

RESULTS OF THE INTERCULTURAL CITIES INDEX



LOGAN

MAY 2019



Intercultural cities
Building the future on diversity

www.coe.int/interculturalcities



RESULTS OF THE INTERCULTURAL CITIES INDEX



A comparison between 99 cities¹

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 102 cities have undergone their intercultural policies analysis using the Intercultural City Index: Albufeira (*Portugal*), Amadora (*Portugal*), Arezzo (*Italy*), Auckland (*New Zealand*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Reno (*Italy*), Cascais (*Portugal*), Castellón (*Spain*), Castelvetro (*Italy*), Catalonia (*Spain*), Coimbra (*Portugal*), Comune di Ravenna (*Italy*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian² (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Dudelange (*Luxembourg*), Erlangen (*Germany*), Forlì (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamamatsu (*Japan*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Russian*

¹ 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.

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

Federation), Jerez de la Frontera (Spain), Kerez (Turkey), Klaksvík (Faroe Islands), the London borough of Lewisham (United Kingdom), Limassol (Cyprus), Limerick (Ireland), Lisbon (Portugal), Lodi (Italy), Logan (Australia), Logroño (Spain), Loures (Portugal), Lublin (Poland), Lutsk (Ukraine), Lyon (France) Maribyrnong (Australia), Melitopol (Ukraine), Melton (Australia), Mexico City (Mexico), Montreal (Canada), Munich (Germany), the canton of Neuchâtel (Switzerland), Neukölln (Berlin - Germany), Novellara (Italy), Odessa (Ukraine), Offenburg (Germany), Olbia (Italy), Oeiras (Portugal), Oslo (Norway), the district of Osmangazi in the province of Bursa (Turkey), Paris (France), Parla (Spain), Patras (Greece), Pavlograd (Ukraine), Pécs (Hungary), Pryluky (Ukraine), Reggio Emilia (Italy), Reykjavik (Iceland), Rijeka (Croatia), Rotterdam (the Netherlands), Sabadell (Spain), San Giuliano Terme (Italy), Santa Coloma (Spain), Santa Maria da Feira (Portugal), Unione dei Comuni-Savignano sul Rubicone³ (Italy), Sechenkivsky (District of Kyiv, Ukraine), Senigallia (Italy), Stavanger (Norway), Strasbourg (France), Subotica (Serbia), Sumy (Ukraine), Swansea (United Kingdom), Tenerife (Spain), Tilburg (The Netherlands), Turin (Italy), Turnhout (Belgium), Unione Terre dei Castelli⁴ (Italy), Valletta (Malta), Västerås (Sweden), Vinnitsa (Ukraine), Viseu (Portugal) and Zurich (Switzerland).

Among these cities, 24 (including Logan) have more than 200,000 inhabitants and 21 (including Logan) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Logan (AUSTRALIA)** in 2019 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 and to enhance participation.

It encourages greater mixing and interaction between diverse groups in the public spaces.

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

⁴ 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).

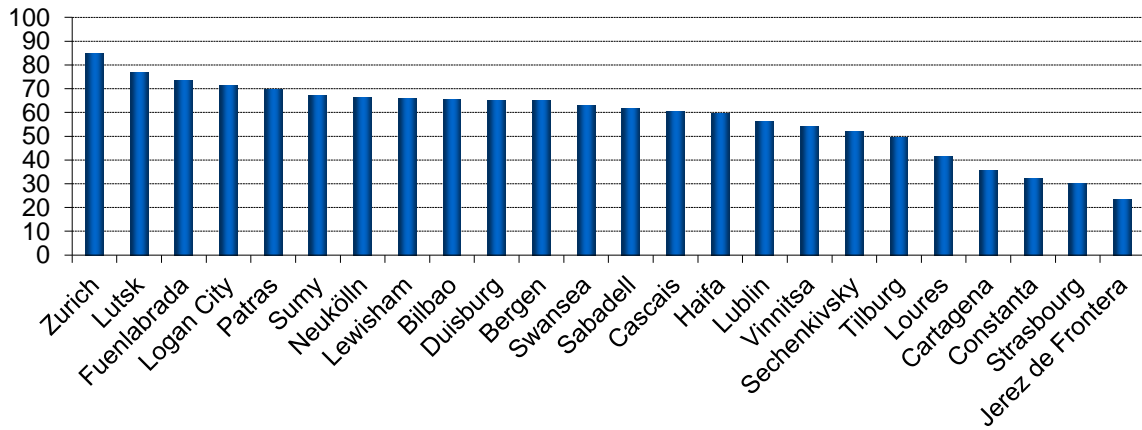
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of 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.

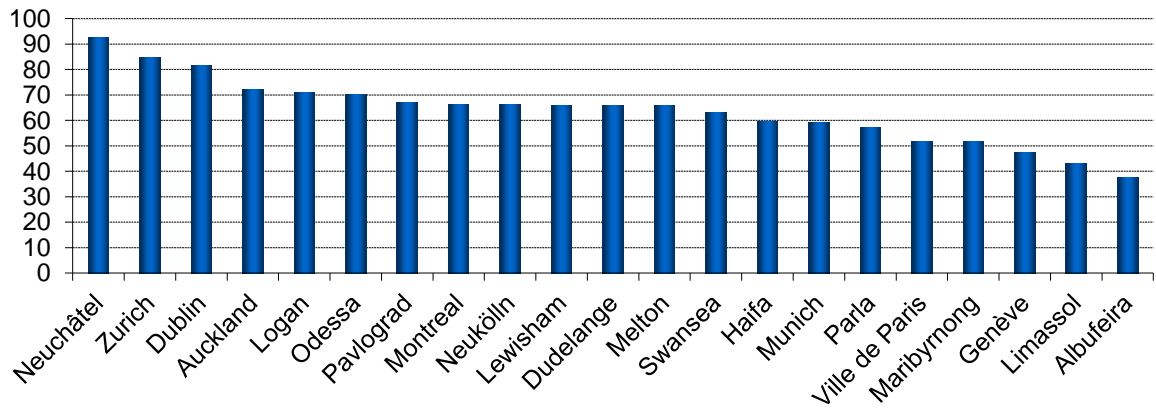
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled 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, Logan has an aggregate intercultural city index of **71%**.

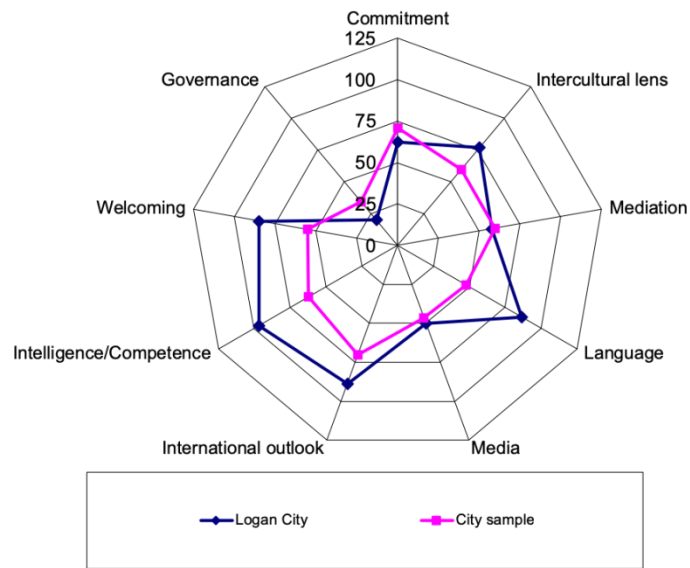
Intercultural City Index (ICC)
City sample (inhabitants 200'000 - 500'000)



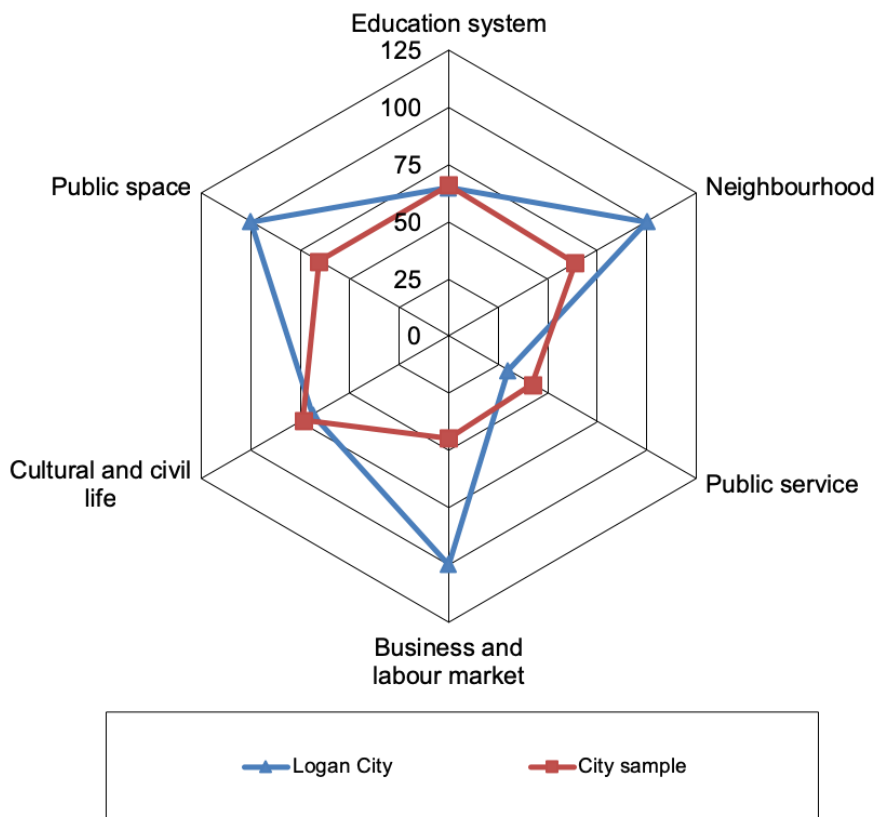
Intercultural City Index (ICC)
City sample (non-nationals/foreign borns > 20%)



Overall indicators:



Intercultural Lens elements:



Logan – An overview

The **City of Logan** is a local government authority located in south-east Queensland, Australia. It is the fifth largest city by population in Queensland.

With a land area of 957km² and 64 suburbs and towns, Logan consists of a mix of medium density housing in its central suburbs of Woodridge and Logan Central and rural communities to the south and west. Increasing Logan's population significantly, is Yarrabilba, a new residential development to the south west of Council's chambers in Logan Central. Yarrabilba will be the location of a new city of more than 20,000 dwellings and 50,000 people in the next 10 years.

Logan's budget in 2017-2018 was \$779 million and it holds almost \$6 billion in infrastructure assets.⁵

At June 2017, Logan's **Gross Regional Product (GRP)** was \$13.4 billion, an increase of 20% from 2016, with new business registrations increasing by 31% in five months from October 2017 to March 2018.⁶

Logan City Council has 1,400+ employees and **non-Australian citizens are able to be employed** if they have rights to work in Australia.

