

# RESULTS OF THE INTERCULTURAL CITIES INDEX



# BALLARAT

September, 2016



**Intercultural cities**  
Building the future on diversity

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# RESULTS OF THE INTERCULTURAL CITIES INDEX



**Ballarat**  
**September 2016**

A comparison between 80 cities<sup>1</sup>

## **Introduction**

The Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view. In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural City Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

As of today 80 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Arezzo (*Italy*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Rena (*Italy*), Castellón (*Spain*), Castelvetro (*Italy*), Catalonia (*Spain*), Coimbra (*Portugal*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian<sup>2</sup> (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forli (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Udmart Republic, Russia*), Jerez de la Frontera (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), the canton of Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Novellara (*Italy*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), the district of Osmangazi in the province of Bursa (*Turkey*), Parla (*Spain*) Patras (*Greece*), Pécs

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<sup>1</sup> This report is based on data contained at the Intercultural Cities INDEX database at the time of writing. The INDEX graphs may include a greater number of cities, reflecting the growing interest in this instrument.

<sup>2</sup> The Spanish city of Donostia-San Sebastian is generally referred in the programme as San Sebastian.

*(Hungary), Pryluky (Ukraine), Ravenna (Italy), Reggio Emilia (Italy), Reykjavik (Iceland), Rijeka (Croatia), Rotterdam (the Netherlands), Sabadell (Spain), San Giuliano Terme (Italy), Santa Coloma (Spain), Sechenivsky (District of Kyiv, Ukraine), Senigallia (Italy), Stavanger (Norway), Strasbourg (France), Subotica (Serbia), Sumy (Ukraine), Tenerife (Spain), Tilburg (The Netherlands), Turin (Italy), Turnhout (Belgium), Unione dei Comuni-Savignano sul Rubicone<sup>3</sup> (Italy), Unione Terre dei Castelli<sup>4</sup> (Italy) Valletta (Malta), Västerås (Sweden), Vinnitsa (Ukraine) and Zurich (Switzerland).*

Among these cities, 43 (including Ballarat) have less than 200,000 inhabitants and 46 (including Ballarat) have less than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Ballarat (Australia) in 2016 and provides related intercultural policy conclusions and recommendations.

### **Intercultural city definition**

The intercultural city has people with different nationality, origin, language or religion/belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict. It encourages greater mixing and interaction between diverse groups in the public spaces.

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<sup>3</sup> The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

<sup>4</sup> Former Castelvetro di Modena.

# METHODOLOGY



The Intercultural City Index analysis is based on a questionnaire involving 73 questions grouped in 11 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

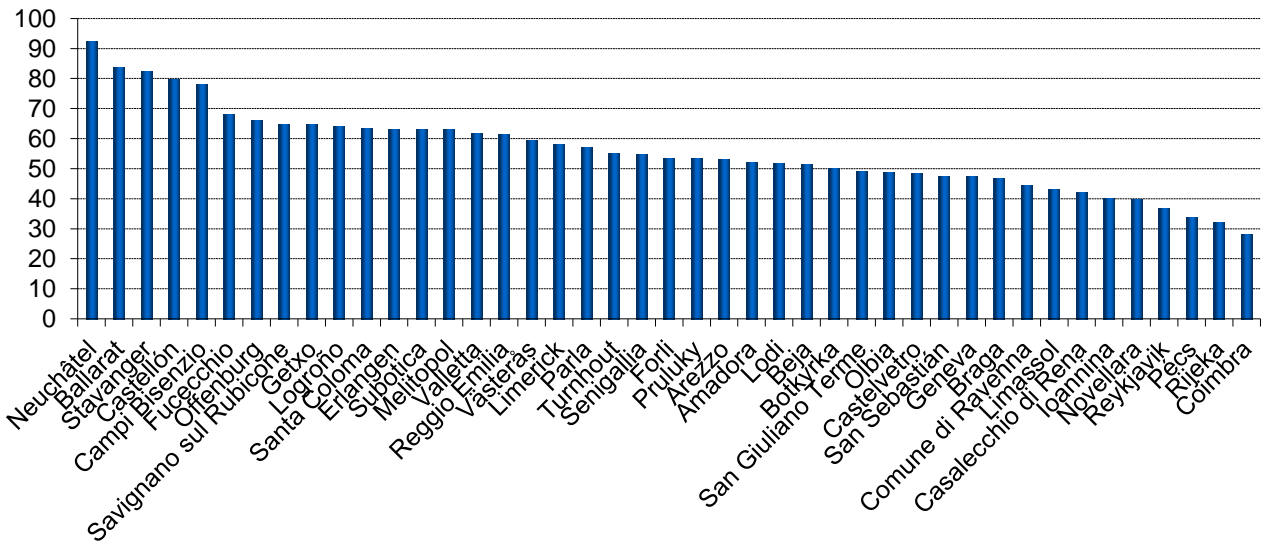
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended only as a tool for benchmarking, to motivate cities to learn from good practice.

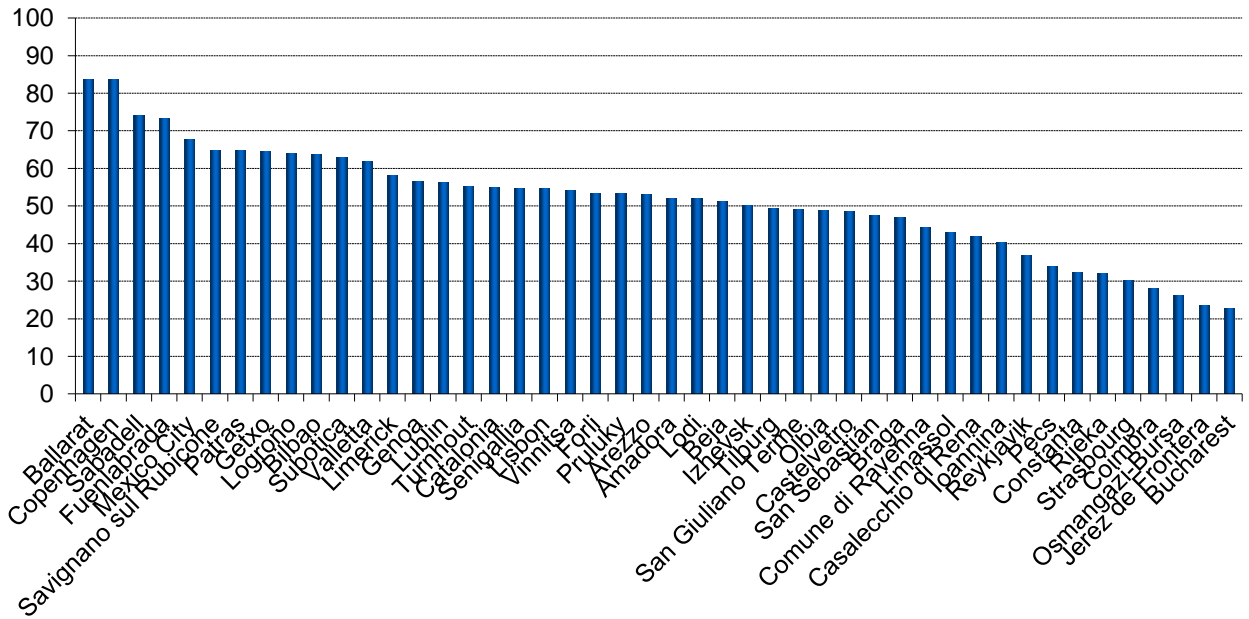
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (above or below 200,000 inhabitants) and the percentage of foreign-born residents (higher or lower than 15 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

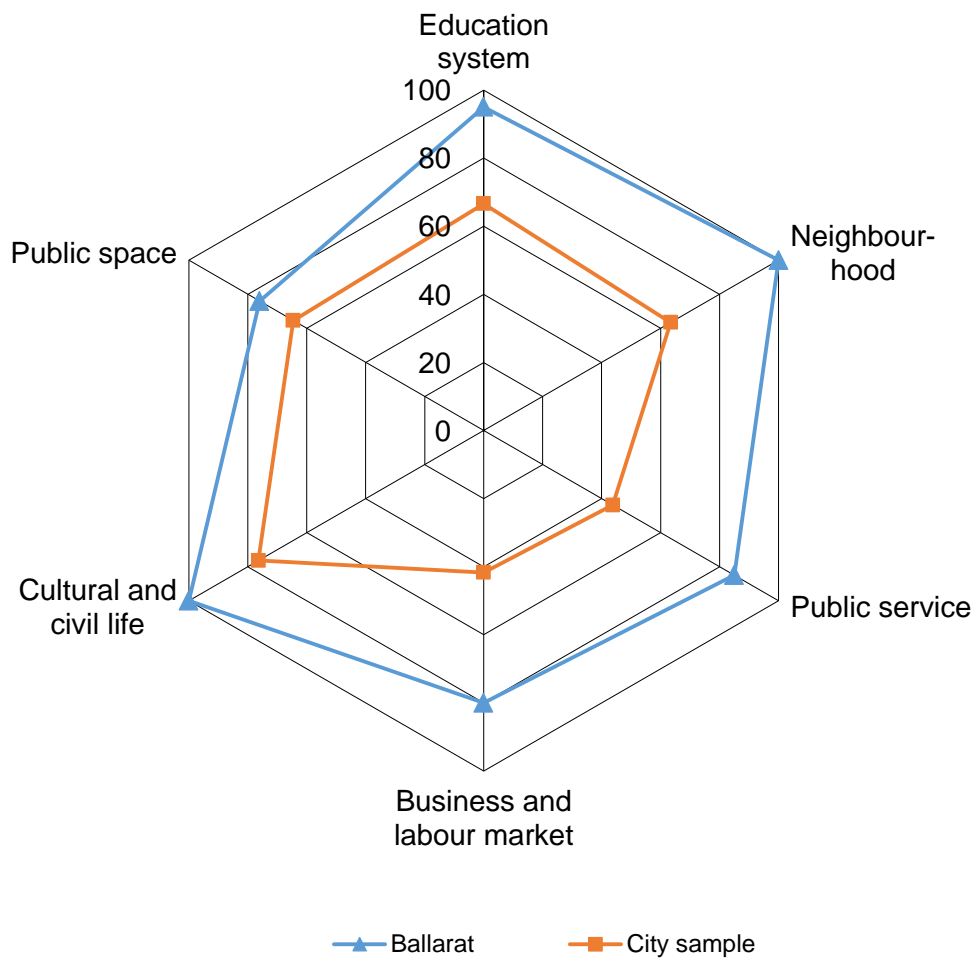
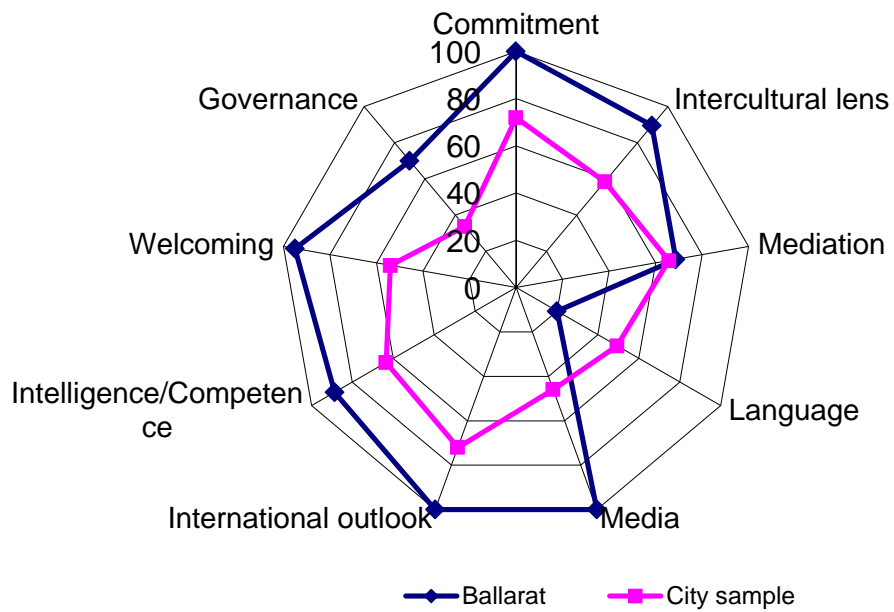
According to the overall index results, **Ballarat** has been positioned **4th** among the 80 cities in the sample, with an aggregate intercultural city index of **84%**, after Zurich (85%) and before Copenhagen (84%). Ballarat has been ranked **2nd** among cities with less than 200,000 inhabitants and **1st** among cities with less than 15% of foreign-born residents.

### Intercultural City Index (ICC) - City sample (inhabitants < 200'000)



### Intercultural City Index (ICC) - City sample (non-nationals/foreign borns < 15%)





## **Ballarat – An overview**

**Ballarat** is an Australian city located in the state of Victoria. Geographically, the city lies on the Yarrowee River, at the foothills of the Great Dividing Range plains: this area called "Central Highlands" is characterised of gentle hills without any significant mountains.

In 1837 Ballarat was established as sheep station by Archibald Yuille, a Scottish squatter, and called "Ballaarat", which derives from the aboriginal language *balla arat*: "resting place". Only more recently, in 1996, the spelling was changed in Ballarat.

