups:

- People felt that fear of the unknown [the other] was perhaps the greatest barrier to people feeling able to interact with people from different cultural backgrounds – this is especially relevant for policy makers and politicians
- Multilink's cultural awareness sessions for council staff are an ideal example of how to break down this barrier
- Education about other cultures is not such an issue for migrant communities as they have an appreciation and understanding of difference it is more of an issue for the mainstream community.
- School was identified as the place where interculturalism can start because *"people interact, know one another, become friends and learn from each culture and behaviours unity and peace is exercised at school"*
- At Woodridge primary school 50% of students are from Cultural and Linguistic backgrounds and includes a significant number of students of Aboriginal and Torres Straits families.
- Education was seen as an important way to improve interaction, *"dialogue and increased knowledge about other ethnic groups helps in understanding between people of diverse cultures"* – harmony day was nominated as a *"good way to promote togetherness and acceptance of cultures"*
- Libraries provide a key educational role to many CALD groups
  - Story telling at Springwood is mainly utilised by white and Asian families
  - Pacific Islander young people are meeting in Logan Central Library after school
  - Internet access is important for migrants and refugees to allow them to keep in contact with people and news/language from home
  - Library to provide more internet training in additional languages
  - Libraries provide meeting rooms free

- Logan library service is doing a series of diversity Digital Stories as part of the "Qld Stories" program
- A major frustration for migrant groups is the lack of recognition of overseas qualifications
- Lack of day to day knowledge is a major problem for people arriving from long stays in refugee camps or from remote rural areas and there is a need for basic training in:
  - In household chores
  - Food buying and preparation eg school lunches
- We were told that many young people from African countries wanted to gain qualifications in Australia with the desire of eventually returning to their own country
- Concern was expressed that education was not a high priority in the Samoan community and that parents need to be encouraged to support their children's education

### **Business**

Finally the consultation discussed the relationship between culture and business. The questions explored the business environment in Logan, its openness to diversity and what opportunities existed to build cross-cultural business activity.

Discussions about the 'diversity dividend' to business in terms of increased creativity and innovation recorded a very strong positive response.

In answer to our primary question 35% of our survey sample strongly agreed and 29% agreed that:

**"Interaction between different cultures in business leads to greater creativity and innovation"**

The following dot points provide a summary of the interview responses and discussion at focus groups:

- The majority of people agreed that intercultural activity in business would lead to greater creativity and innovation. However, it was noted that some businesses are more open and receptive to interaction than others and it is somewhat dependant on the type of business activity.
- Generally people acknowledged that the *"Combination of different cultures in business could lead to greater creativity and innovation because every culture would strive to bring its best ideas into the business this therefore would progress the business"* but is also dependant on the business and attitudes
- It was also important that *"the role of cultural diversity is a way of making an effort to adapt good practice of another culture while avoiding some bad practice of your own culture"*

- It is important for people to be able to “start their own business utilising ideas from their own countries of origin adding to broad and extensive experience, knowledge, different skills which have the potential if utilised and harness to create a rich socially, culturally and economic benefit”
- We were told that the Asian community has strong inter-cultural networks that allow them to raise investment capital within the community and from overseas for projects such as the development of a retirement community with “Asian Values”. This development could become a major economic focus for Logan and it has been noted that there has been an increase in local property values.
- The street markets were identified as an important business opportunity and an intercultural opportunity.
  - Street Markets often provide a starting point for new businesses
  - Are seen as an important opportunity for cross cultural activity
  - Important economic development opportunities for CALD communities
  - Important source of culturally specific product
  - Markets provide great suburb animation potential and links to cultural festivals throughout the year
- Festivals can be much more than just cultural events
  - Council should look into the multiplier effect from local festivals eg income from food outlets, transport, local shops etc
  - Linking all the festivals together could make a year round cultural festival calendar might create even greater strength and financial opportunities
- The Buddha’s Birthday event was an example where Logan lost an opportunity to gain considerable economic benefit. Without local support the event relocated to South Bank, the event attracted 30,000 people in its first year and continues to grow
- People felt that Logan was missing out on a great opportunity to build on its diversity through the culture of food and restaurants
- While lack of public transport may not impede social networking within communities, it is a serious barrier to employment where most of the commercial zones in Browns Plains and Crestmead are not on public transport routes. The Blue Line bus provided by Council had limited success because it did not follow direct routes. A recent initiative by Council and Urban Renewal has been to support a subsidised shared taxi service from centres such as Woodridge to places of employment
- The lack of public transport was seen as a problem for the growth of the Buddhist Temple in Priestdale
- We were told increasingly migrants such as the Sudanese were moving out of Logan once the initial settlement stage of the first twelve months were over due to the lack of local employment opportunities.