Logan is well served in terms of community facilities with six aquatic centres and three indoor sports centres; 116 outdoor sporting facilities; six community event venues; nine libraries; one art gallery; 18 council-owned neighbourhood and community centres; and six cemeteries.⁷

Demography

Logan City's population had a population of **326,615 residents** in 2018.⁸ Logan's median age is 34 and 22.6% of the population are under 15 years.⁹

In 2016, more than 25.7% of Logan's residents were born overseas¹⁰. A further **20% of Logan's residents are second generation Australians**. Almost 50% of Logan's total population were aged under 30 years.

Aboriginal and Torres Strait Islanders are Australia's First Nations peoples. In Logan in 2016, 3.2% (9,814 people) of the total population identified as Indigenous people. This was a 0.4% increase on the number of Indigenous people living in Logan at the 2011 Census. 87.8% of people are Aboriginal and 6.5% are Torres Strait Islanders. 5.7% identified as both Aboriginal and Torres Strait Islander.

The majority of Logan's residents (65.8%) were born in Australia, however the remainder were born in 113 countries¹¹ and identify with **217 cultural backgrounds**¹².

⁵ <https://www.logan.qld.gov.au/about-logan/living-in-logan/statistics-and-facts>

⁶ https://www.logan.qld.gov.au/_data/assets/pdf_file/0007/470833/2018_06-Bi-Annual-Economic-Analysis_Final.pdf

⁷ <https://www.logan.qld.gov.au/about-logan/living-in-logan/statistics-and-facts>

⁸ <https://profile.id.com.au/logan>

⁹ <https://www.logan.qld.gov.au/about-logan/living-in-logan/statistics-and-facts>

¹⁰ <https://profile.id.com.au/logan/birthplace>

¹¹ <https://profile.id.com.au/logan/birthplace>

¹² <https://www.logan.qld.gov.au/about-logan/living-in-logan/statistics-and-facts>

Except for people born in New Zealand (7.7%), there are **no majority cultural groups** as no other country of birth makes up more than 5% of Logan's population. The top 10 countries of birth are: New Zealand; UK (4.5%); Philippines (1%); India (0.9%); Samoa (0.7%); South Africa (0.6%); China (0.6%); Fiji (0.6%); Afghanistan (0.5%); and Burma (0.4%). Australian citizens constitute 79.5% of Logan's population with **20.5% non-citizens**.

13.1% of people spoke English and at least one other language¹³ with more than 15% of residents speaking a language other than English at home¹⁴. Residents practice more than 40 religions.¹⁵

From 2011-2015, Logan City received the 4th greatest number of refugees in Australia.¹⁶

Logan's major industries and focus for future employment opportunities are transport and logistics, food and beverage production, agricultural technology, health and medical sciences, tourism and manufacturing. The refurbishment of a 110 year old Butter Factory into a \$12,000,000 innovation and startup hub demonstrates Logan's intention to develop as a regional centre for entrepreneurship.¹⁷

Logan City's history

Logan is a young city which was declared as a shire in 1978. Based on significant population growth in the decade from the late 1980's to 1999 Logan was one of the fastest growing areas in Australia.

Logan's Indigenous history, however, extends many thousands of years with the Yugambah and Jagera traditional custodians inhabiting the greater Logan area for millennia prior to European arrival. The arrival of the first Europeans in the 1820's, created agriculture as the primary industry with cotton, sugar, poultry and dairy its primary production.

In 1981 Logan was declared a city and grew quickly in 2008 when a change in boundary more than doubled its land area and increased its population by one third.¹⁸

¹³ <https://profile.id.com.au/logan/speaks-english>

¹⁴ <https://profile.id.com.au/logan/language>

¹⁵ <https://profile.id.com.au/logan/religion>

¹⁶ <https://blog.id.com.au/2015/population/demographic-trends/how-many-refugees-does-australia-take/>

¹⁷ [https://www.loed.com.au/home/news/news-articles/kingston-butter-factory-to-become-a-\\$12-million-innovation-icon-and-outdoor-event-space](https://www.loed.com.au/home/news/news-articles/kingston-butter-factory-to-become-a-$12-million-innovation-icon-and-outdoor-event-space)

¹⁸ <https://www.logan.qld.gov.au/about-logan/history/a-brief-history-of-logan>

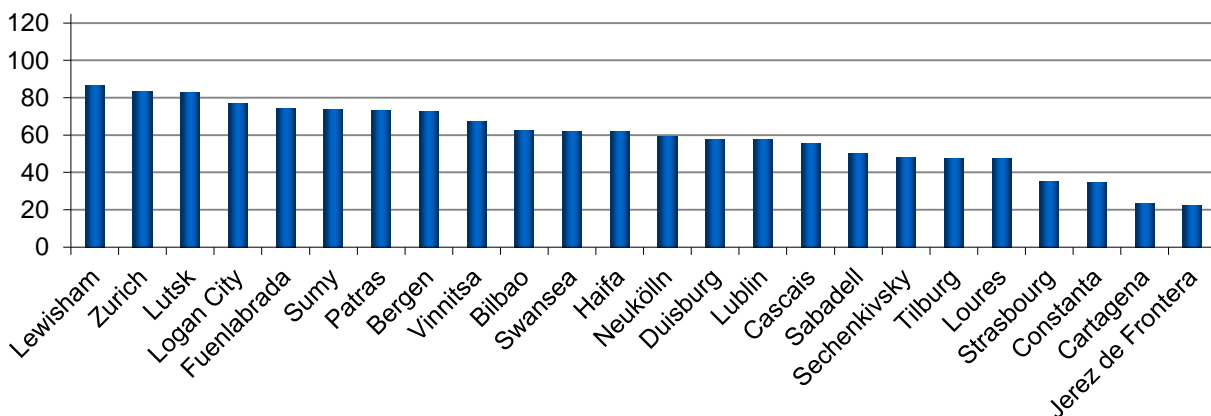
INTERCULTURAL LENS



The Intercultural Lens indicator consists of 6 elements which indicate that a City is providing commitment; education; neighbourhood; public service; business and labour; culture and civil life; public space through an Intercultural Lens. The rating results from a comparison with cities of similar size and cultural diversity and aggregated into an overall score (below). Scores for each element are provided in the following pages.

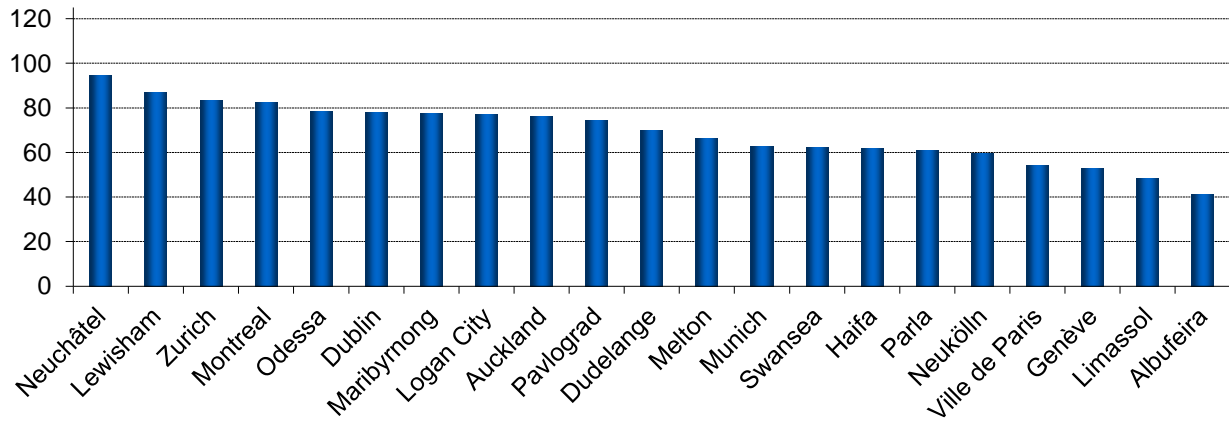
When compared with cities of more than 200,000 residents, Logan’s score overall Intercultural Lens rating is **3rd** (Zurich and Lutsk share the same score.).

Intercultural City Index (ICC) - Intercultural lens
City sample (inhabitants 200'000 - 500'000)



When compared with cities with more than 20% of residents born overseas, Logan's rating is **5th (77%)** (Zurich and Montreal share a score and Odessa and Dublin share a score) a rating equal to Maribyrnong in Australia.

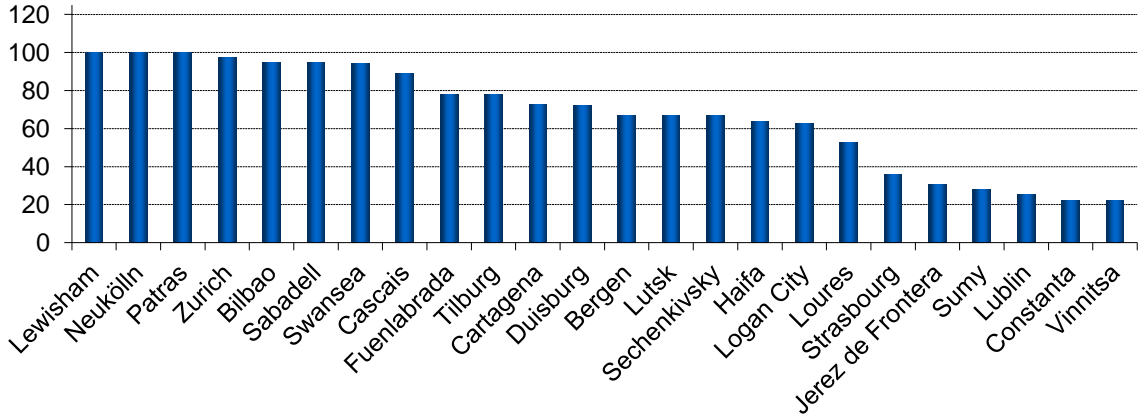
**Intercultural City Index (ICC) - Intercultural lens
City sample (non-nationals/foreign borns > 20%)**



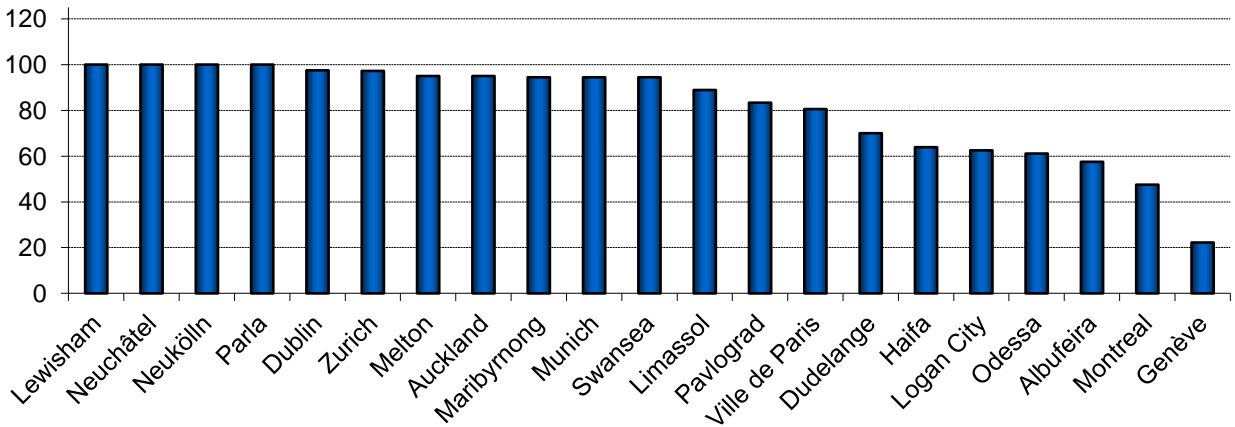


The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.