In 1851, the Victorian gold rush transformed Ballarat from a small sheep station to a major settlement. In fact, as soon as gold was discovered, 200.000 migrants rushed to the district and started looking for the precious metal. In Ballarat took place several mining innovations: it was the first city to use a Chilean mill and the first to use a mine cage. Besides the innovations, the gold rush had given birth to many cultural legacies and shaped the history of the country. An historic event worth remembering is the Eureka Rebellion that took place in 1854 and it is the only armed rebellion in the whole Australian history. The battle was a rebellion of gold miners of Ballarat who revolted against the colonial authority of the United Kingdom, it lasted for less than half an hour and resulted in the deaths of at least 27 people, the majority of whom where rebels. This conflict is nowadays interpreted as the origin of the democracy in Australia.

Ballarat is approximately 105 kilometres North-West of the state of Melbourne and it is the third most populous urban area in the state, with a population of **101,578** inhabitants.

The questionnaire points out that from the 2011 Census, **8.7%** of the population (8,052 people) were born overseas and half of them (4,254 people) were from non-English speaking backgrounds; and the main countries of birth were: United Kingdom, New Zealand, Netherlands, India, China, Germany, USA, Philippines, South Africa and Italy. Other than English the main languages spoken are: Mandarin, Italian, Arabic, Greek, etc.

Out of the total population, the **8.7%** (8,089 citizens) were born overseas; whereas the 59% (4,548 people) arrived in Australia prior to 1991. More recent data show that 1,194 new migrants arrived in Australia between August 2011 and June 2016 and were living in Ballarat as of June 2016. People came from 83 different countries and the 52.5% were female, whereas the 47.5% were male.

From the 2011 Census, for second generation, where at least one parent was born overseas, there were 8095 people (**8.7%**) in Ballarat who had either a father (4725 had a father only born overseas) or a mother (3370 had a mother only born overseas) born overseas. For third generation, both parents born in Australia, 69,249 people had both parents born in Australia (**74.1%**). The total persons for Ballarat at that stage were 93,508.

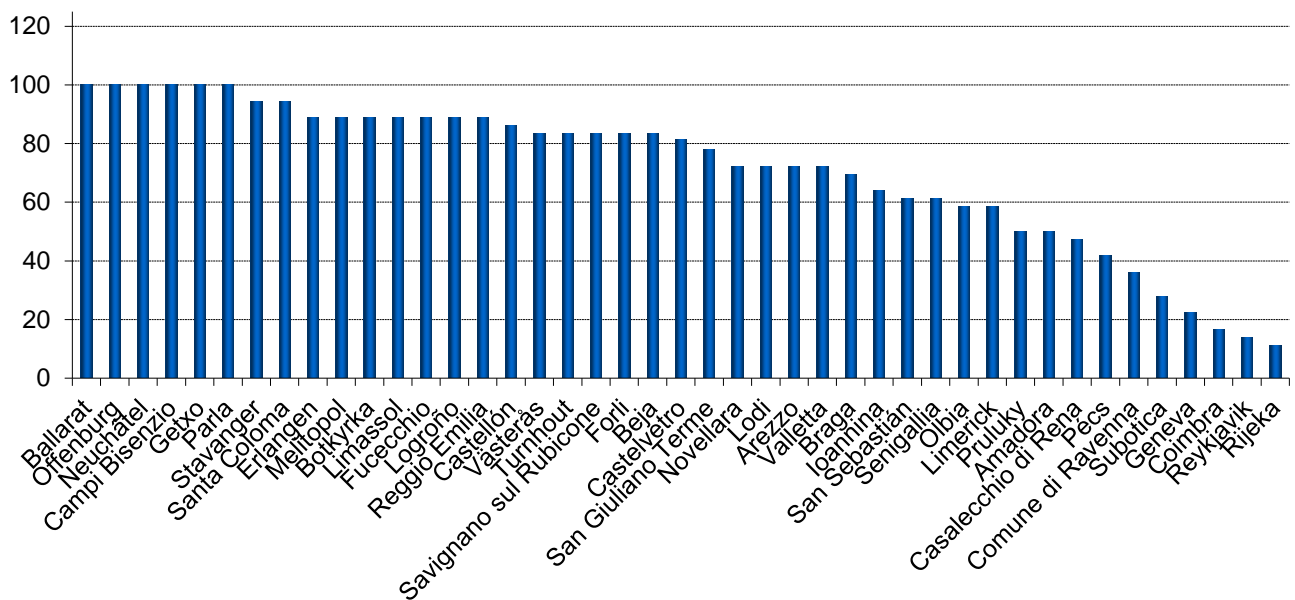
The Gross Regional Product (GRP) per capita is \$57,222. This is based on the Ballarat population base at the last Census of 93,501. Ballarat has now exceeded this and is above 100,000 hence the expectation is for this to impact the GRP after the next census (this year).

# COMMITMENT



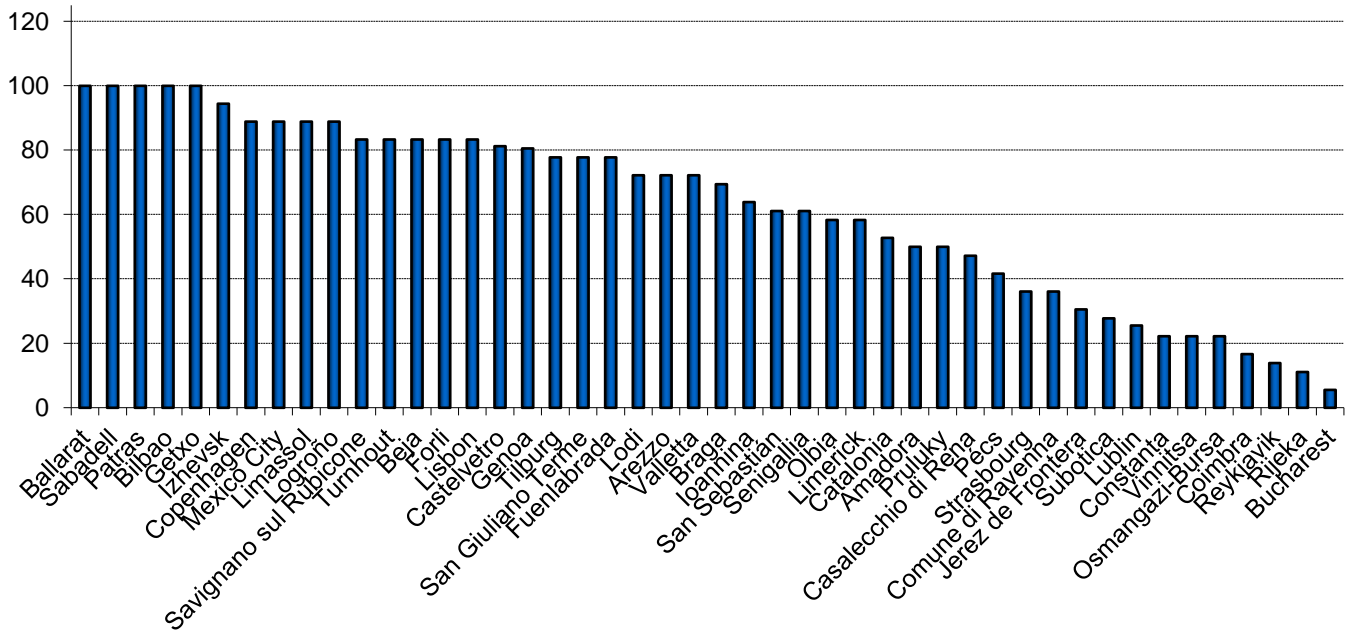
*The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.*

**ICC-Index - Commitment - City sample (inhabitants < 200'000)**





## ICC-Index - Commitment - City sample (non-nationals/foreign borns < 15%)



Ballarat is presented in the Cultural Diversity Strategy 2009-2014 report as:

*'Ballarat: an inclusive intercultural city' is a community that looks at what its people already share in common. We may all come from different backgrounds and cultures, but as a community, we share the same schools, businesses, work places, recreation spaces and much more. Our intercultural city builds on the concept of 'all of us' living together in a vibrant, diverse and harmonious community.'*

The city's rate in the area of Commitment is the maximum: the **100%**, considerably higher than the city sample rate of 72%.

Ballarat's vision on cultural diversity has been summarized in the City of Ballarat report on Cultural Diversity Strategy 2009-2014. In the report Ballarat defines its **commitment of being an "intercultural cities" as:**

*"a place where there is communication, interaction and exchange between different cultural groups. People from diverse backgrounds communicate, understand and learn from each other and establish 'connections'. All these 'connections' spur creativity, innovation and growth by bringing together people of all cultures for the benefit the community."*

To achieve this the Council has **committed** to

*"providing leadership, advocacy and culturally inclusive services. This is being achieved through communication, exchange, interaction, understanding and learning that facilitates inclusiveness and engagement with its culturally and linguistically diverse (CALD) communities."*

The Council of Cultural Diversity Strategy was adopted as **integration strategy program** in 2009, recently it has been updated with more intercultural elements in the biennium 2015-2016. This document set out **four key priorities** to help **achieve integration**. These goals cover four macro-areas and are: 1) provide services and programs that are appropriate and accessible to CALD communities; 2) support the

needs of CALD communities; 3) promote unity and harmony within the Ballarat community; 4) boost economic advantage by harnessing and enhancing the skills of existing and new migrants.

The **intercultural action plan** also includes the Development of a **Multicultural Ambassadors' Program (MAP)**<sup>5</sup> that establishes a strong link between Council and the multicultural Community. The objectives are:

- Enhance community awareness and foster inclusion of existing and new CALD communities in Ballarat
- Support leadership within the CALD community and to recognise the commitment and contribution made by migrants and Indigenous people to the Ballarat community
- Advocate for and promote the benefits of cultural diversity through learning, exchange and celebration
- Collaborate with the City of Ballarat in implementing its Cultural Diversity Strategy
- Promote the MAP as a platform for learning and exchange within the broader community.

Multicultural Ambassadors will implement special projects in line with Council's People and Communities Division strategic goals, they will be champions for their existing communities and will engage citizens' participation in workplaces, interest, social, religious and recreation groups, as well as in schools and community groups. To the present date, a total of 50 Multicultural Ambassadors have been appointed by the Council to the said role.

Positively, public **speeches** refer to the intercultural commitment during public meetings and assemblies. The **city website**<sup>6</sup> is a useful tool where newcomers will be able to find information about the municipality. The webpage is clear and well-built, it has a section with slides of the most recent news and a section where users will find information about city life, laws and legislations, events and activities etc. for example this section includes: a monthly calendar with the forthcoming events, how the waste collection works, how to register a pet, etc.

Although the excellent result achieved, Ballarat could consider strengthening the feeling of self-confidence and openness to ensure peace and mutual understanding through various activities. For example, the city of Erlangen organizes a **ceremony** to encourage harmony and to honour citizens who have done exceptional things to encourage interculturalism in the local community. Similarly, in Genoa, the Institute of Research MEDI, specialized in migration and interculturality, organizes an award called "*Premio Mondi Migranti*" (Migrating Worlds' Award). This **prize** is awarded to personalities who have had a positive impact on issues related to migration, globalization and intercultural relations.

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<sup>5</sup> <http://www.ballarat.vic.gov.au/pc/cultural-diversity/multicultural-ambassadors.aspx>

<sup>6</sup> [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)