## APPENDIX A: THE QUESTIONS

### Clustering Questions:

1. Is Logan the only place that you have lived in Australia?
  - If not, what other towns/cities have you lived in?
  - Did you know anything about it before you arrived?
2. What were your main reasons for living in Logan?
  - If it was your decision, did you have family or friends already here?
  - Do your family and other members of your ethnic community live close to you?
3. Would you consider moving to another part of Logan/Queensland?
  - What would be an important consideration if you were to move?
  - For example, knowing other people from your cultural background? Work/study opportunities for you or your family? Other?
4. Do you maintain close links with your ethnic community?
  - How are your links maintained?
  - For example, is it through social activities, faith or business?
5. Would you describe your community as close-knit?
  - For example, does a large proportion of the community come together regularly through faith, meeting etc?
  - Has your community established support organisations, businesses, places of worship, other?
6. What do you think are the benefits of these links with community? Are there any disadvantages?
  - Are there any reasons that prevent you maintaining links with your ethnic community?
  - For example, not living nearby, transport barriers, lack of time, few meeting places or shops etc.

### Openness Questions:

7. How welcome or accepted do you feel living in Logan?
  - Perhaps think about when you first arrived.
  - What makes you feel welcome (i.e. really mean something to you, something you feel as welcoming from your cultural standpoint). Examples of behaviours, gestures, etc.
  - What sorts of things make you feel unwelcome? (even if unintended). Examples? (media?)
  - What could change to make you feel more welcome? (festivals and civic events?)
8. How open and welcoming is your work, school, local shops, Councils services such as libraries, pools etc?
  - Give examples of things that make you feel welcome or accepted here.
  - Give examples of things that make you feel unwelcome or not accepted here.

9. Do you make a particular point of making people from other cultures feel welcome or accepted? If so, how do you do that?
  - What sorts of things do you do to make them feel welcome or accepted by you?
  - Do you find it easy to approach people from other cultures? Why or why not? If not, are there any particular reasons?
  - Prompt for social, cultural or economic reasons – eg. Too busy making a living, feel too shy, cultural restrictions on men/women?
10. Do the newspapers, radio and television express Logan's cultural diversity in an open and positive way? Does the wider community have an accurate understanding of your culture?
  - If yes – give examples of how openness is positively demonstrated
  - If no – give examples of how the media could do better
11. Do you agree or disagree with the following statement?  
***"Logan is an open community that respects the values cultural diversity"***

### **Intercultural Activity Questions:**

12. Do you have opportunities to interact with people from other cultural backgrounds?
  - 12a. Who are they?  
Tell me about it.
    - How and where does the interaction occur?
    - Who initiates the interaction?
    - What do you interact about?
  - 12b. Are there benefits or impacts that arise from this interaction? Explain
    - Eg. Do you feel this expands your understanding (or their understanding) of different culture eg. Do you feel this expands your/their perceptions of the ways things are in the world?
    - Has it helped you in developing a sense of belonging? Explain (if yes, why has this happened? If no, why don't you agree?)

If yes, what kinds of benefits?  
If no, is the impact negative or neutral? What makes it that way? What could improve that?
  - 12c. If you have no interaction with people from other cultures, what are the barriers to that interactions? Would you like more? What would need to change (in your life or in your surroundings) for this to happen? What factors might encourage interaction?
13. Do you think that the dispersed nature of Logan affects interaction between different cultural groups?
  - If yes – how?
  - If no – do you think this is an Issue? Explain.
14. Do you agree or disagree with the following statement?

***“Increasing interchange and dialogue between different cultures is important in developing social, cultural and/or economic wellbeing in Logan”***

### **Intercultural Networking Questions:**

15. Are you involved in networks that involves other cultures?
  - With individuals or groups at work/school/faith/Council events or in the wider community
  - What kinds of people, groups (give names of formal groups)
- 15a. If you are involved, how does this help you?
- 15b. If you are not involved, what might be the barriers that prevent such networking or interaction? For example, would you feel uncomfortable becoming involved in groups outside your own community? What would make you feel more comfortable?
- 15c. How do or could these formal or informal networks assist your work, studies or business? Are these also benefits for your ethnic community and/or the wider community?
16. Are there other members of your ethnic community that are involved in intercultural networks? What type of networks?
17. Do you agree or disagree with the following statement?  
***“Logan provides many opportunities for networking between people of different cultures”***