Intercultural City Index (ICC) - Commitment
City sample (inhabitants 200'000 - 500'000)



Intercultural City Index (ICC) - Commitment
City sample (non-nationals/foreign borns > 20%)



Logan's rate in the field of Commitment in 2019 corresponds to **63%**, lower than the city sample result of 71%.

Logan has **formally stated** its participation in the Intercultural Cities network at its City Lifestyle and Customer Services Committee meeting of 29 November 2017 with that resolution endorsed by Council in December 2017.

'Acknowledgment of Country' of the traditional Aboriginal owners of the land, the Jagera and Yugambah peoples opens each official and unofficial speech and event of Council's elected members and staff.

In addition, the City of Logan is a Refugee Welcome Zone¹⁹; 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 focus on Logan's significant cultural diversity, the positive portrayal of the contributions of migrants to the City and the intrinsic value of diversity to the city is regularly included in speeches by Council's elected members.

To ensure its public and institutional commitment to interculturalism in the City, Logan will develop its Intercultural Strategy and Action Plan based on the outcomes and recommendations of this Index report. To support a new Intercultural Strategy and Action Plan, Logan will create a new **internal inter-departmental committee and budget allocation** to assist with internal Council training, coordination, policy development and implementation to align Councils roles with the requirements of the Intercultural Cities Programme.

Logan's commitment to integration and intercultural relationship building exists in a number of strategies and Action Plans including:

- People Plan 2018-2021 (internal strategy)
- Global Connections Strategy 2016-2021²⁰
- Active Logan Strategy 2016-2028²¹
- Arts and Cultural Heritage Strategy 2018-2022²²
- **City of Logan Advocacy Strategy 2017-2019**²³
- **Reconciliation Action Plan 2019-2020**²⁴
- **Cultural Diversity Strategy 2013-2016**
- **Community Development Action Plan 2019-2020**²⁵
- Recreation Trails Strategy 2010-2020²⁶
- City of Choice Action Plan 2018-2019 (internal Plan)
- Logan City Council Corporate Plan 2017-2022²⁷
- **Listen2Connect Guideline for engaging with children and young people 2018**²⁸

¹⁹ <https://www.refugeecouncil.org.au/how-many-refugee-welcome-zones-are-there/>

²⁰ <https://www.loed.com.au/locate-or-expand/global-connections>

²¹ https://www.logan.qld.gov.au/_data/assets/pdf_file/0008/407096/Active-Logan-Strategy-2016-2028.pdf

²² https://www.logan.qld.gov.au/_data/assets/pdf_file/0006/468456/Arts-Culture-Heritage-Strategy-2018_2022.pdf

²³ https://www.logan.qld.gov.au/_data/assets/pdf_file/0007/505384/UPDATED-May-2019_City_of_Logan_Advocacy_Strategy_2017-2019.pdf

²⁴ <https://www.logan.qld.gov.au/community-support/community-development/reconciliation-action-plan>

²⁵ https://www.logan.qld.gov.au/_data/assets/pdf_file/0008/499886/Community-Development-Action-Plan_New-Concept-2019_FINAL-WEB.pdf

²⁶ https://www.logan.qld.gov.au/_data/assets/pdf_file/0005/488120/Recreation-Trails-Strategy-2010-2020.pdf

²⁷ https://www.logan.qld.gov.au/_data/assets/pdf_file/0008/494198/corporate-plan-july-2017.pdf

²⁸ <https://haveyoursaylogan.engagemthq.com/Listen2Connect>

- Logan 2026 City Directions²⁹
- Logan Cemetery Policy 2017 ³⁰
- Logan Safe City Action Plan 2016-2020³¹
- Logan City Futures Strategy 2018³²

All Council policies and strategies are regularly reviewed and updated with an **annual evaluation** of progress reported. Its support of intercultural activities at the neighbourhood level will continue through its partnerships with not-for-profit civil organisations which provide direct services, events and initiatives that aim to strengthen the City through the development of intercultural relationships and dialogue.

Via its City of Logan Advocacy Strategy 2017-2019 Logan City Council has a commitment to not only engaging and hearing the views of people from diverse cultural, language and faith backgrounds but incorporating those views into a range of economic, social and recreation plans. The development of external Council strategies include community engagement activities for Indigenous and overseas born people.

Logan **does not have an official webpage** that communicates its intercultural commitment but its website includes a *Cultural Diversity* page.

Suggestions:

The city might wish to consider establishing an online presence for interculturalism. The City of Bilbao in Spain has two **official webpages** to communicate its intercultural statement, strategies and events: Bilbao Municipal webpage and Bilbao Ciudad Intercultural Facebook Page.

Building on its “Logan loves volunteers” Awards³³ **which acknowledges exceptional work** in the community, Council may look at a new category which recognises individuals who undertake the building of intercultural relationships across the City to promote social inclusion and cohesion. Cascais, Santa Maria da Feira (both in Portugal) each have intercultural or interfaith **Awards** that honour the promotion of social cohesion across their municipalities.

²⁹ <https://www.yumpu.com/en/document/read/4622686/logan-2026-city-directions-framework-logan-city-council>

³⁰ https://www.logan.qld.gov.au/_data/assets/pdf_file/0007/301597/Cemeteries.pdf

³¹ https://www.logan.qld.gov.au/_data/assets/pdf_file/0017/412550/Safe-City-Strategy-Action-Plan_OCT2018.pdf

³² https://www.logan.qld.gov.au/_data/assets/pdf_file/0009/456579/City-Futures-Strategy.pdf

³³ <https://www.logan.qld.gov.au/about-logan/awards/logan-loves-volunteers-awards>

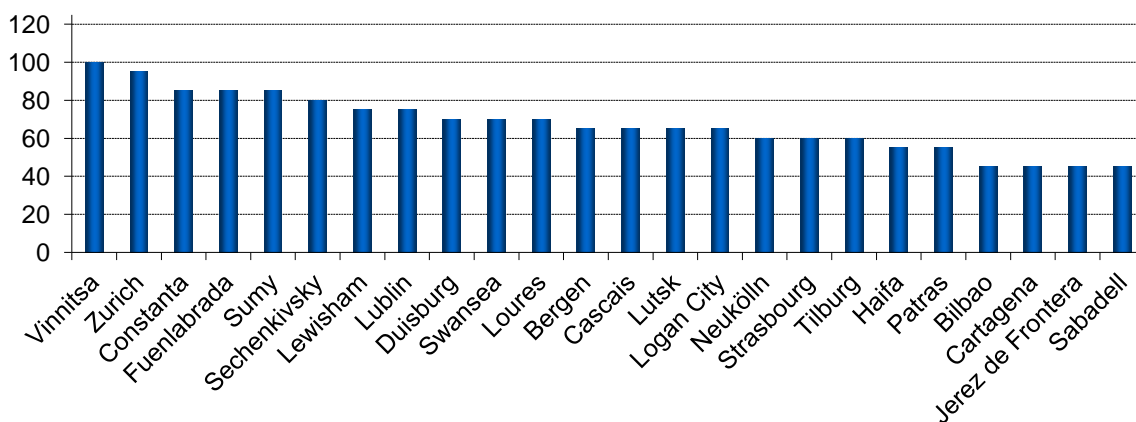
EDUCATION

through intercultural lens



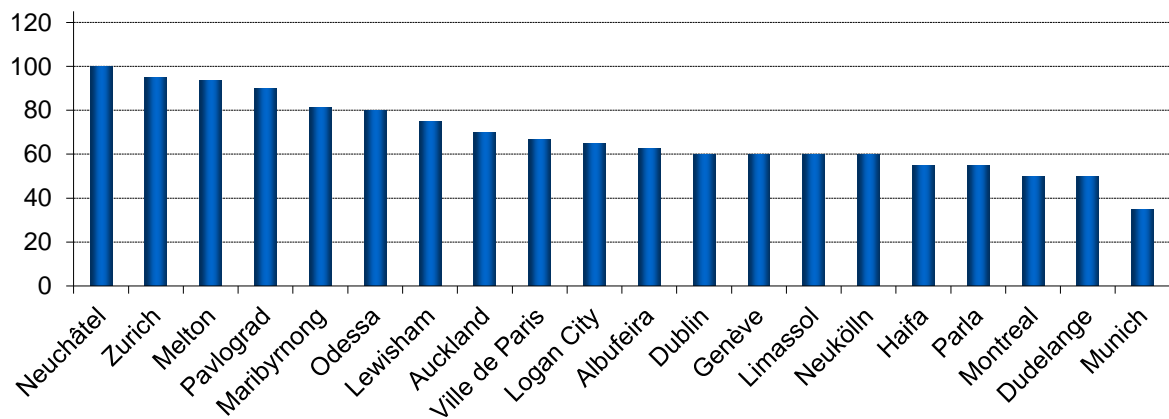
*School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.*³⁴

Intercultural City Index (ICC) - Education system
City sample (inhabitants 200'000 - 500'000)



³⁴ 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).

**Intercultural City Index (ICC) - Education system
City sample (non-nationals/foreign borns > 20%)**



Logan’s **education** policy indicators in 2019 are **65%**, on par with the city sample rate of 66%.

Across Australia, education is the responsibility of State and Territory governments. Unlike local governments in other countries, Australian Councils are unable to influence curriculum or projects, teacher ethnicity, parental inclusion in the life of school, policies to increase intercultural interaction among students and teachers.

Councils in various States of Australia provide either policy *or* direct service delivery and policy roles to local residents. Logan City is in Queensland, a State where local governments provide policy and rarely provide direct service delivery to local residents. In this case, Logan’s role in education is not to create partnerships with schools through, for example, its youth work service delivery program (as Ballarat, Melton and Maribyrnong in Victoria, Australia deliver), but to work with community organisations and other levels of government to ensure that children and young people are supported from a policy perspective.

Statistics relating to the **cultural background of teachers are held by the Queensland Government Department of Education**. However, Logan was able to gather statistics relating to the Indigenous backgrounds of teachers which revealed that schools had 0-8% of teachers who are Aboriginal or Torres Strait Islander.

All of Logan’s state government schools are highly multicultural due to the demographic make-up of the city and there are **no obvious cultural majorities**.

Although Logan does not work directly with or influence school policy or operations, the activities of schools in Logan City indicate that intercultural exchange and dialogue are key features of school operations. There are five Community Hubs in Logan’s primary schools funded by the Australian Government. Community Hubs aim to **engage parents** with children 0-5 years old who come from refugee, migrant and asylum seeker backgrounds. A local civil organisations also supports students and families across three high schools through *My Zone* spaces designed to engage and support families from culturally and linguistically diverse backgrounds.

Council supports these organisations at various times for various projects through Community Services grants.