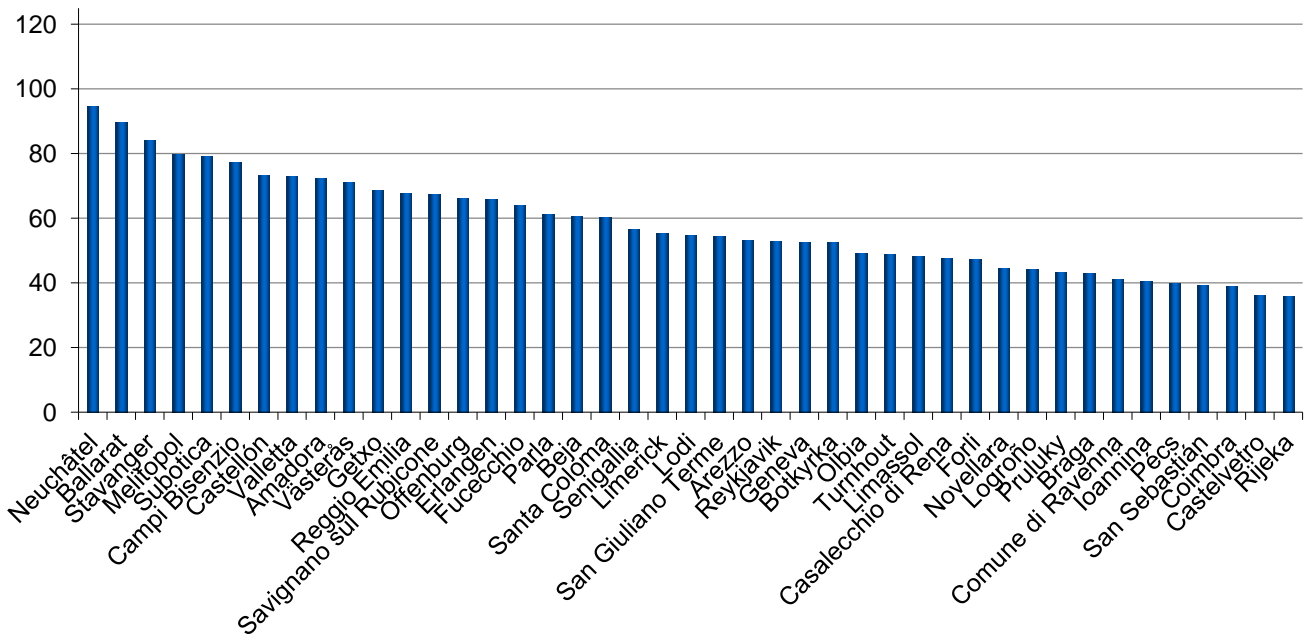
# EDUCATION

through intercultural lens



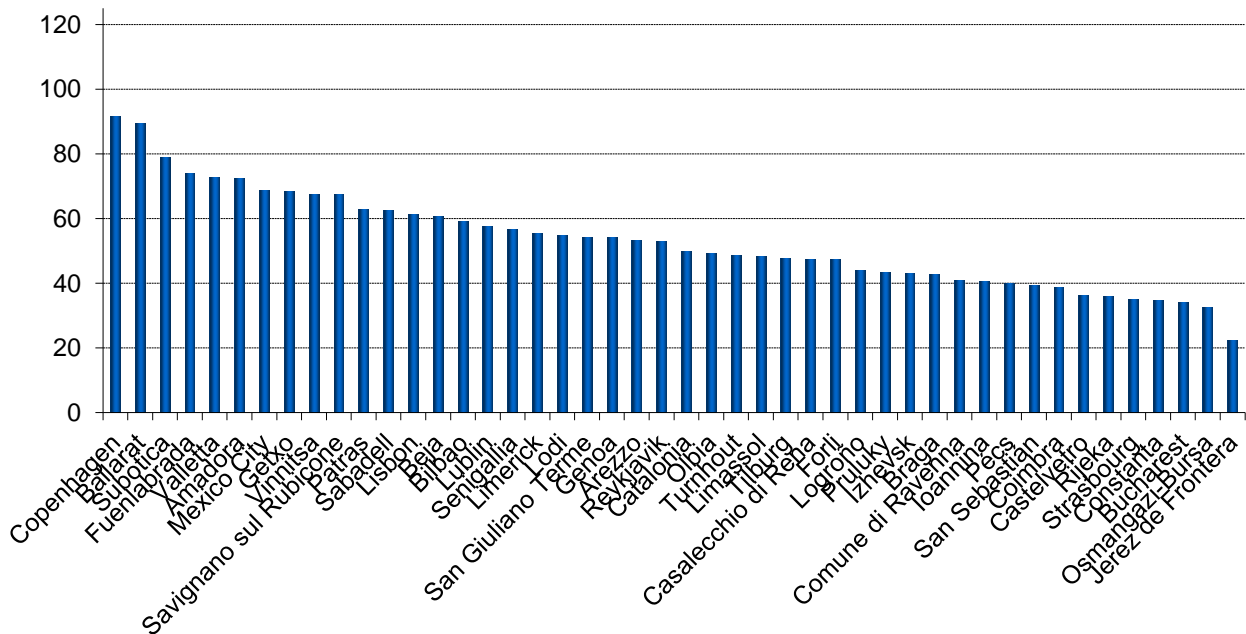
*School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.<sup>7</sup>*

**ICC-Index - Intercultural lens - City sample (inhabitants < 200'000)**



<sup>7</sup> The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. [http://highered.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)).

**ICC-Index - Intercultural lens - City sample (non-nationals/foreign borns < 15%)**



The analysis shows that Ballarat’s education policy achievement rate is the **95%**, substantially higher than the city sample rate of 67%. It is worth noticing that Education is independent from Local Government operations.

Positively, engagement and collaboration with various schools in the city is highly encouraged and this relates to intercultural activities driven across Council units such as: Youth Services, Library Services, Arts and Culture, Events Management Team, Sports and Recreation and Governance. Moreover, Ballarat’s primary schools’ pupils are made up of diverse population, hence **children are not of the same ethnic background**. However, it would be interesting knowing whether or not teachers’ ethnic background mirror pupils’, perhaps the city could consider providing this data in the future questionnaire.

There has been an effort of various schools **to engage people** from migrant backgrounds. For example, Council’s Multicultural Ambassadors who are parents themselves have been invited by various primary and high schools over the past seven years to deliver presentations about their respective countries to students and teachers.

Positively, schools carry out and organise **intercultural programmes** and projects to encourage cohesion and in such a multicultural environment these programmes achieve a deeper meaning. For example, in the Ballarat Library, English Conversation Classes and Homework Club Programs for migrants are driven from an intercultural perspective. To mark the celebration of *Cultural Diversity Week* and *Refugee Week*, schools are engaged to take part in projects that promote cultural awareness/attend associated events. The city is also carrying out the following programs: Speech and Cultural Contests; Art and Language Contests. A further example is the recent ‘*Unit of Inquiry*’ at the Ballarat Grammar Junior School around migration and multiculturalism which has produced evidence of profound learning and understanding of the two concepts.

The Council supports two initiatives:

The first initiative is "*Racism: it stops with me*" created by Councilor Belinda Coates. The campaign invites all Australian to reflect on what they can do to encounter racism whenever it may happen. Similarly, the Intercultural City of Erlangen organizes the network "*Schulen ohne Rassismus – Schulen mit Courage*" (schools without racism – schools with courage). This network is the biggest school association in Germany and comprehend more than 1.000 schools, all of them with the same purpose: discourage any form of racism or discrimination. Throughout the year, schools carry out projects and events aiming to enhance social inclusion raising awareness on this delicate topic. Another similar initiative comes from Reggio Emilia (Italy) and it is called "*Due calci al razzismo*" (2 kicks against racism). This the sports event (5-a-side football) is organised every year in November at the Palazzetto dello Sport. Organised since 2006 in collaboration with sports associations (Uisp). Participants include representatives from the various minority communities, the police force, Italian and/or foreign women, disabled individuals, local administrators, youth from secondary schools etc.

The second initiative is the "*Refugee Welcome Zone*"<sup>8</sup>. A Refugee Welcome Zone is a Local Government Area which has made a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community. The Refugee Welcome Zone initiative began in June 2002 as part of Refugee Week celebrations.

The city of Ballarat could improve the field of Education promoting minority languages. For instance, in the Italian Intercultural City of Arezzo libraries have a *multicultural shelf*, where pupils can find books in other languages than Italian; schools organize meetings where pupils can read *fairy tales coming from various countries*. In addition, *language courses* are offered for students' mothers. Similarly, Barcelona is offering materials and courses for Chinese and Pakistani communities, combined to that, it is carrying out activities to facilitate the teaching of the languages of origin in schools. Bergen, in Norway, is carrying out several projects to foster minority languages, for instance the public library hosts events to promote literature and art from the migrant home countries.

Ballarat could also be inspired by Genoa's initiatives. In Genoa, in fact, schools organize a wide range of activities: The *Christmas markets*, where children can do arts and crafts, old clothes and various items are sold for charity. The organization called *Daneo* organizes music classes, sportive activities and other extracurricular activities together with various volunteering activities. Moreover, two *choirs* have been successfully established.

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<sup>8</sup> <http://www.refugeecouncil.org.au/our-work/refugee-welcome-zones/>

# NEIGHBOURHOOD

through intercultural lens



*An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.*<sup>9</sup>

Ballarat's neighbourhood policy indicators are the **100%**, considerably higher than the city sample's rate of 63%.

In the city there are **no areas** where people from a minority ethnic group represent the majority of residents because, on a general basis, various cultural groups in Ballarat are equally dispersed in various neighbourhoods within the city. However, it must be added that some areas have been identified with marked ethnic neighborhoods; these are: Wendouree, Mt Clear, Sebastopol, Mt Pleasant and Delacombe.

Ballarat promotes activities to **mix citizens** from different areas. There are various Council programs that encourage thousands of people to interact with people of diverse ethnic/cultural backgrounds such as: *Begonia Festival, Harmony Fest, 'National Aborigines and Islanders Day Observance (NAIDOC) Week, and Refugee Week celebrations.*

The city has set policies to **increment the diversity of residents** in the neighbourhoods. The Migrant Attraction and Retention Strategy in 2007 provided a framework for program implementation which incorporated both skilled and humanitarian initiatives to be driven by Council. This program whilst focused on skilled migration also ushered the opportunity for Ballarat to welcome Sudanese refugees through secondary migration and the Togolese refugees through a direct-settlement project. Moreover, the city Council is in the process of developing a

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<sup>9</sup> By "neighbourhood" we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.

*Memorandum of Understanding* with neighborhood houses which will provide opportunity for collaboration and joint initiatives across various neighborhoods.

The Council Plan "*Leading sustainable growth, strengthening our community and respecting our heritage*"<sup>10</sup> highlights the outcomes of the previous strategies, whose implementation had positively affected citizens' lives. All the projects have been suggested by the community for the community. Some of the goal achieved are: the completion of the Ballarat Strategic vision towards 2014, the adoption of a master plan for the Civic Hall Site, the construction of the 50-meter indoor pool and the development of three outdoor aquatic play spaces, the delivery of the Inclusive Play Space at Victoria Park, etc.

Ballarat successfully offers a wide range of activities to ensure that all generations, cultures and genders are equally involved in the integration process.

The city of Ballarat could look up at the Villa centre in the city of Erlangen. This centre is an intercultural meeting place for people of all ages and backgrounds that offers an extensive programme that comprehends a wide range of events: Sunday brunches, juggling and painting, women conversation groups, etc. For the youngest the centre organizes the Universal Children's Day where children will have fun in the city playground.

Ballarat could take inspiration by Sabadell. In fact, Sabadell's neighbourhood of Can Puiggener promotes social mixing of citizens from different areas with activities and programmes, such as, the organization of the **social meal**: "Mesa para la convivencia Can Puiggener" ("Table for coexistence in Can Puiggener"), and **events** to celebrate diversity: "Fiesta de la Diversidad de Can Puiggener" ("Celebration of Diversity in Can Puiggener").

Another example comes from the Spanish city of Getxo. Getxo's established a specific project to encourage **native women to meet immigrant women**. In fact, it is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories. SENDI, is another projects carried out in Getxo. This project organizes games during the afternoon, a pure chance for parents and children to play and have fun in Basque. This project is developed in a leisure park called "**Parkean Olgetan**" and it has the support of various schools and associations. It is free and no require any inscription.

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<sup>10</sup> [http://www.ballarat.vic.gov.au/media/3820439/councilplan\\_review\\_16\\_\\_06\\_2016.pdf](http://www.ballarat.vic.gov.au/media/3820439/councilplan_review_16__06_2016.pdf)

# PUBLIC SERVICE

through intercultural lens



*An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.*

Ballarat's public service is the **85%**, higher than the city sample's rate of 44%.

The **ethnic background of public employees**, at all the hierarchical levels, reflects the composition of the city's population. The questionnaire explains that there has been an increase of CALD employment in the past three years which is reflective of the outcomes from the Regional Skilled Migration Program driven by Council in the past five years.

In addition, the city has a **recruitment plan** that aims to increase migrant/minority representation at higher hierarchical levels. To ensure this, the city strictly adheres to the Human Rights and Equal Opportunity Act 1986. Whereas, to guarantee that both Australians and newcomers have **equal opportunities of being employed in the public administration**, the city has adhered to the Charter of Public Service in a Culturally Diverse Society 1996.

The city takes action to **encourage intercultural mixing** in the private sector labour market: Cultural Awareness Training is encouraged to be undertaken by employees as needed. Racial Discrimination Acts 1975 and 1982 are observed by the City of Ballarat and are highlighted in all Human Resources documents. In addition, the City of Ballarat supports all initiatives that relate to the 'Say No to Racism' Movement. As a forward measure - to ensure looking at diversity as an advantage, Cultural Awareness/Sensitivity Training for Industry under the CALD Education and Employment Program (CEEP) will be driven to encourage the employment / placement of migrants in various businesses.

Ballarat provides various **services** to suit the different needs of its diverse population as a demonstration of cultural sensitivity: the city offers Council's customer services, social functions, catering, including the use of its sports facilities, rest rooms and dressing spaces etc. all these are governed in accordance to the Local Government Act. For example, the Aquatic Centre gives Women only classes and the inclusion of Cultural Leave is in our HR Policy. Moreover, the City of Ballarat is a signatory to the *Community Charter for the Prevention of Violence against Women* to use evidence



based techniques to support the Ballarat CALD community to become more aware of the issue of gendered violence and to mobilize and create community cultures that condemn violence against women and support positive equal and respectful relationships.

However, the city should guarantee the offer of the following services: *Funeral services* and *burial areas* to suit the needs of the multi-religious community of the city; *Schools' canteens* to provide different meals to mirror pupils' alimentary needs.

Ballarat might wish to look up to Barcelona, that has the objective to promote mutual acknowledgement, interaction and exchange through intercultural subsidies, such as festivals (also adopting migrants' holidays), art exhibitions and workshops, etc. For what concerns sports, Barcelona facilitates the inclusion of boys and girls in regulated sports, promoting changes in current legislation that may hinder the participation of foreign youngsters. It promotes projects based on sport that encourage interaction between young people from different origins, especially in the urban areas that have the biggest immigrant populations and the highest risk of isolation or segregation.

Another example comes from the Spanish city of Getxo that organizes a *Street Culture Day* to promote social cohesion and encourage immigrants' integration through **sportive activities**; combined to this, the *International Folk Festival*, where **music** promotes interaction between people from different cultural backgrounds, celebrating cultural diversity with folk music.