### **Public Realm Questions:**

18. What public spaces do you use either regularly or occasionally either with your community or alone?
- 18a. Do some of these public places/spaces make you feel welcome/unwelcome or comfortable/uncomfortable. If so, where?
- 18b. What is it about these places that makes you feel that way?
- 18c. What about the local shopping centres?
19. Do you think that public spaces/places have a role to play in helping people from different cultures to meet or interact? How might that happen? What about the design?
20. Does Logan’s public spaces/places encourage people from different cultural backgrounds to meet and interact? If yes, what features encourage interaction? If no, what features discourage interaction?
21. Do you agree or disagree with the following statement?  
***“The public spaces, places and building in Logan feel cosmopolitan and provide opportunities for people from different cultures to meet and interact”***

### Education Sector Questions:

22. What skills and/or qualifications did you have before arriving in Australia? Have these been recognised here?
23. What are you currently studying or what would you like to study in Australia?
24. Through school/university, do you believe that you have the opportunity to gain a significant appreciation or understanding of people from different cultural backgrounds?  
  
And/or to interact with them?
  - If so, explain how this occurs. Through formal channels, or informally?
  - If not, why do you think this doesn't happen? What are the barriers?
25. Do you agree or disagree with the following statement?  
***"The education sector plays a critical role in developing dialogue and understanding between people of diverse cultures."***

### Business Questions:

26. Were you or your family involved in business before coming to Australia? Are you or your family currently involved in a local business?
27. Do you think the business sector provides opportunities for interaction and exchange of ideas between different cultures?
  - If yes – how does this happen? Does it occur more in some businesses than others? What results from this?
  - If no – what might prevent this happening? Does it matter? Why?
28. Do you think that the exchange of ideas between diverse cultures has positive or negative impacts on creativity, productivity, innovation etc? In what way, can you give examples?
29. Do you believe that cultural diversity has a role to play in building viable businesses?
  - If yes – how would you describe the role of cultural diversity? How might it be practically demonstrated?
  - If no – why do you feel it is not an important consideration?
30. Do you agree or disagree with the following statement?  
***"Interaction between different cultures in business leads to greater creativity and innovation"***



### APPENDIX B: THE PARTICIPANTS

The following table provides details of the one-on-one interviewees and those who filled out questionnaires.

#	ETHNICITY	SECTOR/OCCUPATION	STUDENT	GENDER
01	Madi	Community Secretary		M
02	Sudanese	Counsellor/Advocate	Y	M
03	Sudanese	Community Worker		M
04	Madi/Kuku	Community Worker		F
05	Khmer	Monk		M
06	Khmer	Business owner		F
07	Maori	Community Worker	N	F
08	Tongan			
09	Bosnian	Sales Assistant	Y	F
10	Bosnian	Settlement Officer		F
11	Bosnian	Pensioner		M
12	Bosnian	Pensioner		M
13	Bosnian		Y	M
14	Bosnian	Pensioner		F
15	Samoan			
16	Cambodian/Khmer	Community Worker		F
17	Bosnian	Pensioner		F

This table does not include those who have attended the preliminary Focus Groups.

### APPENDIX C: THE PRIMARY QUESTIONS

The following tables provide the quantitative answers to the primary questions included in each section of the questionnaire.

#### Openness

“Logan is an open community that respects the values cultural diversity”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							

#### Intercultural Activity

“Increasing interchange and dialogue between different cultures is important in developing social, cultural and/or economic wellbeing in Logan”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							

### Intercultural Networking

“Logan provides many opportunities for networking between people of different cultures”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
1							
2							
3							
4							
5							
6							
7							
8							
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10							
11							
12							
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14							
15							
16							
17							

### Public Realm

“The public spaces, places and building in Logan feel cosmopolitan and provide opportunities for people from different cultures to meet and interact”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
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**Education**

“The education sector plays a critical role in developing dialogue and understanding between people of diverse cultures.”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
1			■				
2				■			
3							
4							
5							
6							
7					■		
8			■				
9			■				
10			■				
11							
12				■			
13				■			
14							
15							
16							■
17							

**Business**

“Interaction between different cultures in business leads to greater creativity and innovation”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
1							
2				■			
3			■				
4							
5							■
6							
7			■	■			
8				■			
9			■				
10							
11							
12				■			
13			■				
14							■
15				■			
16							■
17							

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March 2006