There are nine schools across the Logan region which offer specific **cultural programs/projects** which are aimed at intercultural relationships, including:

- Logan District Aboriginal & Torres Strait Islander Corporation culture in the park event
- Embedding Aboriginal and Torres Strait Islander perspectives Community and Elders meetings
- Multicultural Day to share the cultural activities with mainstream classmates
- Multicultural lunch for the Harmony Day (21 March) celebration
- Community Hubs
- My Zone Spaces
- Maori and Pacific Island Cultural Group which includes dances from the Samoan, Tokelauan and Maori cultures
- 'Taste of culture' gathering which is an opportunity for students to engage in dialog about different cultures and cultural practices while sharing food
- 'Community in the Classroom' invites people from diverse cultural backgrounds to attend a class and talk about their cultures.

One very interesting example of an intercultural initiative of a school is Woodridge State High School. As a result of an intercultural conflict in Logan in 2013, a group of journalism students from the University of Queensland created The Change Makers' Project. The project is a collaboration between journalism students and the students of Woodridge State High School and aims to "build greater connections between the Aboriginal and Torres Strait Islander, Pasifika (Māori, Tongan, Samoan and other Pacific Ocean nationalities), Australian and newly arrived refugees communities in Logan City.³⁵" The Project has won multiple Awards including best student publication and Queensland Multicultural Award for best multicultural reporting in 2015. In 2017 the Logan Changemakers documentary was developed. <https://www.youtube.com/watch?v=BIDSmjZvTGA>

Post school, Logan City offers:

- a traineeship program for local young people to start their careers in a range of trades and administrative roles and entry points to activities such as a Learning and Development Program; Job Readiness Training Program; Ignite Youth Careers Expo Ambassadorship; Co-leading community projects with the Youth Assisting Youth Team.³⁶
- A *School Leavers Guide* relating to local education and training providers, volunteering opportunities and information about banking, voting, drivers licences etc³⁷

For young people still in school or post school, Logan offers the opportunity for volunteering³⁸ through its art gallery, Bushcare, Library Service and Honorary Park Rangers program.

³⁵ <http://www.changemakersproject.com/about/>

³⁶ <https://www.logan.qld.gov.au/careers/traineeships-apprenticeships>

³⁷ <https://www.logan.qld.gov.au/careers/school-leaver-guide>

³⁸ <https://www.logan.qld.gov.au/careers/volunteer>

Whilst due to the policy, not service delivery nature of its remit, **Logan City Council does not have a specific policy to work with schools** to increase intercultural interaction, the Queensland Government Education Department recognises the enduring traditions and cultures of the Aboriginal people and Torres Strait Islander people and also acknowledges the rich migrant heritage of Logan's increasingly diverse society. Schools respond to the educational needs of students from diverse cultural and linguistic backgrounds. A range of Queensland Government policies and resources support this:

- QLD Multicultural Policy and Action Plan³⁹
- QLD Multicultural Recognition Act 2016⁴⁰
- Education Queensland Inclusive Education Policy⁴¹
- Queensland Youth Policy⁴²
- Aboriginal and Torres Strait Islander Capability Framework⁴³

Suggestions:

The City of Logan could consider some of the intercultural education actions in Bilbao (Spain) such as providing financial grants to school councils to develop intercultural activities in schools. Bilbao has also created for schools a manual and workshops to fight discrimination, prejudice and stereotypes.

Sumy (Ukraine) has embedded interculturalism in school curriculum in one school as a trial. The school included a series of courses for which students earned credits for their involvement. Some of the courses were, "We are all different, we are all equal" and "Good neighbours live in peace."

³⁹ <https://www.dlgrma.qld.gov.au/resources/multicultural/policy-governance/gm-policy.pdf> and <https://www.dlgrma.qld.gov.au/resources/multicultural/policy-governance/gm-action-plan.pdf>

⁴⁰ <https://www.dlgrma.qld.gov.au/multicultural-affairs/policy-and-governance/multicultural-recognition-act-2016.html>

⁴¹ <https://education.qld.gov.au/students/inclusive-education/cultural-and-linguistic-diversity>

⁴² <https://www.qld.gov.au/youth/be-involved-have-your-say/qld-youth-strategy/strategy-building-blocks>

⁴³ <https://www.premiers.qld.gov.au/publications/categories/plans/cultural-capability-action-plan.aspx>

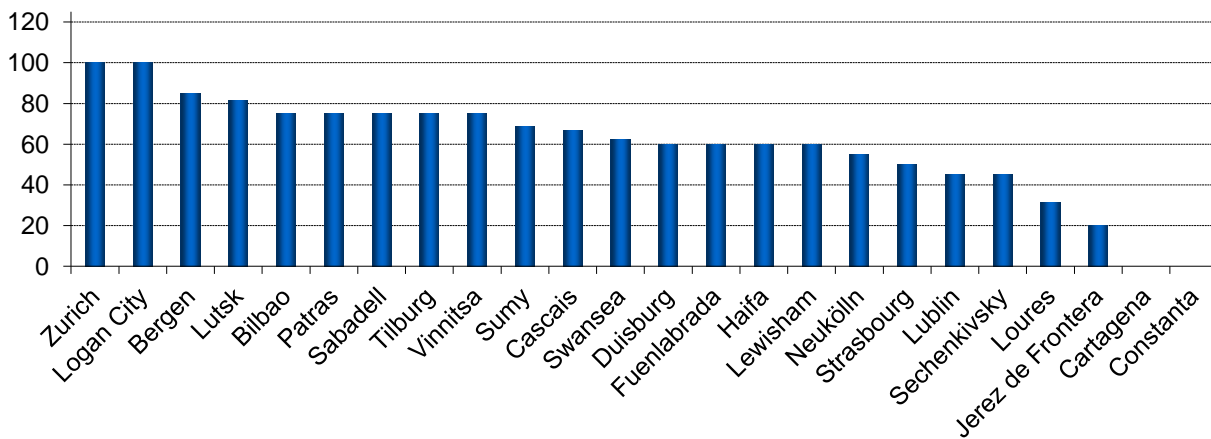
NEIGHBOURHOOD

through intercultural lens



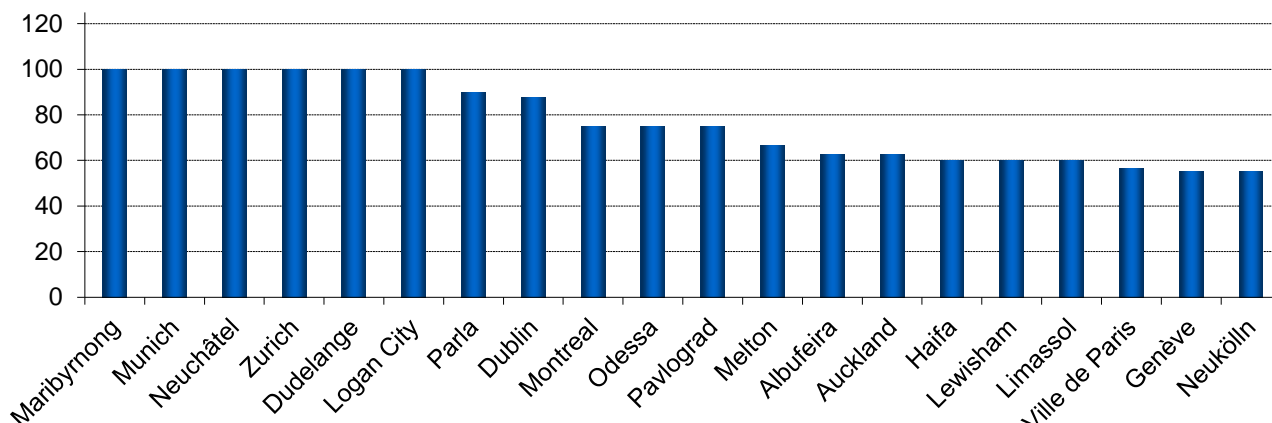
An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities. ⁴⁴

Intercultural City Index (ICC) - Neighbourhood
City sample (inhabitants 200'000 - 500'000)



⁴⁴ 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.

Intercultural City Index (ICC) - Neighbourhood
City sample (non-nationals/foreign borns > 20%)



The analysis of the questionnaire shows that Logan’s neighbourhood policy achieved a final result of **100%**. The result is exceptional compared to the city sample’s rate of 64%.

With the exception of residents who identify as ‘Australian,’ there is **no suburb in Logan with a majority of people from the same cultural background**. This high level of multiculturalism at the neighbourhood level means that individuals and families are mixing interculturally on a daily basis with people from a range of cultural, faith and language backgrounds.

Two suburbs, Logan Central (42%) and Woodridge (41.5%) have the highest population of overseas born people in the City with a mix of cultures constituting this population.

The City of Logan **encourages actions where residents of one suburb can meet and interact with others** through its network of neighbourhood and community centres, with each centre offering residents and visitors a variety of activities and services. All centres are accessible and friendly and provide activities for individuals, families, parents, children, youth, older persons and cultural groups.

Council's nine libraries provide free spaces for people to meet and interact and are well patronised by people from a diversity of backgrounds. The libraries run a variety of programs and events that celebrate and are inclusive of people from different cultural backgrounds including celebrating Chinese New Year, Women's English Conversation Circle, Yarning with our Mob, Preserving your Family Photographs and Harmony Day events and activities. In addition, the Logan Art Gallery is a place that undertakes programs where neighbours can gather and that frequently holds exhibitions and events aimed at social and cultural inclusion.

The Community Gateway, operated by civil organisation, Access Community Services, is a welcoming space, where every day Australians-born and newly

arrived people can connect, interact and build relationships with each other or find out about services and the broader community.

Additionally, community-based sporting facilities and clubs provide a space and place for social interaction between residents of different suburbs across the Logan region and the further South East region. Sporting clubs provide an opportunity for residents to engage in physical activity while interacting socially with residents of different suburbs and wider cities across the South East Queensland region through tournaments and sporting competitions. Non-government organisation Youth and Family Services (YFS), encourages participation of youth and adults from minority cultural groups to form sporting teams and supports those teams to compete in regional tournaments and competitions.

Due to the high levels of diversity that exist in Logan's suburbs, **Council has not needed to establish a policy to increase the diversity of residents.**

Actions in the Creative City: Logan City Council Arts, Culture and Heritage Strategy 2018-2022 aim to encourage residents from different cultural backgrounds to meet and interact through celebrating the diverse arts, culture and heritage in the region.

Council's Cultural Diversity Strategy 2013- 2016 highlights the importance of space and place - referring to planning and development of facilities, infrastructure and open space to maximise opportunities for use. Some outcomes from this strategy included:

- The Community Connect project (2015) and booklet (2016)⁴⁵ was developed to activate Council owned community centres and promote programs and services with activities focused on engaging culturally diverse communities in Council-owned community centres.
- Seven low cost office spaces located within Logan Central Library were leased to organisations representing diverse cultural groups.
- The "Experience the City of Logan" promotional booklet (2016) included key cultural sites across Logan.
- Ongoing support was provided to multicultural community groups managing and establishing multicultural community gardens.
- Employment of a permanent community Development (Cultural Diversity) Officer.
- As part of Council's Neighbour Day Campaign, 45 staff and volunteers across the Logan Community Centres were provided with Cultural Diversity training to provide staff with cultural knowledge, equipping them to encourage residents from culturally diverse backgrounds to participate in community centre activities and projects.