Similarly, Ballarat could follow Sebatúl initiative to promote social mixing and urban renewal through Music Festival and Fairs. For example, the yearly **Santiago Fair** which takes place during the summer was moved to a more "problematic" neighbourhood on the outskirts of the city, in an effort to bring more people to the area and destigmatize it. Whereas the **Setúbal Music Festival** takes place during the Intercultural Dialogue Month of May. The municipality has given an intercultural element to the festival, adding world music to the programme and *grass roots elements*, with schools and migrant associations invited to participate in a percussion march through the city, which results in a good interaction between all.

# BUSINESS & LABOUR

through intercultural lens



*Large parts of the economy and the labour market may be beyond the remit and control of the city authority, but they may still fall within its sphere of influence. Because of nationally-imposed restrictions on access to the public-sector labour market, the private sector may provide an easier route for minorities to engage in economic activity. In turn, such activity (e. g. shops, clubs, restaurants but also high-skill industry and research) may provide a valuable interface between different cultures of the city. While barriers for entry usually concern migrant/minority groups, in some cases it could be the other way around. Research has proved, however, that it is the cultural mix that fosters creativity and innovation, not homogeneity.*

Ballarat's rate of achievement in this area is the **80%**, higher compared to the city sample's rate of 42%.

Positively, in Ballarat there is a **business umbrella organisation** that promotes diversity and non-discrimination in the employment. On this purpose, the Council's Economic Development Unit is a dynamic force that has been in collaboration with local businesses in the promotion of diversity and equal opportunity in employment. This is evident with the presence of local businesses that are owned and operated by culturally and linguistically diverse (CALD) people that have been assisted and supported by the Economic Development Unit including the Environmental Health Unit.

The CALD Education and Employment Pathways Program (CEEP) which is driven by the Cultural Diversity area focus in the promotion of diversity and non-discrimination in various workplaces within the Ballarat catchment area.

Furthermore, through the Victorian Policy and Legislation – Racial and Religious Tolerance Act 2001 the city has stated its position **against ethnic discrimination** in its administration.

The city is encouraging businesses from **minority ethnic/cultural economies**, hence enhancing immigrants' participation in the local economy. Some activities that have been witnessing this commitment:

- 2009-10 Global Skills for Provincial Victoria Program -30 Employment Outcomes >Impact on Regional Output \$17.1M
- 2011-13 Regional Skilled Migration Stream Program – 50 Employment Outcomes > Impact on Regional Program 28.4M
- 2014-15 CALD Careers Program & Industry Engagement >100 Participants; 46 Employment/Placement Outcomes
- 2015-16 CALD Education and Employment Pathways Program (CEEP)\*Current Program

The above initiatives promoted employment and education of skilled/other migrants within Ballarat businesses and beyond, provided Cultural Awareness Training to workplaces, delivered Cultural Competence Training to the Human Resources area at the Ballarat Health Services and currently assisting CALD employees to better navigate the Australian education system/workplace.

To encourage multiculturalism in the workplace, Ballarat could follow Parla's efforts to encourage the integration of **Chinese businesses** into the local market through training and counselling. Positively, the city on April 29<sup>th</sup>, celebrates this connection with the Chinese market. Moreover, through campaigns and web pages –sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business. Similarly, Oslo is carrying out a project that aims to **involve migrants** in Norwegian business. The Norwegian city of Oslo, for instance, aims to bring diversity into the Norwegian business. In fact, Oslo's City Council's Office for Business Development has taken an active stance on integrating minority businesses.

# CULTURE & CIVIL LIFE

through intercultural lens



*The time which people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations*

Ballarat's result for cultural and civil life policy achievement is nonetheless admirable, insomuch the city scored the **100%**: considerably higher than the city sample result of 76%.

Interculturalism is used as a criterion when allocating **grants to associations**, as a matter of fact the Multicultural Summit Report 2014 reflects that Council has supported 15 CALD volunteer organizations by assisting them to be sustainable with \$40,705 via the Community Grants Program.

The city regularly organises **art** and **cultural events** and it encourages cultural organisation to deal with diversity and intercultural relations. It is worth noticing that the city of Ballarat takes into consideration ethnic and religious minorities when organising events and festivals.

This is demonstrated in various events such as: Winterlude Events, Summer Sundays, Art Gallery School Break Events, Harmony Fest, Begonia Festival, Diwali Festival, Eid Festival, Refugee Week, Reconciliation Week and NAIDOC Week. In 2015, the homestay visits of the Bahrain Soccer Team in Ballarat during the Asian Cup 2015 brought diverse people working together to assist/support the team and the whole community to enjoy the friendly games with other international teams in Ballarat.

The city regularly organises **public debates**, for instance Council's Koorie Engagement Action Group organized a public forum around Constitutional Recognition during Reconciliation Week.

To encourage people to take part in the civil life, the city of Ballarat could look up to Erlangen, where public debates on the subject of harmony and coexistence are regularly organised. Erlangen has published the brochure "*Von Integration zu Vielfalt – kommunale Diversitätspolitik in der Praxis*" (from integration to diversity – local diversity policy in practice", this document shows the activities that will take place in

the city and highlight the importance of multiculturalism. Other points of interest: the city organises intercultural workshops for trainees, experts, managers and gives support to increase the number of employees with an immigrant background; the municipality aims to encourage newly arrived citizens to take part in the decision making process and in the political life of the city.

Limassol is carrying out several activities which have been proven of being of great help. The city organises **ballets** and **music** events in the Garden Theatre: they witness a long and rich tradition and show that dance is an artistic expression strictly linked to the history of the city. The Embassy of the Russian Federation in Cyprus organizes events to celebrate the **friendship between Russia and Cyprus**: Hundreds of actors, dancers and singers from both countries perform during non-stop 8-hour programme. **Sportive events** - Limassol organizes several competitions: marathons, gymnastic and rhythmic gymnastics, break dance, skateboard, football match, cycling tour, etc.

# PUBLIC SPACE

through intercultural lens



*Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.*

The rate of achievement of Ballarat's public space policy is the **76%**, higher than the city sample's rate of 65%.

In Ballarat, the public spaces involved in the process of interculturality are: libraries, parks, recreational spaces, art gallery, clinics and hospitals to include primary, high schools and the universities are all public spaces that people share in common.

The city takes into account the **ethnic/cultural backgrounds** when designing and managing a new public building or space. In fact, it would appear that it is a standard operating procedure for Ballarat Council to consult its various communities prior to the design and management of its public spaces. For example, redevelopment of the Civic Hall took three years of consultation and made use of various methodologies to reach out to people in order to solicit ideas and consensus prior to planning implementation. For example, an 'All of Us' community space is being proposed at Len T Fraser Reserve in Ballarat. It will be an area dedicated for the use of various activities and events of Ballarat's multicultural groups. An extensive consultation process is currently being undertaken with the Intercultural Advisory Committee (IAC), a Working Group and community members.

Positively, there are **no areas** which are dominated by **one minority ethnic group**; equally, there are no areas defined as "**dangerous**". About the last-mentioned element, a "High Risk Community Location" (HRCL) has been defined as a specific geographic area that experiences significant levels of police activity relating to crime, public order or road policing issues. Three areas have been identified: Late Night Entertainment Precinct, Little Bridge Street Bus Interchange Precinct, Wendouree Neighborhood Area.

The city of Ballarat could increment its cultural activities looking up to the following Intercultural Cities' programmes:

Tenerife carries out an event to promote diversity: it is called "**Isla Forum Tenerife in the world**". The main objective is to enhance the brand of the island of Tenerife as

cultural diverse, for his close ties with Europe, Latin America and Africa. Exhibitions, public debates, courses, seminars and conferences are organised in order to raise awareness of the cultures of different countries and the mixture between them. In the framework of this initiative, the municipality stages also special days, meetings and festivals related to diversity and living together and occasionally encourages cultural organisations to deal with diversity and intercultural relations in their productions, for example in the cinematographic sector. The "**carnival**" celebration of the island is also a great event in which interculturalism is promoted.

In Genoa it is organized the festival "**Mediterraneo Antirazzista**" (Mediterranean against racism). This festival lasts about 3 days and promotes equality and respect. During these days the festival hosts: tournaments of football and volleyball, concerts, entertainment for children, photographic exhibitions etc. together with this festival, the Uisp (Italian sport organization) organizes a soccer tournament called **Cartellino rosso al razzismo! Red Card to Racism!** This tournament gathers together 24 teams, players are encouraged to play in a climate of friendship and harmony.

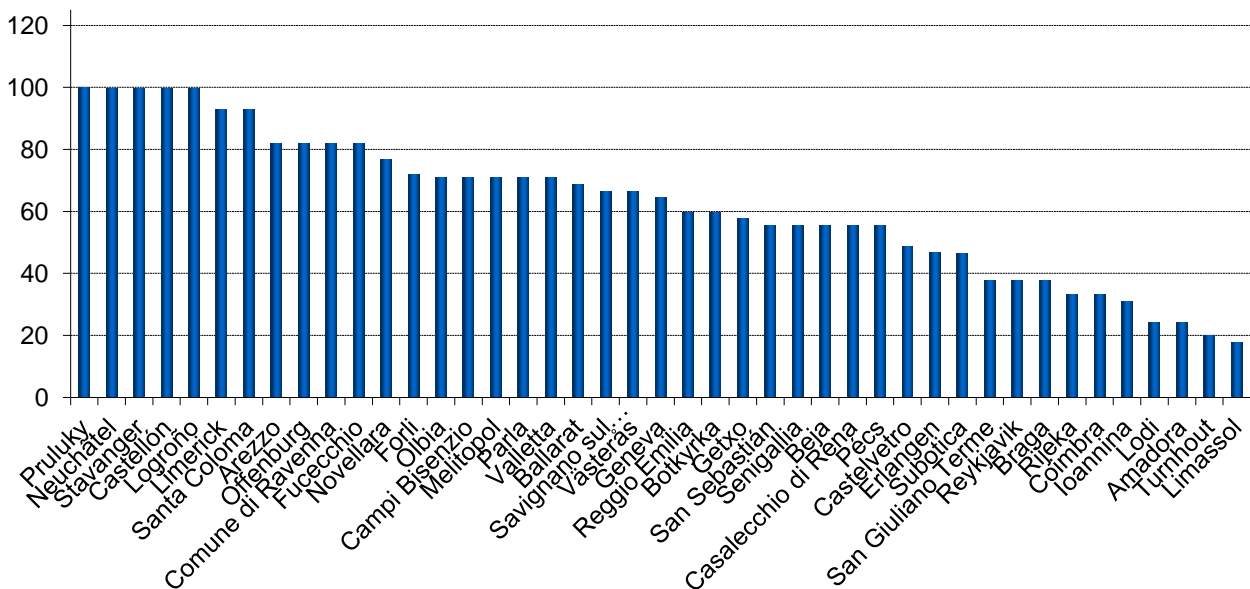
# MEDIATION

and conflict resolution



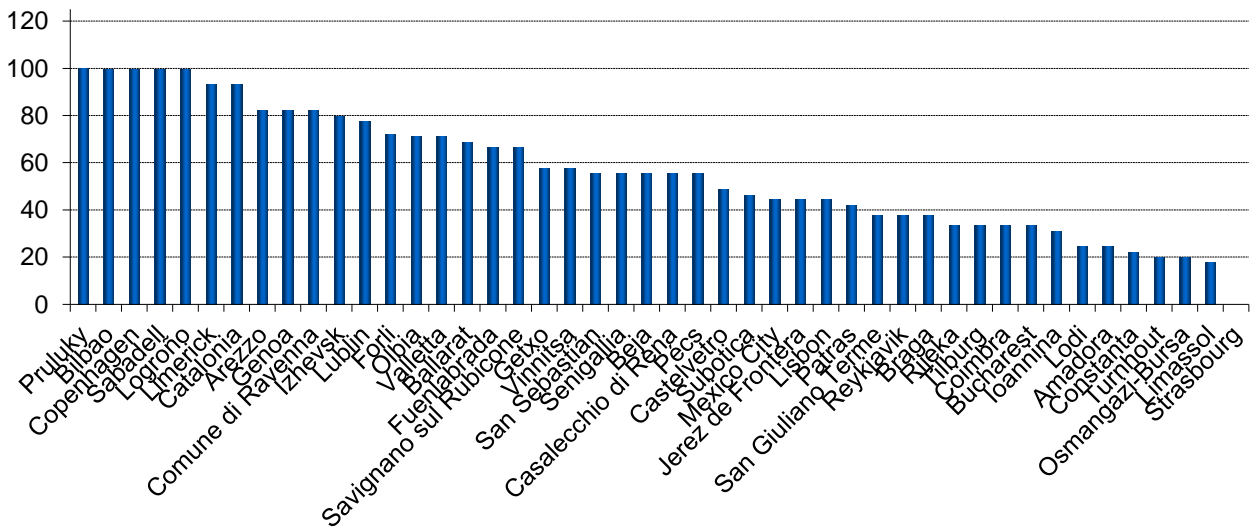
*The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.*

**ICC-Index - Mediation and conflict resolution - City sample (inhabitants < 200'000)**





**ICC-Index - Mediation and conflict resolution - City sample  
(non-nationals/foreign borns < 15%)**



Ballarat’s mediation and conflict resolution policy achievement in 2016 is close to the result scored by the city sample. In fact, while Ballarat achieved the **69%**, the average of the cities taking part in the programme is slightly lower: the 66%.

The city provides a **mediation centre** with specialized staff, whose aim is to find conflict solutions for each individual when problems arise. The Council approach to mediation is generalist in nature hence it deals with cultural conflicts as well. The city has an **inter-religious** organization capable to deal with religious conflicts: Ballarat Interfaith Network (BIN).

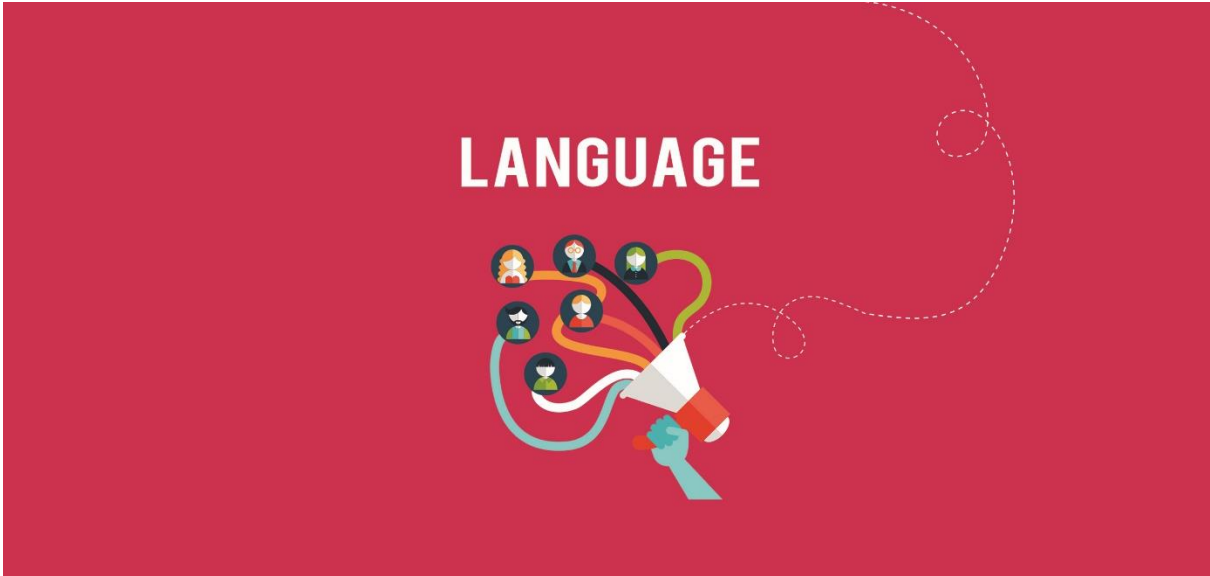
The City of Ballarat offers intercultural mediation through the following actors:

- Victoria Police in Ballarat works closely with Council in relation to mediation for general purposes covering neighbourhoods, streets and both actively seeking to meet residents to discuss problems and possible solutions to issues. Victoria Police has allocated a Cultural Diversity Officer who is in charge of meeting/coordinating/working with various groups, agencies and organizations to discuss concerns and that relate to indigenous and multicultural affairs
- Council membership in the Victorian Multicultural Commission’s Regional Advisory Committee that provides responses to issues via consultation, research and engagement with various leaders, agencies and service providers to include Local Governments in the Grampians region
- City of Ballarat Mayor has been hosting interfaith dialogues with various faith leaders in the Grampians region. Planning for a forum to promote understanding and harmony across faith communities in 2016 is underway
- The Multicultural Information Place (MIP) at the Ballarat Library provides information and referrals as required to people who would need to undertake mediation processes.

Ballarat could look up to Erlangen, where interreligious round with the Mayor and representatives of Muslim, Jewish and Christian congregations take place twice a year,

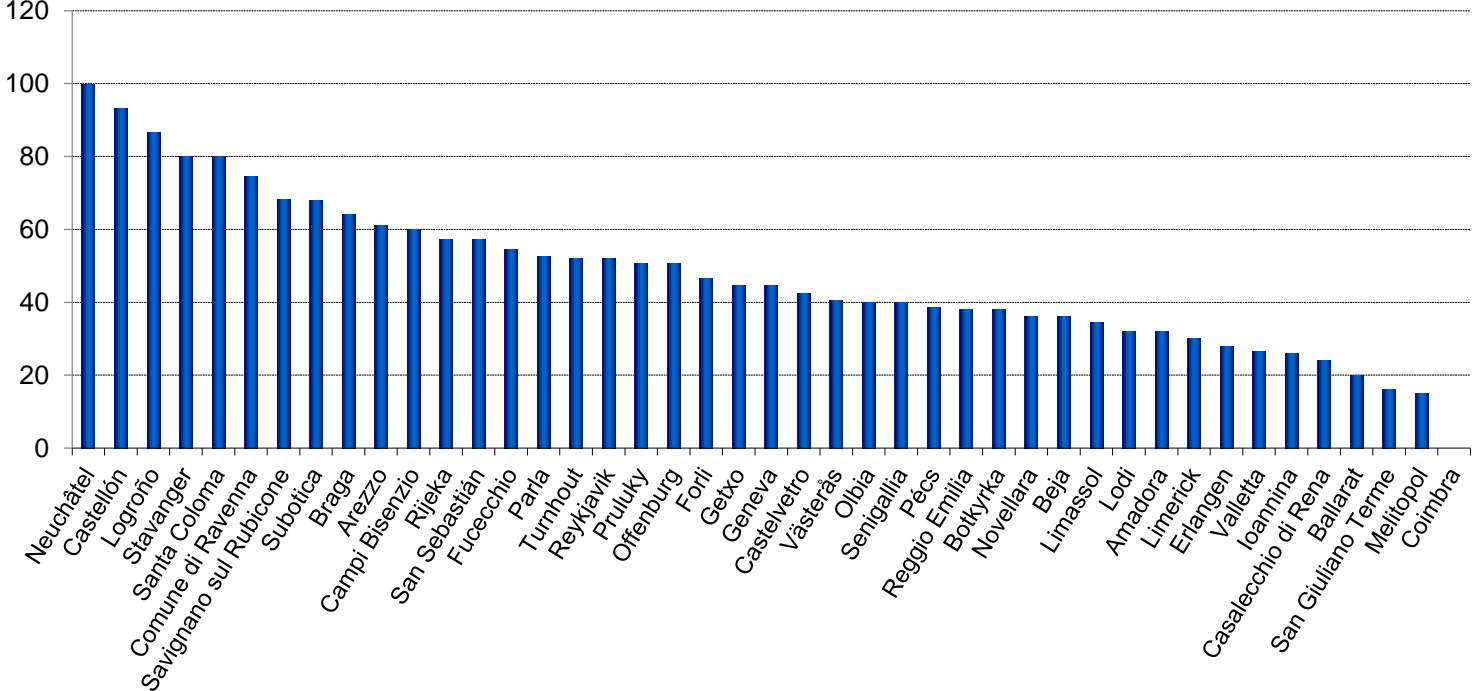
whereas the Christian – Islamic round table takes place 6 times a year. In September every year all religions meet in a shared festival and have a joined peace processions of religions, including Muslims, Christians, Jewish, Baha`i, Buddhists e.g. The new custom now in the spiritual life in Erlangen is that all main congregations have agreed to invite each other to all main religious holidays.

On this purpose, Ballarat might wish to consider following Berlin-Neukölln initiative "*Good Daughters – Good Sons*" that get young people to understand conflicts while trying to **find creative solutions to counteract violence** and inter-ethnic conflicts. In fact, it would appear that there is great concern that violence is becoming increasingly prevalent particularly amongst young people, and this might – if not handled well – also develop an ethnic complexion. The work being undertaken to address this is impressive, for example the opening of a neighbourhood conflict mediation centre in Richardplatz; the theatre project 'Good daughters – good sons' designed to get young people to understand how conflicts can start. Office "Citizens help citizens", Berlin Neukölln. A Turkish and an Arabic association offer a lower threshold advisory service in the respective mother tongue for five days of the week in the Town Hall of Neukölln. Especially for older migrants, who have difficulties in learning the German language, this is a highly demanded service.



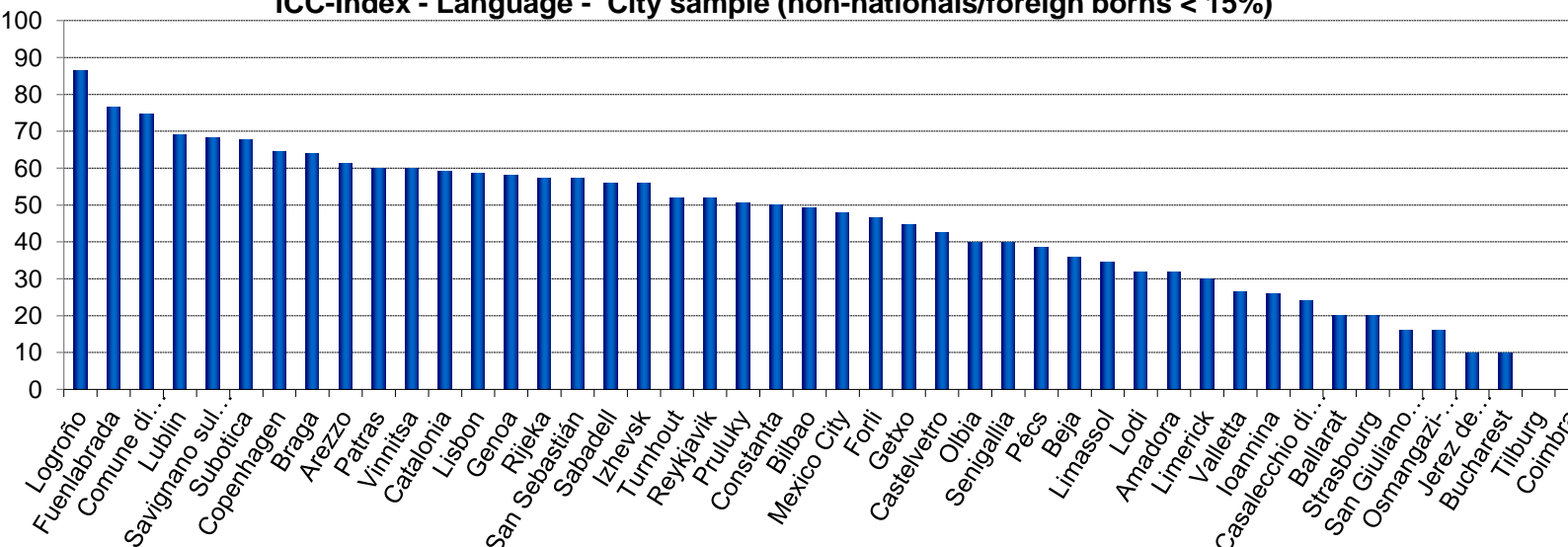
The learning of the language<sup>11</sup> of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.

ICC-Index - Language - City sample (inhabitants < 200'000)



<sup>11</sup> By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- [http://highereducation.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://highereducation.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))

ICC-Index - Language - City sample (non-nationals/foreign borns < 15%)



Ballarat's language policy achievement rate is lower than the city sample. In fact, the Australian municipality scored the 20%, considerably lower than the city sample rate of the 46%.

The **Cultural Diversity Team**, strategically based at the Library, offers Basic/Conversation English Language Training to migrants. Another complementary program which has been very successful to date is the **Cultural Diversity Homework Club** – Each week during school terms the Library provides a meeting space for students from primary and secondary school ages with access to qualified tutors and digital technologies. In the weekly sessions tutors assist with numeracy and literacy for primary school aged children, and specialist support is also provided for secondary school students. Subjects include Chemistry, Mathematics, Physics, English Literature, Humanities and Human Movement. This initiative is driven in partnership with the Ballarat Regional Multicultural Council with the purpose to provide education support for young people from migrant and refugee backgrounds.

For children aged 3-5 years '**Little Languages Storytime**' is driven every Tuesday during the school term and the concept is to open a magic suitcase to find out the country that will be visited for the day. Vicarious activities specific to the identified country includes: singing, dancing and creating special things from around the world.

Another Library activity that has been popular to migrant men and women is the '**Cook Book Chat**' which is a delicious monthly meeting to discuss food and food writing. This group chat activity is open to a discussion on all things food from Agnes Jekyll, Claudia Roden, and Mrs Beeton to the Naked Chef.

In all the above activities mutual learning across language divides is common since trust and friendships are shaped amongst attending groups.

The city of Ballarat might find interesting the activity carried out in Tenerife "**Salon del Libro Africano**" (African book Salon) that aims to discover African culture. Similarly, other cultural activities are led. For example, the "**Festival del Cine Polaco**" offers a unique opportunity to discover Polish culture through movies and documentaries.

The city also financially supports local radio programs: Ballarat has in fact worked in collaboration with the 99.9 Voice FM – **Ballarat Community Radio**. Today, the radio station offers a weekly radio program to be conducted by the Multicultural Ambassadors in minority languages.

The city of Ballarat is supporting projects to give a **positive image of migrants and/or their minority language**. For instance, various library programs highlight the richness brought by culture and the language through the initiative "*Little Language Program*". The **Harmony Fest** presents the talent of various artists from different cultures in a four-hour show. Last but not least, **Japan Challenge and China Challenge Art competitions** are undertaken yearly through primary and secondary schools.