Logan City Council encourages people to become involved in Neighbour Day, Australia's annual celebration of community held in March each year. It is the perfect opportunity to invite the neighbours over for chat, organise a BBQ in the street or game of soccer in a nearby park. In 2018, Council placed a strong

⁴⁵ https://www.logan.qld.gov.au/_data/assets/pdf_file/0009/425556/Community-Connect-booklet-update-210Wx240-Jan2019_WEB.pdf

emphasis on activating neighbourhood centres as a place of connection between people from different cultural backgrounds in the community.

Logan City Council's Libraries support and facilitate various activities/events throughout the year, including cultural events such as *Black Diggers of Logan*, *Yarning Circles*, *Road to International English Language Testing System (IELTS)*, *Korean Language Classes*, *English Conversation Circles*, *Global Food Villages*, *Women's English Conversation Circles*, which promote cultural cohesion and interaction.

Council's events program also support, through its event sponsorship grants program, National Aboriginal and Islander Day of Commemoration (NAIDOC) week and a multitude of other small and large events supporting the City of Logan's culturally diverse communities.

Suggestions:

Logan is a model of best practice in relation to its Neighbourhood indicator but may want to add at least one new initiative to its list.

Berlin-Neukölln (Germany) and Melton (Australia) create Intercultural Calendars each year which includes important national, religious and cultural dates relevant to the demographic composition of the city.

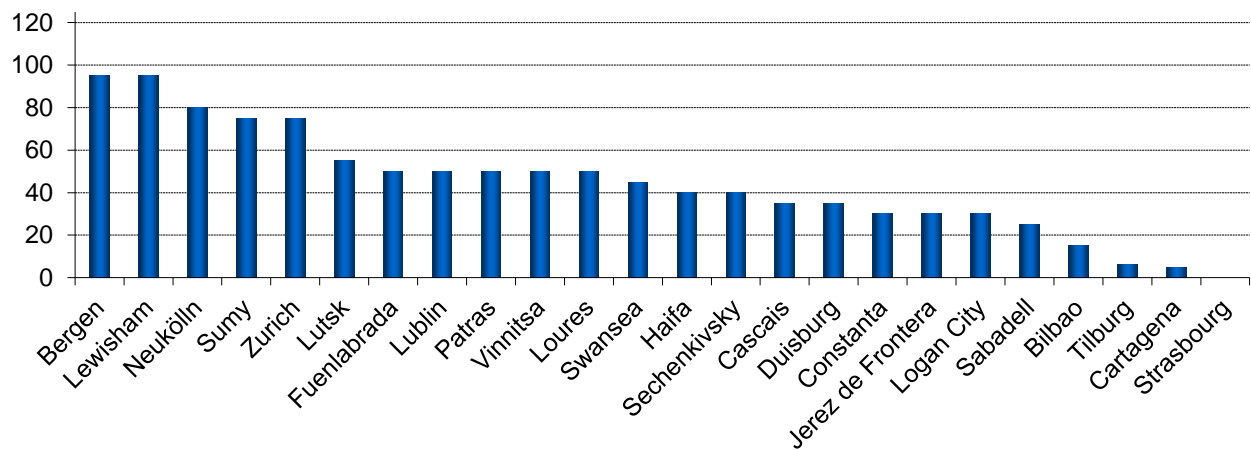
PUBLIC SERVICE

through intercultural lens

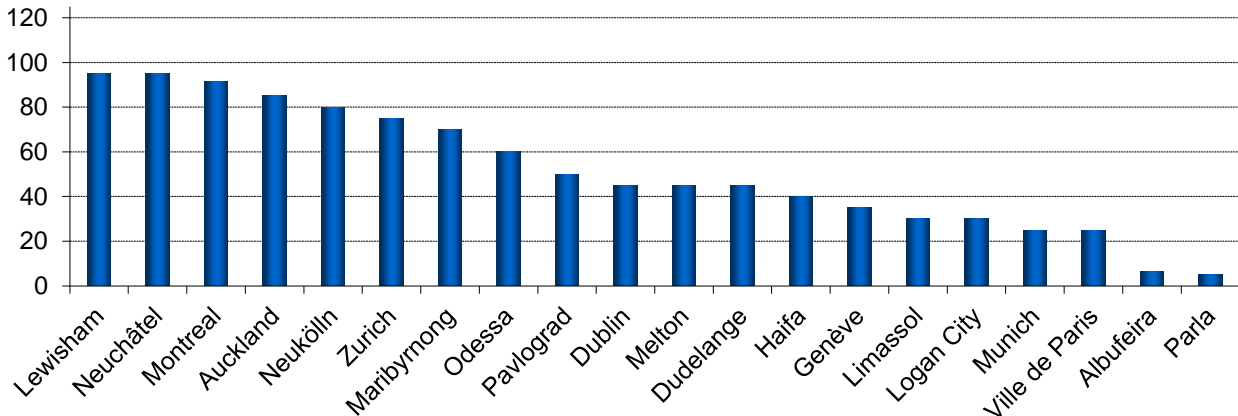


An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.

Intercultural City Index (ICC) - Public service
City sample (inhabitants 200'000 - 500'000)



**Intercultural City Index (ICC) - Public service
City sample (non-nationals/foreign borns > 20%)**



Logan’s public service rate in 2019 is the **30%**, considerably lower than the city sample result of 42%.

The **cultural background of Logan’s employees does not reflect the population diversity**. Logan’s 1,467 staff have identified their cultural backgrounds with 1.3% Aboriginal or Torres Strait Islander and 20.7% born overseas. This is significantly below the diversity of Logan where 3.2% of residents are Aboriginal or Torres Strait Islander and 27.3% of residents were born overseas.

Logan has a **recruitment and retention *People Plan*** which recognises the need to improve workforce diversity and includes a broad strategy to ensure that Council and the community benefit from its organisational diversity. Council also has an Aboriginal or Torres Strait Islander Employment and Retention Policy to support an increase in employment and retention in Council’s workforce.

Although Logan **does not take action to encourage intercultural interaction and competence in the private sector**, its Economic Development and Strategy branch has joined with a local non-government organisation to facilitate small business workshops for the City’s culturally and linguistically diverse populations.

Logan’s recent Cemetery policy provides a **framework for diverse burial and cremation practices**. Council has also developed preliminary masterplans for three of the regions’ main cemeteries with a particular focus on the increasing faith diversity and their burial/cremation needs. Examples include orientation of a grave site, immediacy of burial and capacity for members of the community to tend to the burial site. Sikh and Hindu residents have expressed a preference for cremation which will improve the delivery of crematorium services in the area.

Logan has **provisions or support for single sex areas** or times in sporting facilities such as Girls, Get Active program which offers a range of free physical activities for women of all ages; No Lights, No Lycra for women and girls to dance; Privacy screening at a local Aquatic Centres for women’s only swimming.

Partnerships for **other support services** within and external to Council has resulted in a range of activities including a Multicultural Football League; Getting to Know each other, a program for refugee women; Water safe project for migrants to become aware of the dangers of surf, swimming etc; Get Out, Get Active for Indigenous people and an annual Indigenous Games program.

Due to schools being administered by the Queensland Department of Education, it has **no role in the provision of diverse meals in school canteens**.

Council has initiated the Community Leaders Connect Forum in partnership with a non-government organisation to collectively advocate for culturally appropriate service within and external to Logan and is currently working with community centres to increase participant by people from diverse cultural, language and faith backgrounds.

Suggestions:

In terms of increasing the diversity of staff members, Logan could consider a specific action under the goal of “improving the diversity of our workforce, particularly at management and above levels” in the People Plan. This goal could be achieved by ensuring that job vacancies and traineeships are advertised through local Indigenous and ethnic media, the Community Leaders Connect Forum and other local Indigenous and ethnic community organisations.

The results of a staff survey undertaken by Bergen found that public employees reflected the demographics of the population only in lower occupations with the Council. Bergen created a Future Workforce Strategy which focused on the role of Bergen City as an employer of minorities. Actions include promoting intercultural mixing and competencies in the public and private sectors.

Auckland (New Zealand) Council has established a Champions for Change Network of senior leaders from the government and corporate sectors to drive change and communicate the value of diversity to businesses in New Zealand. The Network shares research, insight and tools for building inclusive workplaces and measures and reports on the progress of diversity in business.

Oslo (Norway) has also developed the OXLO Charter which is a forum and network for collaboration between the city and business community to make migrants visible as a resource for business and economic growth. Initiatives include breakfast seminars in City Hall; allocating grants to projects which promote diversity and inclusion in business; allocating grants to promote diverse recruitment into technology and social enterprise startups; and *Torchlight*, a network for business dedicated to showcasing diversity best practice.

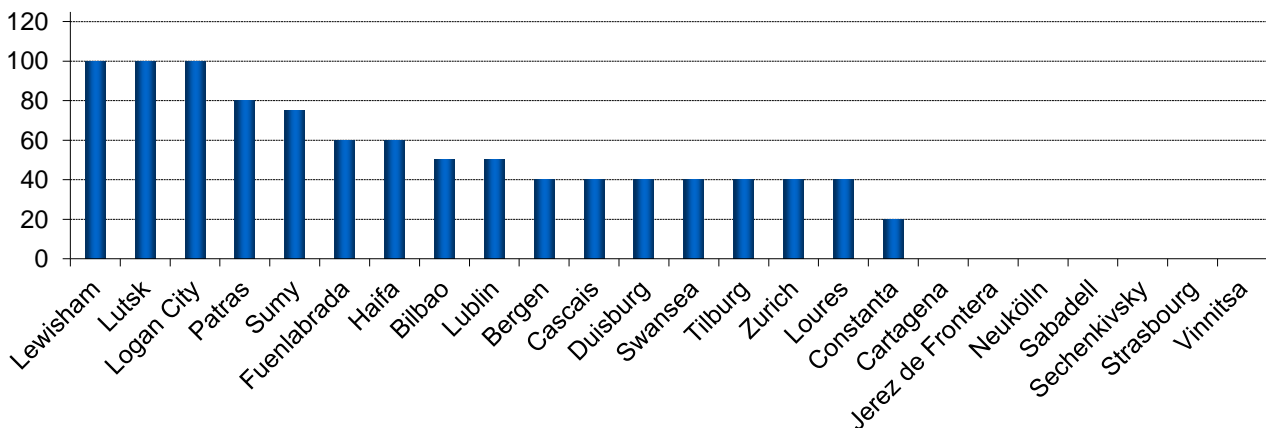
BUSINESS & LABOUR

through intercultural lens

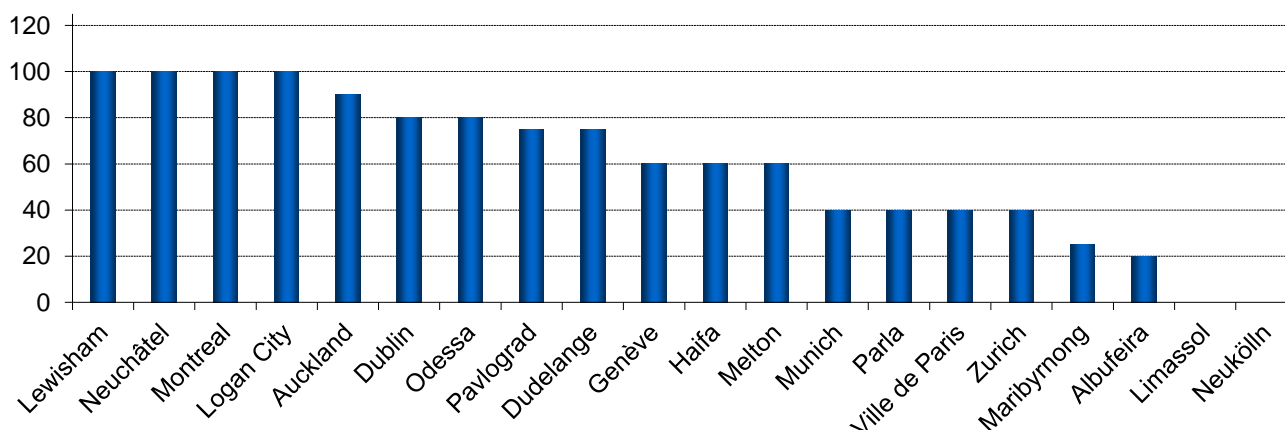


Large parts of the economy and the labour market may be beyond the remit and control of the city authority, but they may still fall within its sphere of influence. Because of nationally-imposed restrictions on access to the public-sector labour market, the private sector may provide an easier route for 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.