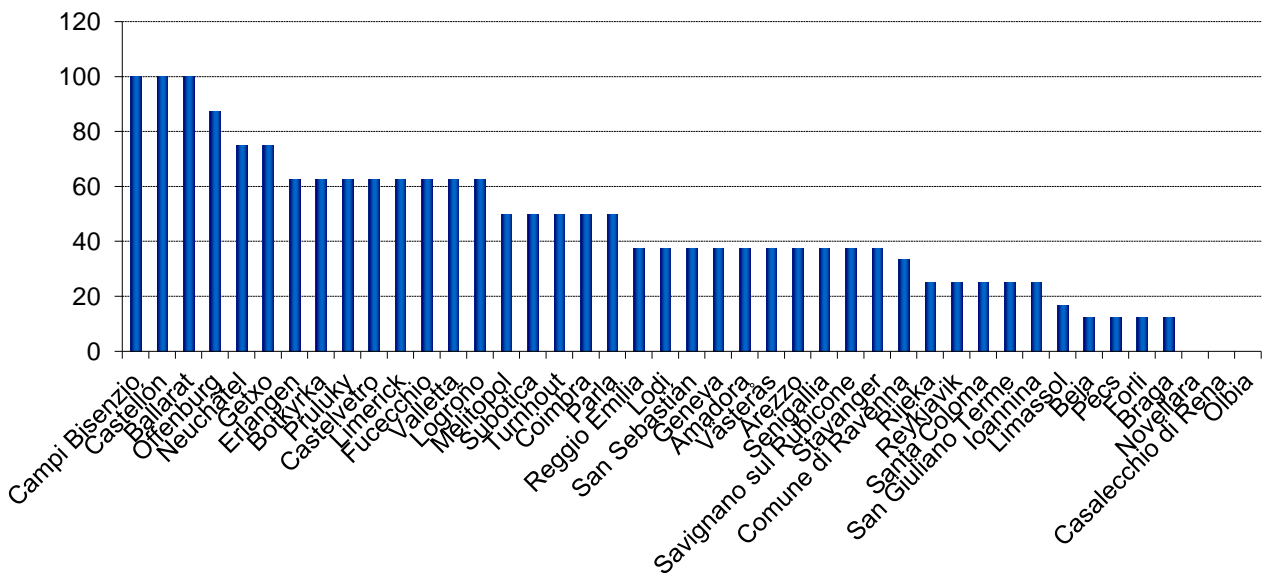
Since the city has successfully established a multi-lingual radio program, Bellarat could consider financing the local newspaper. On this purpose, the Australian city could look up to the Italian city of Arezzo. Arezzo's weekly newspaper **Piazza Grande** has a Romanian column, moreover, the channel Tele San Domenico (TSD) shows the news in several languages.

# MEDIA policies

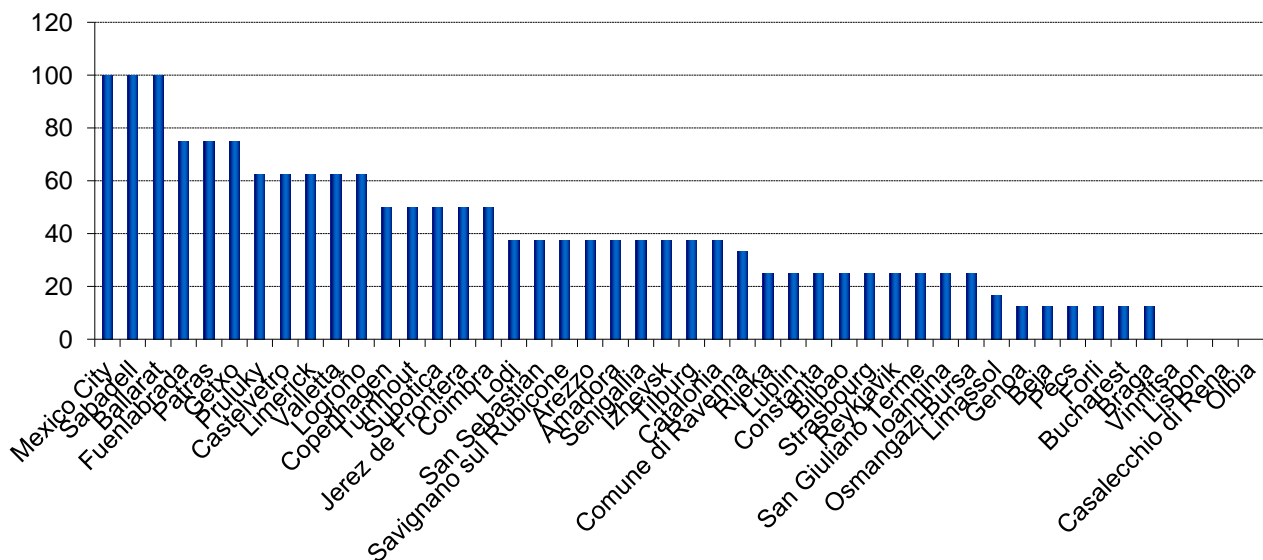


*The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.*

**ICC-Index - Relations with the local media - City sample  
(inhabitants < 200'000)**



**ICC-Index - Relations with the local media -  
City sample (non-nationals/foreign borns < 15%)**



Ballarat media policy in 2016 was the **100%**, an excellent result compared to the city sample rate of 46%.

The city **promotes a positive image of immigrants** and/or minorities in the media. The **Council's Media and Communications group** have been actively engaged in improving the visibility of migrants and minorities in the media as in the following:

- Established the Facebook page of the Multicultural Ambassadors (MAs) which documents most of the activities of the MAs and highlights key upcoming events to promote wider community participation
- Prepares the yearly Communication and Media Plan for Harmony Festival
- Facilitates the City of Ballarat web inputs relating to the Cultural Diversity area
- Promotes the engagement of the Multicultural Ambassadors and their communities in various public functions, radio shows and Council events and meetings.

Moreover, the Council is responsible for: monitor how minorities are portrayed in the media, highlight diversity as an advantage and not as a deficit, raise awareness and **provide support for advocacy** and/or media **training** to mentor journalists with minority background.

In order for the media to pass a positive image of migrants and minorities, the city could organise an *anti-rumour campaign*, to raise awareness and to foster dialogue and mutual understanding.

For example, in 2010 Barcelona started carrying out the BCN Anti-Rumour campaign to combat negative and unfounded rumours that have an adverse effect on living in diversity, based on working in conjunction with different social actors and organizations. A part of this campaign has been substantial press coverage. Another good example comes from Oslo, where there has been established an internet service,

called "Cultural diversity in the media" informing on concerts, exhibitions and festivals organized by artists with minority backgrounds. This pro-diversity coverage of the cultural scene is reflected in the local media (newspapers, radio, local TV). Among journalists and editors, and media researches, there is a growing awareness about the role of the media in promoting cohesion and presenting news in a responsible and intercultural way. This has resulted in a stronger focus on the recruitment of journalists with ethnic minority background. The municipality runs its own publication – "Oslo Now" – which is distributed freely to every household in the city. The Office of diversity and integration runs an internet based newsletter – the "OXLO bulletin". The municipality sponsors an event called "Top 10", which each year celebrates and profiles the ten most successful immigrants in Norway, in business and work, academia and media, culture and civic life.



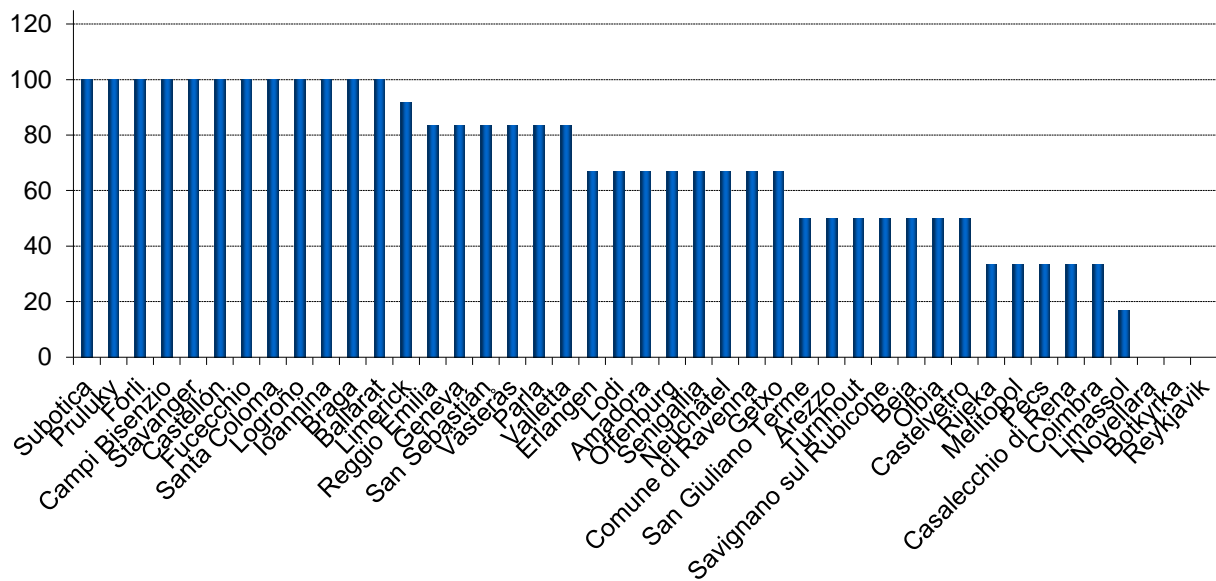
# INTERNATIONAL

outlook policies

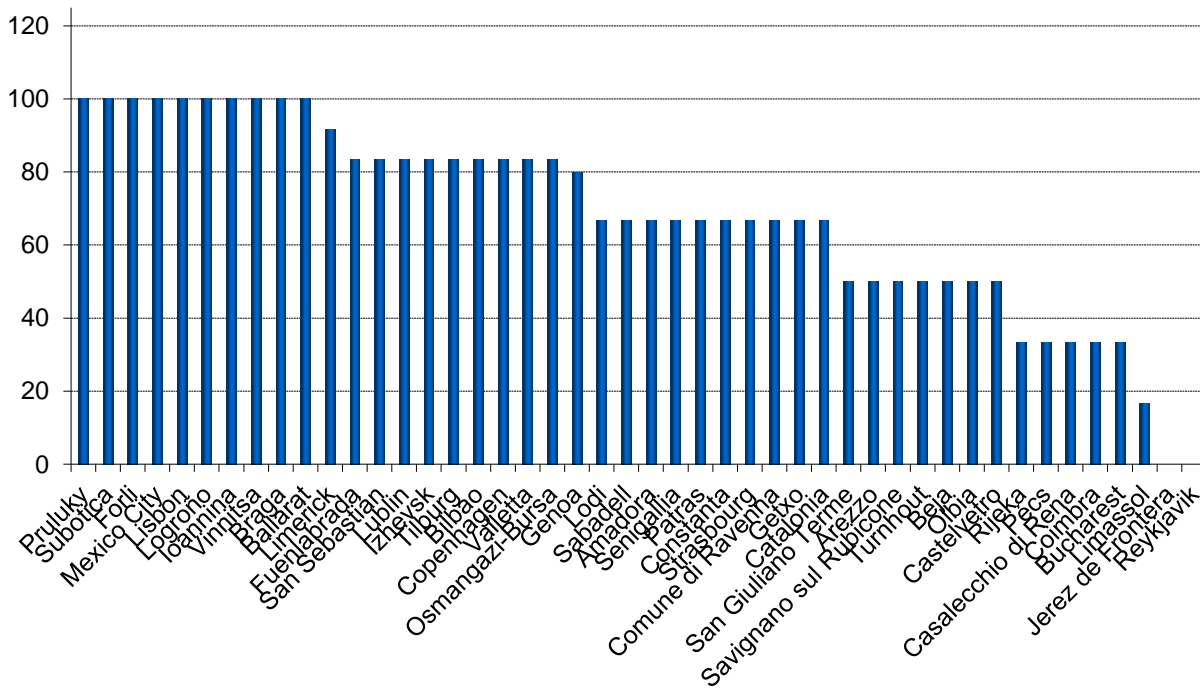


*An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.*

**ICC-Index - An open and international outlook - City sample (inhabitants < 200'000)**



**ICC-Index - An open and international outlook - City sample  
(non-nationals/foreign borns < 15%)**



The city has obtained an excellent result for an open and international outlook, achieving the maximum: the **100%**. Higher than the city sample's rate of 72%.

The city has **adopted a specific economic policy** to foster international cooperation towards an economic sustainability, and has specific **financial** provisions. In fact, the Council allocates a yearly budget to resource its Sister-City Committees, their associated activities/events and exchange visit arrangements. Simultaneously, Ballarat has established an **agency** responsible to **supervise** and encourage the city to start international businesses, emphasizing how important it is for the city to be open to international connections: The Cultural Diversity - Cultural Partnerships Officer is in charge of resourcing Council's Sister-City relationships with Inagawa, Japan, Ainaro, East Timor and Peterborough, England (inactive) to include a Friendship City Agreement with Nanjing, China.