Intercultural City Index (ICC) - Business and labour market
City sample (inhabitants 200'000 - 500'000)



**Intercultural City Index (ICC) - Business and labour market
City sample (non-nationals/foreign borns > 20%)**



Logan has excelled in the Business and Labour indicator with **100%** exceeding the city sample's result of 45%.

The Ethnic Communities Council is the peak regional **umbrella organisation** to promote equal access to services, social justice and representation among culturally diverse communities. The local Chamber of Commerce represents Logan City businesses, and assists them with business networking, not only with each other, but also with government and other industry associations.

Council's Economic Development and Strategy branch is the overarching department within Council for assisting diverse communities with business development. The branch provides training and support in terms of business establishment, licensing and food safety. The Economic Development and Strategy branch facilitates the Independent Social Enterprise Network Expo which aims to increase the awareness of social enterprises and not-for-profit organisations in the Logan area and how they can assist each other.

Council partners with a number of non-government organisations to ensure migrants and people experiencing disadvantage are assisted to find work, education and training and start their own businesses.

HELP Enterprises is an umbrella organisation that delivers employment services to disadvantaged community groups and is centred on adding value and contributing to changing attitudes towards diversity and inclusion in the workplace.

Access Community Services (Access) is the largest not-for-profit community organisation promoting diversity, employment and training services and advocating for non-discrimination in employment in the City of Logan. They run six Skilling Queenslanders for work employment programs tailored for migrants and refugees.

In 2016 Access hosted the Queensland Migrant Small Businesses Expo which aimed to connect migrants and refugees with businesses and programs that can assist them in establishing their own small business. Further, Logan City Council partners with Access on a regular basis. Access supports migrants and refugees to build social enterprises.

MultiLink and Access Community Services aim to support and link culturally diverse community members with equitable access to information and services, including employment services.

Council has a **number of policies which prevent cultural discrimination**, including:

- Equal Employment Opportunity (EEO) policy which applies to:
Council ensures that employees in the target groups identified in the policy have an equal opportunity to the following employment matters:
 - (a) Competing for recruitment and selection.
 - (b) Promotion and transfer.
 - (c) Training and staff development.
 - (d) Terms of service and separation.
- Code of Conduct for Staff.
- Workplace Bullying, Harassment and Anti-Discrimination Policy.
- Discrimination in the Workplace policy which incorporates the Queensland

The Queensland Government Anti-Discrimination Act 1991 protects residents on the grounds of unlawful discrimination which are, sex, marital status, pregnancy, parental status, breastfeeding, race, age, impairment, religion, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality and family responsibilities.

Logan City Councils Office Economic Development and Strategy branch has developed and implemented the Global Connections Strategy 2016-2021, which outlines future direction in terms of engaging and **connecting with the local business community**.

Logan City Council hosted the inaugural 2014 Queensland Investment Expo, to showcase major development projects and business investment opportunities in the region. This event was one of the first bilingual investment and trade events in Queensland, with over 260 attendees. The event was targeted to Chinese speaking audiences and was attended by over 60 business decision makers who travelled from China and met with Australian/migrant owned businesses in the City.

Through the BizConnect program, Logan City Council provides practical support, mentoring and training to Logan-based businesses in a format that is easy to understand and encourages genuine business growth.

Small group sessions are facilitated for business owners who want to learn from other successful business people. Business owners are invited to take part in four weekly group modules designed to encourage participation and the chance to learn from the experiences of others.

Logan City Council is currently undertaking a \$12 million refurbishment project of the Kingston Butter Factory (KBF) to create an innovation and outdoor event area, **co-working and startup space**. Planning is well underway and consultants have now been engaged including a specific initiative to ensure and intercultural overlay to the design and implementation of the Kingston Butter Factory.

Logan City Council has a number of properties that are leased to community organisations which are supporting culturally diverse people to gain employment or to develop businesses. Some examples include Access Community Services social enterprise program which has seven (7) social enterprises up and running, MultiLink's translating and interpreting service, Refugee Association of Logan, Queensland Maori Wardens, and Australian Romanian Centre.

Council is also supporting local businesses through use of their services.

As part of Logan City Council's Innovate Reconciliation Action Plan, employees are encouraged to promote the use of local social enterprise businesses and give them opportunity to quote on goods or services for Logan City Council. Websites that Council promotes include:

- Black Business Finder
- Supply Nation
- Indigenous Business Direct
- Social Traders
- Social Enterprise Finder

In May 2017 Logan City hosted "Unpacking Innovation" a two day conference which encouraged innovation through collaboration, and developing partnerships across government, business and education. The key focus areas for the conference were start-ups, smart city synergies and co-creating communities of the future.

Through the State Governments Advancing Regional Innovation Program, funding of \$500,000 over three years (ending in the 2018/2019 financial year) will be used to establish innovation hubs and a series of innovation summits and entrepreneurial events to foster business growth.

Logan City Council has developed the Logan Creative HQ concept which has gone out for tender. The concept is to establish a multipurpose facility hub of arts and culture activity to create a shared vision for community where everyone can access opportunities as individuals and communities and thrive as a place of economic, social and cultural prosperity. With an aim to improve community connectivity and social cohesion, Logan Creative HQ would serve as space for the local community to celebrate the region's diversity through its people, language, arts and culture. Additionally the centre would be an attractor of cultural tourism to Logan, as well as provide for job creation for people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds.

Local Telecommunication and integrated online software application business, ECConnect, has launched the City of Logan's first start-up hub. This space offers business owners and aspiring entrepreneurs a space to work, connect and collaborate. Located in Underwood, the hub offers a flexible co-working space for unlimited or casual use featuring desks, meeting rooms and boardroom facilities.

Suggestions:

Although Logan is a leader in Business and Labour Market indicators, Council's redevelopment of its Kingston Butter Factory into an entrepreneurship and innovation hub may consider a number of international initiatives to promote business ownership across its Australian-born and migrant populations such as:

Amadora Empreende which is a program that seeks to identify the necessary conditions for entrepreneurial activities for young and disadvantaged people.

Auckland (New Zealand) which provides a multitude of programs, spaces and competitions to encourage innovation and entrepreneurship including Augmented/Virtual Reality Garage which provides space for companies to develop and prototype AR/VR applications and technologies; the Young Enterprise Scheme, an experiential program to assist students to set up and run their own business; DIGMYIDEA, for Māori entrepreneurs with a digital idea that could scale globally.

Do it in Barcelona (Spain) is an initiative that aims to attract foreign entrepreneurs to the city by providing support services to assist in the establishment of their business locally.

Oslo (Norway) has the BOOST Refugee program for entrepreneurs including the creation of an incubator for social entrepreneurs.

In 2014, Lisbon (Portugal) conducted a study on the importance of diversity to its local economy and found that creating culturally diverse business creates new jobs; promotes interculturality and a cosmopolitan dynamic.

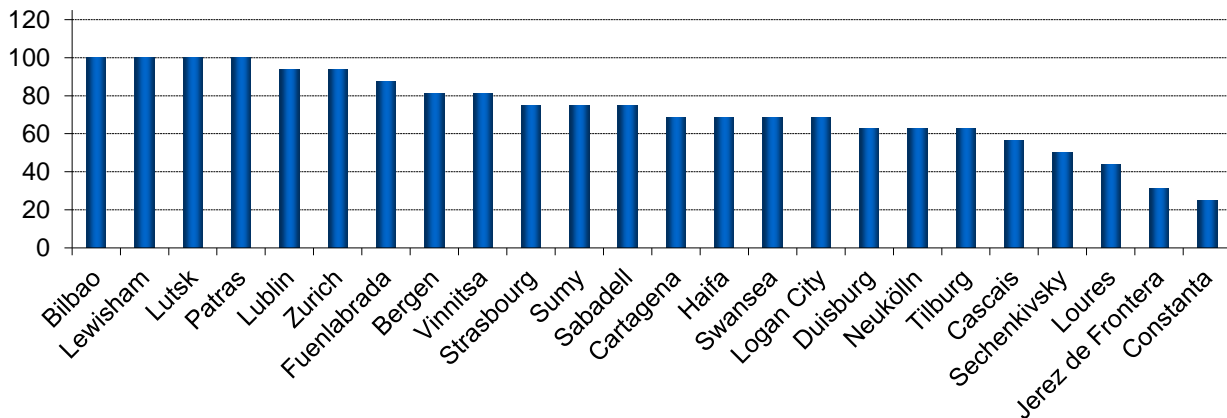
CULTURE & CIVIL LIFE

through intercultural lens

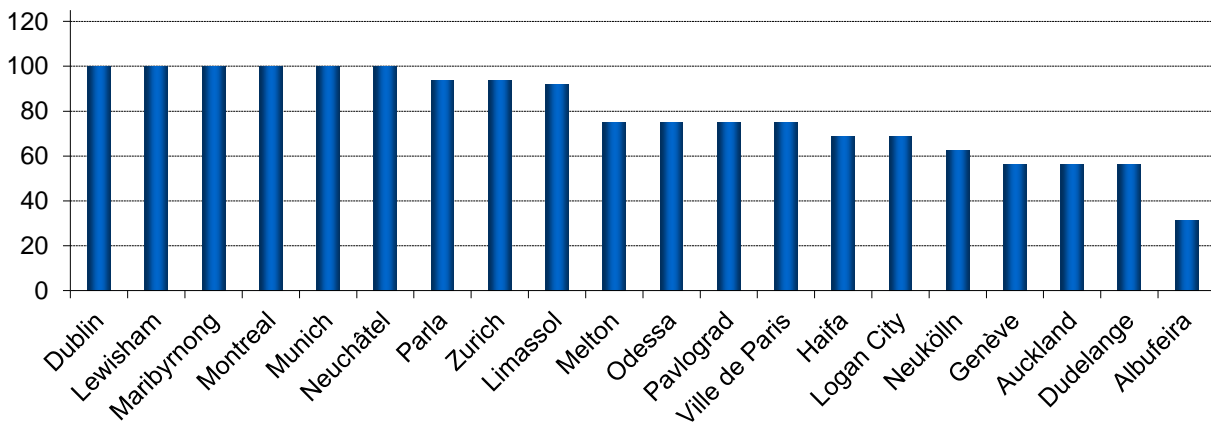


The time that people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations.