At the same time, Ballarat encourages **universities** to attract foreign students and encourages them to take part in the city life and to stay after the end of the study. To facilitate this, foreign students are allowed to work for 20hours/week which provides an opportunity for some to obtain employment which may provide opportunities for them to gain good reference for future work in line of their field of specialization after graduation. Council is currently the Regional Certifying Body for the Grampians Region. This program supports local businesses if they decide to sponsor skilled migrants to stay and work in their respective businesses to be permanent residents after extensive individual assessment processes have been undertaken

To improve in this field, Ballarat could look into Barcelona initiative "*Do It in Barcelona*". This programme comprehends a multitude of initiatives whose goals are: 1) to strengthen the city's competitiveness; 2) Incorporate new methodologies into existing entrepreneurial support programmes that allow people with a business background in their home country to make the most of their experience; 3) Support the creation of intercultural teams to develop business efficiency and productivity; 4) Support initiatives aimed at finding multi-linguistic solutions; 5) Support the creation

of social networks that encourage the integration of new residents into the city and that also make it possible to establish economic bridges with their home countries.

Another example comes from Santa Maria de Feira (Portugal) where diversity and migration are perceived as a window to explore new opportunities and new markets. The municipality is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants. The launch of this platform is the culmination of a number of initiatives that reach out through business partnerships. The municipality has regular business exchanges with Kenitra, in Morocco. The partnership, made possible thanks to the presence of Moroccan nationals in Santa Maria da Feira, started with a visit by a Kenitra delegation in 2012. Since then, a number of protocols between the two municipalities have been signed, in addition to the private sector business relations established.

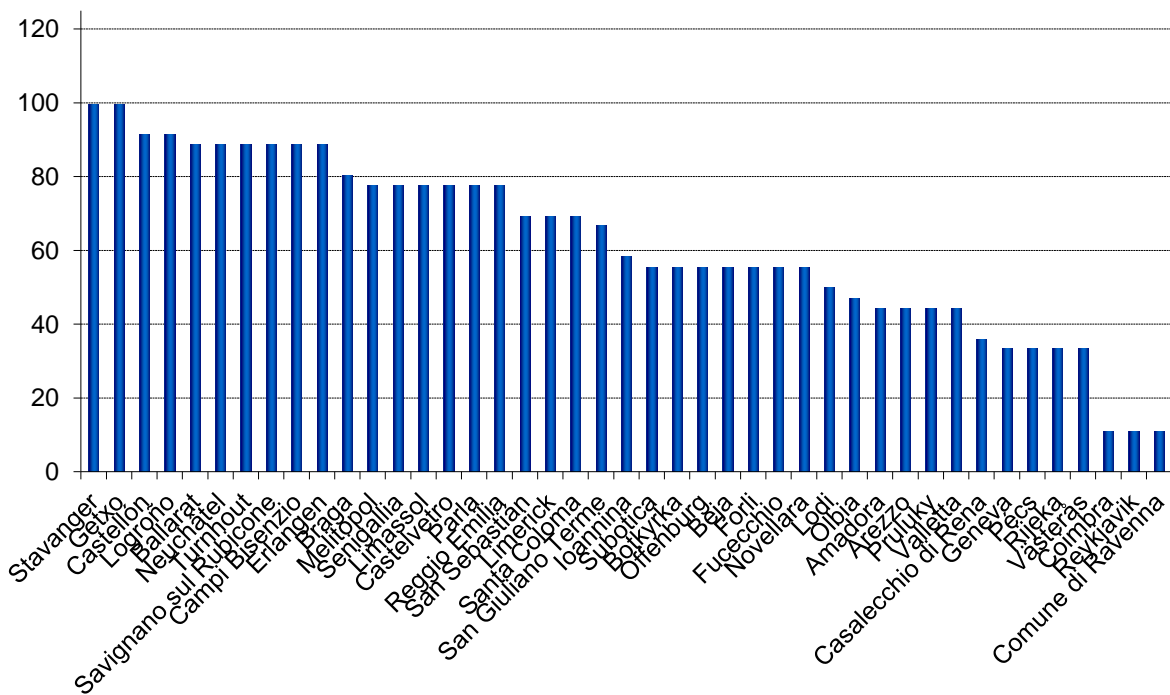
# INTELLIGENCE

competence policies

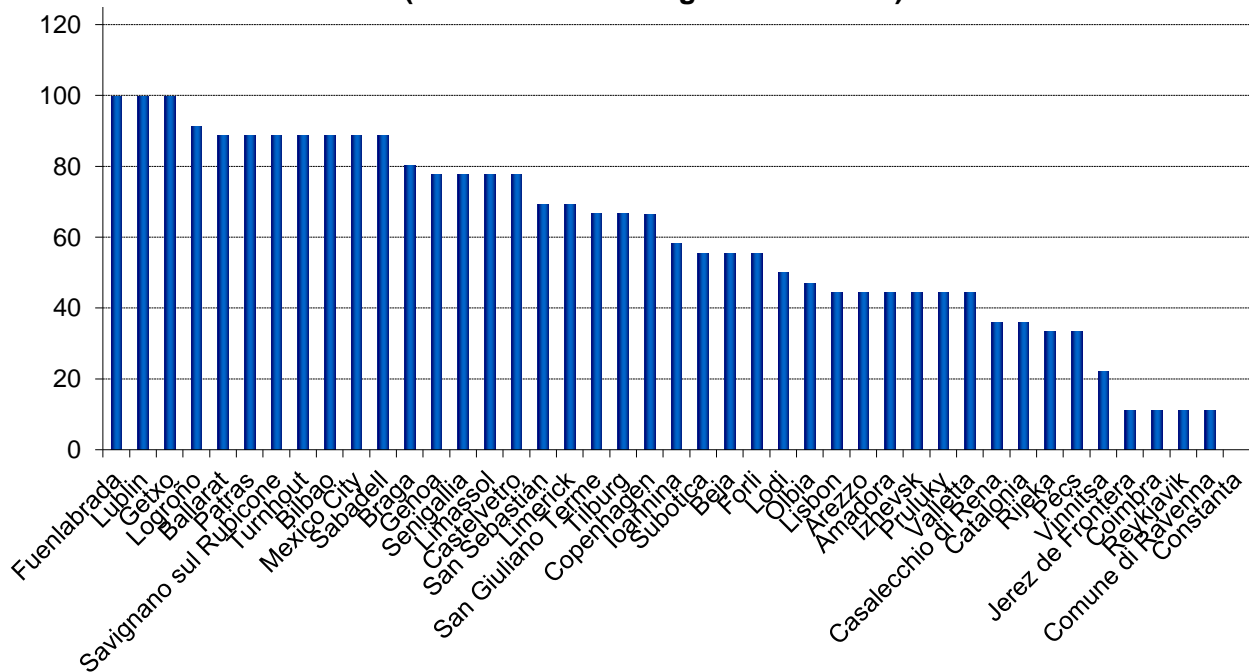


*A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one model of behaviour on all situations.*

**ICC-Index - Intelligence/competence - City sample (inhabitants < 200'000)**



**ICC-Index - Intelligence/competence - City sample  
(non-nationals/foreign borns < 15%)**



The attainment rate of Ballarat’s intercultural intelligence competence policy in 2016 is of the **89%**, higher compared to the city sample’s rate of 64%.

According to the answers provided in the questionnaire, Ballarat encourages and publicizes the Council to mainstream the flow of information in the process of policy formulation. Together with that, the city regularly undertakes **surveys** to inquire on community perceptions about diversity. For example, in 2011 it was asked the following question:

**“do you agree or disagree that Australia is weakened by people from various racial, ethnic, cultural and religious backgrounds sticking to their old ways?”**

With a sample size of 1644 Ballarat people (aged 18 and over), **45% agreed** or strongly agreed with this statement, a further **44% disagreed** or strongly disagreed with the statement, and the remaining 11% were either undecided, neither agreed nor disagreed or refused to answer. In comparison to state wide results, 51% of people in Victoria disagreed with the statement. People more supportive of cultural diversity across the state tend to be university educated, younger (aged 18-44), from CALD backgrounds, speak a language other than English, earn over \$60,000 annually, and live in inner or middle metropolitan areas. On average 46% percent of people from regional cities disagree with the statement.

The city **fosters** intercultural competences through **courses** and **trainings**, as well as interdisciplinary seminars and networks. Some examples of the engagement of the City of Ballarat to promote intercultural competence in administration and public services are the following:

- Councilor representation at the Municipal Association of Victoria (MAV) Multicultural Committee
- Officer representation at the Leadership Group of the Victorian Local Government Multicultural Issues Network (VLGMIN)
- CALD Education and Employment Pathways Program (CEEP) has convened Industry Engagement Forums
- Delivery of Cultural Awareness Training to Council staff, Youth Services groups and to Industry partners.

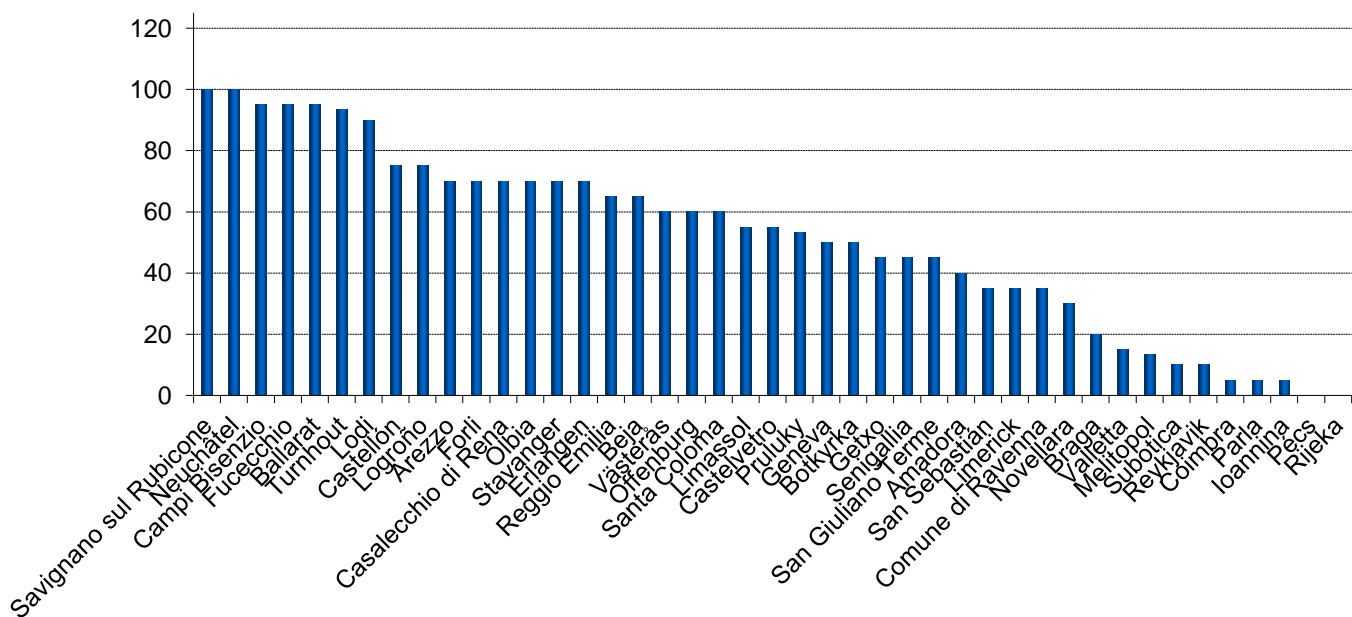
Similarly, the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

# WELCOMING

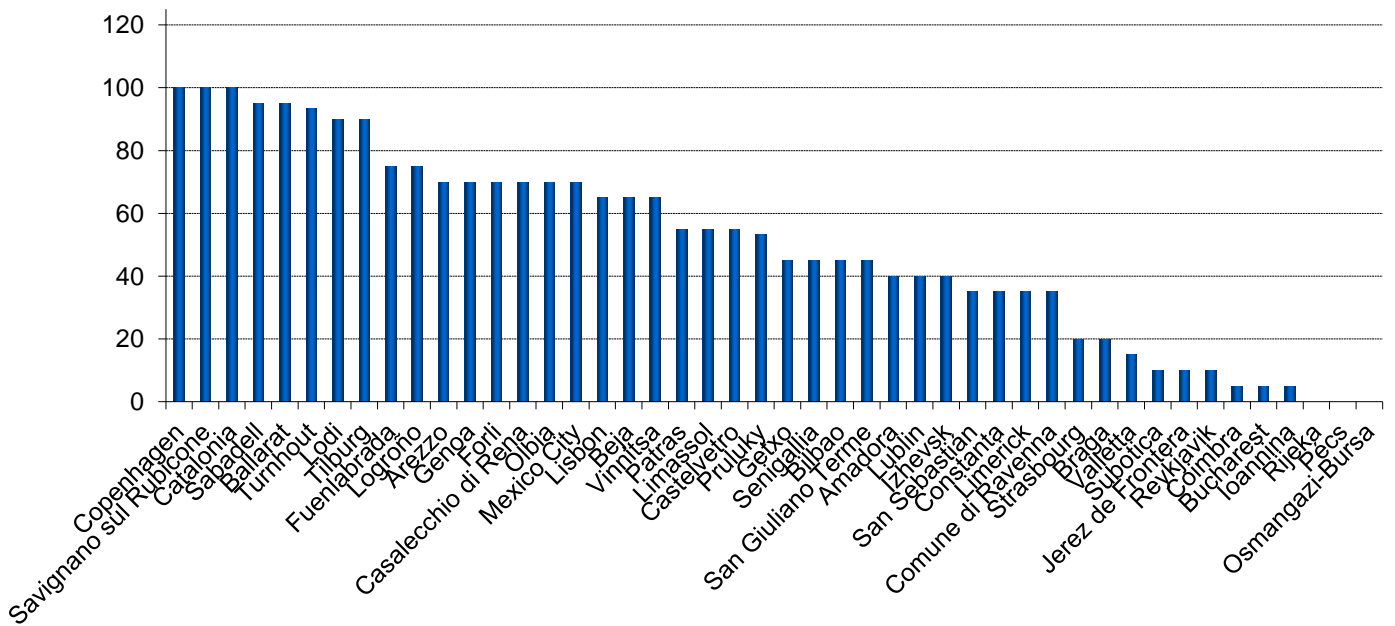


*People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles and integrates.*

**ICC-Index - Welcoming new arrivals - City sample (inhabitants < 200'000)**



### ICC-Index - Welcoming new arrivals - City sample (non-nationals/foreign borns < 15%)



The attainment rate of Ballarat welcoming policy is the **95%**. This result is extremely positive compared to the 54% of the City's sample.

The city has successfully established an **office** to welcome migrants and newcomers to the city, an interesting activity is the *Migrant Morning Tea*: every day these morning teas have helped establish friendships across cultures, provided settlement information to new migrants regarding assistance that may be available.

Moreover, The Multicultural Information Place (MIP) at the Ballarat Library provides **information and assistance** in supporting not only newly arrived migrants also, existing and elderly migrants. Perhaps the Library might wish to include a written **guide**; such as a multilingual comprehensive city-specific package of information, for newly-arrived residents. Such package would not only welcome new comers, but also would help them throughout the integration phase.

The city **supports** and **welcomes** specific categories of newly arrived, such as family members, students and refugees. Mayor and Councilors host a welcome function for International Students, Refugee Week and NAIDOC Week is launched yearly by the Mayor. In addition, the Council has supported programs that are geared towards attraction and retention of skilled/humanitarian and other migrants since 2007

The city celebrates new Ballarat residents to attend a number of **new resident** functions during their first year. These initiatives such as dinners and guided tours are informal and are a great way to meet other people, make new friends and find out more about what Ballarat has to offer. On this purpose, the city could take example from Sabadell, where the city publically celebrates the arrival of new comers and it offers various services to sustain and welcome the following categories: family members, students, refugees, and migrant workers.



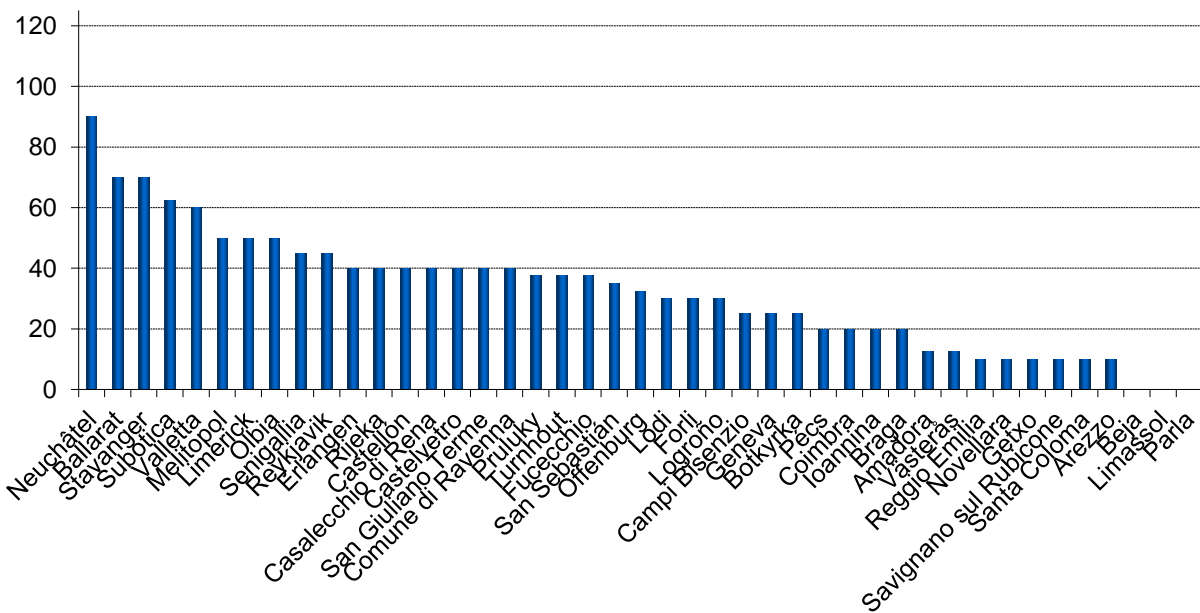
Instead, Bergen municipality has established an *Introduction Center* for refugees, schools, health stations, schools and other public and private sectors. It acts as a link between the different migrant groups and the public sector, sharing experiences and expertise on issues in regards to integration, community empowerment etc. A good example is a collaboration they had with a hospital that once wanted to raise awareness on diabetes through offering courses to immigrants, as Diabetes was prevalent among migrants. They had challenges getting people to register for the courses and took contact with the organization for a collaboration and help on how to plan the course. Together, they organized the course at EMPO with a very good turn up. The multicultural staff played a very important role to pass on the information.

# GOVERNANCE

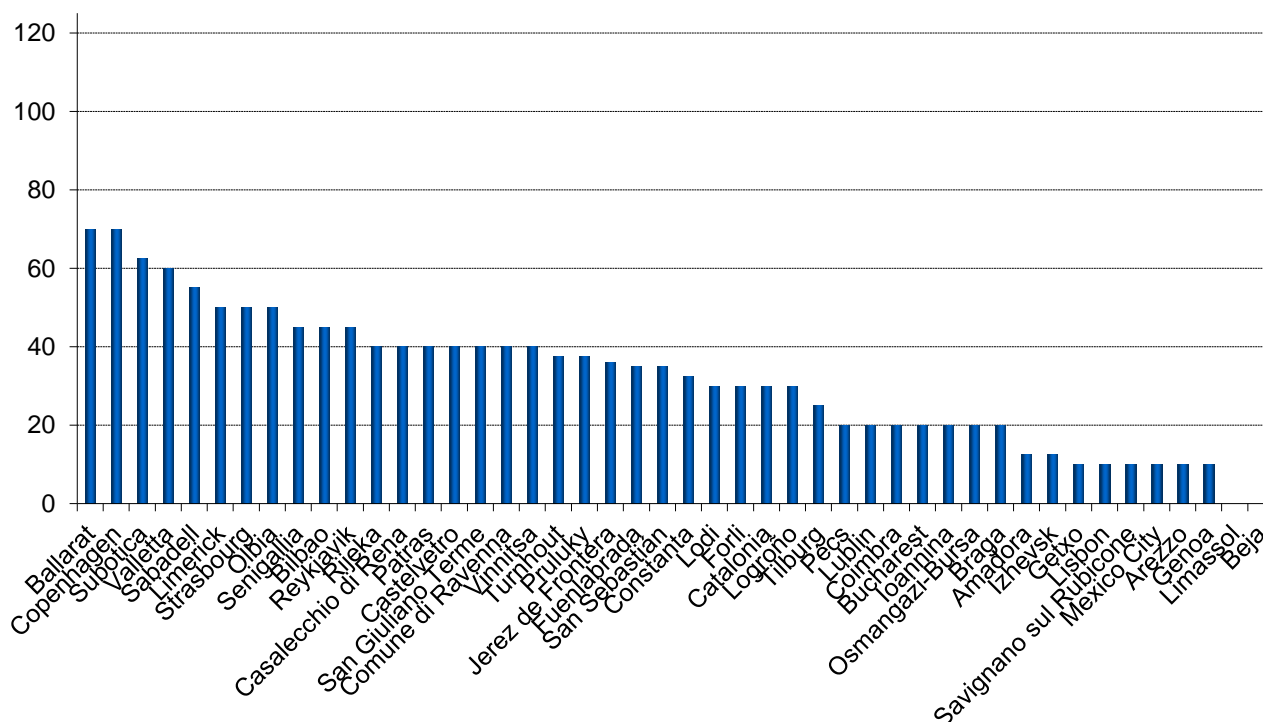


*Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.*

**ICC-Index - Governance - City sample (inhabitants < 200'000)**



## ICC-Index - Governance - City sample (non-nationals/foreign borns < 15%)



The attainment rate of Ballarat in the field of governance is of **70%**, considerably higher than the city sample's rate of 34%.

**Newcomers can vote** once they have obtained the **Australian Citizenship** and politicians' ethnic background partly reflects the composition of the city population. The city has established a **political body** that represents migrants and minorities: the "*Intercultural Advisory Committee*" (IAC). The Committee is made up of migrants and/or minorities leaders of their organizations as well as members from relevant public institutions, organizations and experts. Positively, migrants are **encouraged** to take part **in the political life**.

In order to improve the field of governance, the city could look up to London Lewisham initiative of encouraging active citizenship: the "young Mayor" project. This initiative is the most important innovations in governance and participation because puts power and responsibility in the hands of young people. Many local authorities have adopted the idea of youth parliaments but these can often appear tokenistic. On the other hand, the Lewisham Young Mayor seems a much more robust attempt to put real power and responsibility in the hands of young people and treat them seriously. The Young Mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget (£30,000 per annum) to initiate a programme of work, as well as to scrutinise the work of Sir Steve Bullock and the Council.

Another interesting example comes from Berlin-Neukölln, the project is called: "Young, Colourful, Successful" and it aims to redesign the city centre taking *into account the intercultural diversity*. Neukölln has the chance to be the first place in

Germany to redesign a city centre in a way that acknowledges cultural diversity. The City Council of Berlin Neukölln was awarded by the German Federal Government the title "Place of Diversity" and with this sends a message against right-wing extremism and for diversity and tolerance. The place-name sign "Neukölln – Place of Diversity" is set up visibly on the square in front of the underground station "Britz-Süd".

Alternatively, Ballarat could find interesting Neuchâtel who has implemented several good governance policies. An independent political body has been created to represent all ethnic minorities living in the canton. The FéNéCi – *Fédération neuchâteloise des communautés immigrantes* (Neuchâtel Federation of Migrant communities) reunites different migrant associations and, as a public institution, works with the COSM and has certain level of influence on the political sphere.

# ANTI DISCRIMINATION



The city regularly **monitors the activities to prevent discrimination or rumours**. Plus, the Victoria Police works closely with the Council and is represented in most of our major committees.

The municipality regularly **organizes initiatives** to discourage negative feelings and/or negative perception towards newly-arrived. For instance, the already quoted activity "*Racism stops with me*".

Ballarat could follow Limerick's anti-rumour project encourages integration and inclusion in schools: each third-level institution has incorporated the Anti-Rumours project into an aspect of their courses and used the project as an assignment for part of a course. To name one, the Anti-Rumours approach has been included in the Development Education module run by Mary Immaculate College as part of the teacher training programme. The module encourages participants to take part in an external event and lists the Anti-Rumour workshops. Anti-rumour workshops have resulted in the development of an Anti-Rumours Education pack which can be used in Second-level schools throughout Ireland. Lastly, third-level students engaged in the Anti-Rumours campaign have started planning an Anti-Rumours Flash Mob / Performance in Limerick City centre.

# CONCLUSIONS



In the overwhelming majority of policy areas Ballarat assumes the leading role. It is particularly noteworthy that the Australian City reaches the maximum rate of **100%** as regards its commitment to interculturalism, neighbourhood, cultural and civil life, international outlook and media.

Rarely Ballarat's attainments are below the 90% and nevertheless only in the field of language the rate is lower than the city sample's rate.

In view of the above, we wish to congratulate with Ballarat for the efforts taken. Nonetheless, we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

# RECOMMENDATIONS



When it comes to the intercultural efforts, with reference to the survey, the city could enhance the sectors below by introducing different initiatives:

- **Mediation:** To improve the field of mediation, the municipality could look up at Parla's idea of celebrating the **World Day for Cultural Diversity for Dialogue and Development** (according to the UN, the 21<sup>st</sup> of May), when the Mayor visits these places of worship and hold joint meeting. This is a perfect occasion to get to know each other, to bridge faith with politics and to attract the interest of participants.
- **Language:** to improve the field of Languages, Ballarat could follow the example set in Tilbug, in the Netherlands. In the projects of VVE ('before and timely education'), children in the range from 2 till 6 are trained in order to develop especially language skills. The aim is that these migrant children will not have language arrears when they enter the primary school at the age of 5 years. Many language activities are implemented to toddlers in the playgroup. VVE - support is also given to the first two classes of the primary schools. Ballarat could give further support to libraries to organize public readings and **literary events**. To include a wider public, the municipality should offer movies, shows, theatre representations in a foreign language; small books or brochures could be translated in other languages to raise awareness of their importance and their richness.
- **Education:** The Canadian city of Toronto is worth a mention. In fact, the Toronto District School Board (TDSB) governs over 550 schools and in some of these schools, the proportion of "new Canadians" is as high as 80 to 95 per cent. For half of them neither English nor French is their native language. TDSB aims to ensure that all students reflecting that diversity, have equitable opportunities to be successful in school and that systematic barriers to their achievements are identified and removed. Therefore, TDSB provides for low-achieving students individual support in the classroom and access to language learning in the students' native language. TDSB supports also efforts to involve parents, neighbourhoods and ethnic communities. According to the data from the Programme for international Student Assessment (PISA) the TDSB has

successfully closed the average achievement gap between second generation students of migrant origin and their Canadian peers.

Ballarat may wish to look into further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database<sup>12</sup>.

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<sup>12</sup> <http://www.coe.int/en/web/interculturalcities/>