Intercultural City Index (ICC) - Cultural and civil life
City sample (inhabitants 200'000 - 500'000)



**Intercultural City Index (ICC) - Cultural and civil life
City sample (non-nationals/foreign borns > 20%)**



Logan achieved 69% in the area of cultural and civil life which is under the city samples rate of 74%.

At present, **interculturalism is not a specific criterion** for the allocation of grants to community organisations. Council’s Community Project Grants provide funding to community organisations to deliver innovative projects and programs that respond to local needs and priorities in the City.

Projects that achieve one or more of the following objectives may be eligible for funding:

- to engage people in becoming active participants in the community.
- to increase community identity, connection and social inclusion.
- to increase skills and knowledge within the community sector to support local initiatives
- to build and strengthen partnerships between community organisations.

Council is currently reviewing its existing community project grants and future projects will need to be aligned to one of the Community Development Action Plan sections, one of those being Our Intercultural Community.

The last round of Community Projects Grants awarded approximately **49% of funds to cultural diversity projects**. The majority of these funded projects included a component of intercultural relationships.

Logan City Council has the **Events** Funding program which is designed to build relationships with community groups and organisations to provide events for the benefit of Logan residents and visitors to the region, whilst enhancing the city's image.

Some recent examples of funded projects which encourage intercultural interaction include:

- Bridging Cultures festival (A community Harmony Day event in 2017 and 2018).
- Tuvalu Independence day.

- Bangladesh puja Cultural Society.
- Represent Cultural Festival.
- Community Touch Football Carnival (Aboriginal community event).
- Matu Cangyom Festival.

Events were organised by individual communities but were inclusive of broader community and encouraged intercultural relations. Whenever possible, Council staff attend these events and host information stalls.

Council also coordinates a Regional Art Development Fund (RADF) which provides opportunities for professional and emerging arts and cultural workers to develop their careers through project based funding. The Logan Art Gallery has events and exhibitions which encourage intercultural interaction such as:

- Artists talk with Yuming Qin, The first vestige of ancient China
- After school workshop in watercolour to paint your own land.
- Logan Artworkers Networking Events (LANE) for art practitioners wanting to establish links with each other.

Council's Sport and Facilities program is responsible for leased facilities (sports clubs and community organisations) across all twelve divisions. These facilities are regularly hired by community to hold events. Some examples include Romanian Food & Wine Festival and Hazara Community Festival held between Christmas and new year at Logan Metro Sports Centre (volleyball) and Hubner Park, Park Ridge (soccer).

Creative City: Logan City Council's Arts, Culture and Heritage Strategy 2018- 2022 is a whole of Council document. It defines the key areas, strategies and actions to guide the management of existing art, culture and heritage activities, sites and provision in Logan and plan for its future growth and development. It outlines areas where Council will work to develop more opportunities for the community and its arts workers to watch, learn, enjoy and participate in creative activities, with the aim of enhancing lifestyle and business across the region.

Logan Art Gallery's exhibition program reflects Logan's community, and raises awareness of Logan's cultural diversity through exhibitions, events and activities, and family days that showcase the arts and culture of the community whose work is on display. Public programs encourage authentic experiences and social interaction. Exhibitions involving people from culturally diverse backgrounds always involve people from their community in exhibition and program development.

The Nyeumba-Meta collection and space is dedicated to Aboriginal and Torres Strait Islander resources, and it's relaxed, 'yarning circle' design attracts people from many different cultures who use the space for talking and sharing.

Logan City Council is very supportive to **cultural organisations** working with cultural diversity and with an intercultural approach. Council's community project grants program provides financial support for projects and activities run by community organisations and groups.

Logan City Council further encourages intercultural relations and diversity by:

- Providing free meeting space through the Logan City Council Library service.
- Supporting community organisations in facilitation of community network forums, such as Community Leaders Connect with Access Services.
- Partnering with community organisations to facilitate free community events.

At the time of writing, Logan City Council has partnered with community organisations to develop and facilitate a National Reconciliation week event aimed at creating a safe place for intercultural interaction.

Also as part of cultural and civil life, Council actively promotes and supports intercultural interaction through local community events such as Multicultural Health Day, Chinese New Year and Multicultural Food Fest.

Following the Christchurch Mosque terror attack, Council worked collaboratively with local organisations and community leaders to host a vigil. The vigil was held to create a space for Logan's diverse community, including large Muslim and New Zealander population, to come together in harmony, love, humanity and peace. Attendees were asked to pledge to take action to increase social cohesion in the community. The vigil was held at the Logan Entertainment Centre and was attended by over 300 residents.

Logan does **not organise or support public debates and/or campaigns on the subject of intercultural interaction** in Australia, the Asia-pacific region or the world at large.

Suggestions:

In regards to sporting clubs, Logan may consider the initiative of Bergen which promotes cooperation between sporting clubs for the purposes of intercultural inclusion. This initiative includes funds to stimulate activities to increase activities for groups that would not otherwise have been able to access these opportunities.

Council may also like to look at the Community Grants Scheme of Bilbao which incorporates interculturalism as a criterion for allocation of grants. One of the criterion is to "promote interactions among different groups... and the value of dialogue, coexistence and solidarity...."

Bilbao (Spain) also holds public debates and conducts campaigns relating to cultural diversity including observation of the International Day for the Elimination of Racial Discrimination (in Australia called Harmony Day) and an anti-rumours campaign as a method for dealing with local myths, rumours and scare tactics which results in hate speech.

Patras (Greece) holds seminars relating to topics of anti-discrimination, anti-stereotypes and community cohesion.

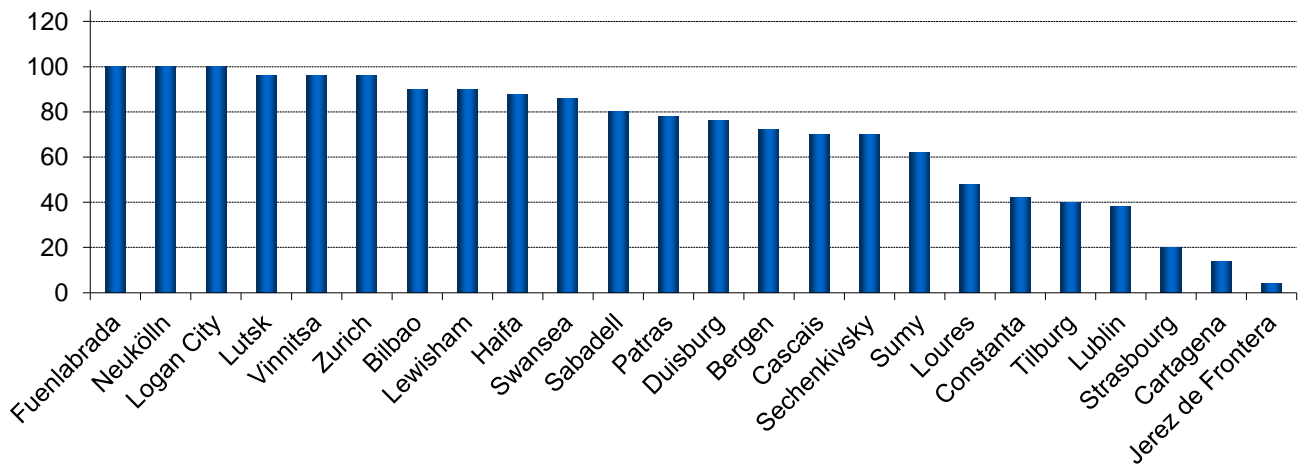
PUBLIC SPACE

through intercultural lens

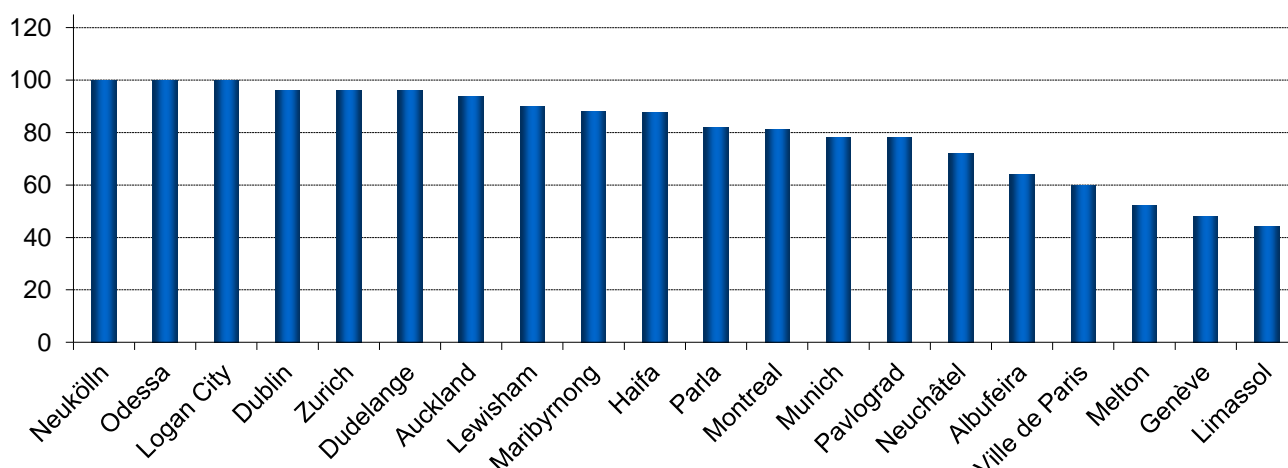


Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.

Intercultural City Index (ICC) - Public space
City sample (inhabitants 200'000 - 500'000)



Intercultural City Index (ICC) - Public space
City sample (non-nationals/foreign borns > 20%)



In the area of public space, Logan has achieved an excellent score of **100%** which is significantly higher than the city sample's result of 66%.

Logan takes population diversity and facilitates intercultural interaction through the design and management of new public spaces in a variety of mediums including:

- The design of the Logan Central Library which incorporates an entrance sign featuring the word "Welcome" in over 40 local languages.
- Logan Central Library is engaged with Council's Nyeumba Meta Advisory Group in the design of an open section of the library dedicated to Aboriginal and Torres Strait Islander literature. It incorporates a "gathering" space where people, especially young people can come and meet with others.
- All Logan libraries carry a ranges of books, audiobooks, newspapers and journals in languages other than English so that all residents have a reason to visit and feel safe and comfortable to use Council's libraries.
- Mayes cottage is a local museum used for community events such as the Children's Innovation festival (2017), various cultural groups were seen to attend and interact during this event. The Logan Art Gallery displays the multilingual Welcome sign on a prominent street-facing external wall. The Art Gallery also has a workshop space where artists demonstrate their skills in a variety of crafts including jewellery, textiles, ceramics, needle point, printmaking, and bookbinding. Everyone is welcome to come and interact with artists.
- Logan City Council constantly improves its parks and makes them accessible for community gatherings. The playgrounds are located near the sitting area and covered gazebos which, given the cultural diversity of Logan, assists in the informal development of intercultural relationships and dialogue between adults while children are playing.
- Most public spaces have benches or sitting areas that allow verbal interaction. A particular example is Beenleigh Town Square, where design was driven by a desire from the community to transform the physical heart of the town into a place of cultural exchange and activity. Beenleigh Town Square includes:
 - A civic platform.
 - A pavilion structure that could accommodate a café in future.

- An open-air market space on weekends.
- Beenleigh Town Square is capable of hosting a variety of events throughout the year, including markets, local festivals and concerts. Logan City Council manages the bookings for events and activities in the Beenleigh Town Square.
- The Logan City Council administration building incorporates external banners featuring the word "Welcome" in over forty local languages.
- The design of parks to better suit various ethnic communities and promote interaction will become a feature of the new intercultural status of Logan.
- Council focuses on recognising the cultural significance of public spaces to promote the value and importance of cultural diversity to the City's lifestyle. The Wembley link path in Logan Central recognises Council's cultural diversity through the incorporation of the flags of various countries represented in the community. Flag colours have been reconstructed into vertical strips representing the flags. The pattern of these de/reconstructed flags creates a bright vibrant edge and imbues meaning, conceptually welcoming diversity.
- Logan City Council also designed and printed welcome signs in over 40 different community languages which are placed in all Council facilities and appears at most schools and community organisations in the City of Logan.

Logan takes into account population diversity data and its socio-economic profile as well as cultural heritage to inform Council place making master plans and form the basis of implementation. The City of Logan has a growing collection of public artworks. Public artworks are commissioned to enhance and enrich the visual appearance, sense of cultural identity and general liveability of the city and its surroundings.

Logan City Council has a register of people interested in working as a public artist.

When Logan remodels a public space, it uses a range of methods and consultation techniques to ensure meaningful involvement of residents from different cultural backgrounds. There are numerous guidelines and policies which Council staff are required to follow when consulting with community.

The Listen2Connect guideline for engaging with children, young people and adults specifies a requirement to consider how the specific engagement method will accommodate for the diversity of project stakeholders.

Logan City Council developed the Community Engagement Strategy 2017- 2021 which provides detail on how Council currently engages with the community and how it encourages residents to share their views on decisions that affect them.

Access Community Services facilitates Community Leaders Connect, a quarterly forum attended by leaders from the culturally and linguistically diverse population. A key priority for this forum is for Logan City Council to have a direct link with residents from different cultural backgrounds and engage in dialogue relative to Council plans, upcoming events and priorities for the community.

There are many examples of where Logan's culturally diverse community has been engaged in a **public space, building and place-making** projects, some of these include:

- Beenleigh Town Square Redevelopment.
- Creative Hub Feasibility Study.
- Kingston Butter Factory Redevelopment Project.
- Wineglass Water Tower Public Art Mural.
- Collaborative planning summits for the population centres of Beenleigh, Logan Central, Meadowbrook, Logan Village and Jimboomba.

There are **no public spaces in Logan that are dominated by one cultural group** and **no spaces where cultural identity has been identified as a reason for public spaces being considered 'dangerous.'**

Suggestions:

Logan achieved a rating of 100% for public space and may like to consider embedding the importance of public spaces as opportunities for intercultural interaction.

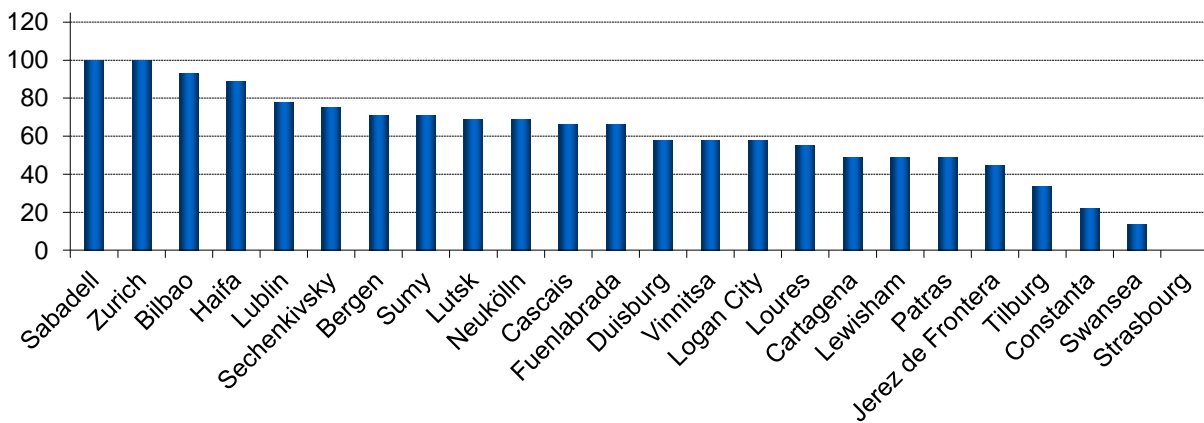
Barcelona (Spain) ensures that its place-making team (including architects, planners, builders etc) have developed their competence in diversity management. One section of Barcelona's *Intercultural Plan* states, "incorporate those responsible for urban development in the city into each of the interdepartmental committees at the Council to strengthen the mainstream application of all urban and social policies." Barcelona has renewed their definition to include public spaces as "an integral part of the idea of a city and as a space for meeting and generation of citizenship." They achieve both these aims by incorporating into public spaces, the elements that contribute to generating spontaneous interaction between people in playgrounds, bicycle or walking paths.

MEDIATION and conflict resolution

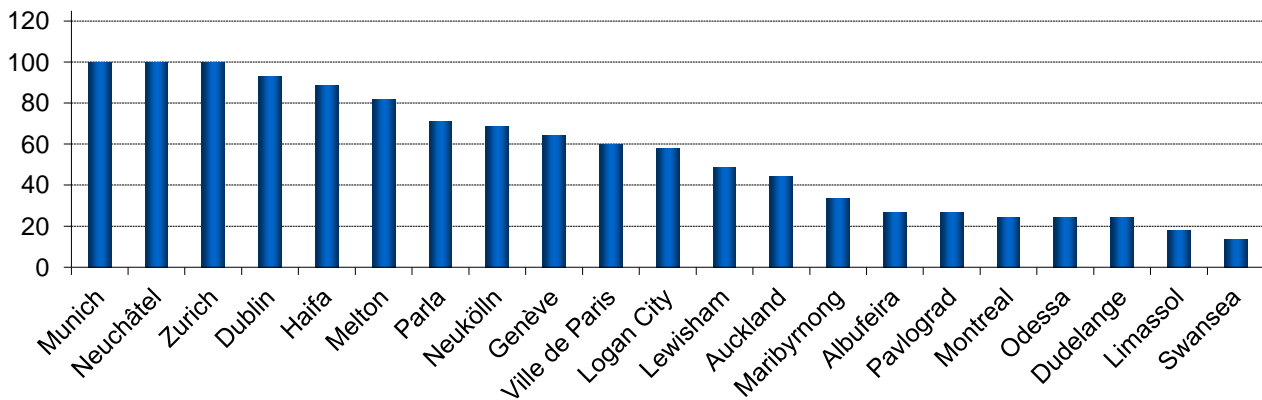


The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.

Intercultural City Index (ICC) - Mediation and conflict resolution
City sample (inhabitants 200'000 - 500'000)



Intercultural City Index (ICC) - Mediation and conflict resolution
City sample (non-nationals/foreign borns > 20%)



The rate of achievement of Logan for mediation is **58%**, slightly lower than the city sample rate of 60%.

Mediation in Logan's home state of Queensland is funded by State and Federal Governments and as such, local governments in Queensland do not fund their own mediation services. Council's role is to refer intercultural and other conflicts to these services as appropriate. Logan has two mediation/dispute resolution centres within the Council area but **does not provide for professional mediation services**.

Logan City Council partners with non-government organisation, Access Community Services in the facilitation of the Logan Community Leaders Connect Forum. A quarterly forum where leaders from culturally diverse/interfaith communities, Council and Settlement service providers come together to identify and address community issues through the sharing of skills, knowledge and experiences.

A significant intercultural conflict event in 2013 resulted in media attention across Australia. This conflict led to Logan developing a structural response to intercultural conflict via the establishment of a Logan: City of Choice Summit which brought together representatives from culturally diverse and general communities, business representatives and three levels of government to identify opportunities and develop an action plan relating to the five key themes of education, employment, housing, safety and social infrastructure. The City of Choice Committee began operations in 2013 and continues to this day with a two year action plan and members of the Committee chosen by the former Mayor of the City.

Logan City Council partners with Access Community Services in the facilitation of the Logan Community Leaders Connect Forum. This is a quarterly forum where leaders from culturally diverse/interfaith communities, Council and Settlement service providers come together to identify and address community issues through the sharing of skills, knowledge and experiences.

Logan City Council **advocates for intercultural mediation practices**. Logan District Police facilitate the Logan Police Ethnic Advisory Group (PEAG) and consists of representatives from the QLD Police Services, Community Leaders, Local residents, Government agencies, local government and non- government organisations. The aim of the PEAG is to identify, advise and provide strategic solutions to resolve issues or disputes that may arise between QLD Police Service, service providers and ethnic communities through consultation in Logan.

Logan City Council **does not specifically convene an interfaith group** but supports a number of non-government organisations and associations which have a particular remit for interfaith relations, including:

- Ahmadiyya Muslim Association of Logan
- Community Connect Leaders forum
- Refugee Association of Logan
- Access Community Services
- Multilink Community Services

As a part of City of Choice initiative, Council organised an informal interfaith discussion and lunch with Logan City's religious leaders including Christian,

Islamic, Hindu and Buddhist groups. The theme was the role churches and religious groups have in helping build a stronger sense of community.

Suggestions:

Lisbon (Portugal), Barcelona (Spain), Copenhagen (Denmark) and Paris (France) all participate in the Annual World Interfaith Harmony Week held in the first week of February. World Interfaith Harmony Week aims to foster dialogue between all faith groups including groups of people with no faith.

Lewisham, (England) has, for many years, actively engage with religious groups through a series of conferences called, *Having faith in Lewisham*. Council has an Faith and Social Action Officer whose role is to establish relationships and build trust, both with Council and between religious bodies. It has found that these relationships offer the best and most cost-effective methods of communicating with many of its residents is through their membership of religious groups.

Haifa (Israel) convenes the Haifa Forum for Interfaith Cooperation which consists of a diverse group of religious leaders to promote interaction between faiths and foster coexistence. The group holds 4-6 meetings a year for peer learning and to develop social activities which bring together faith communities.

Donostia-San Sebastian (Spain), in partnership with eight religious groups has built Möbius, an open air shared space to promote interfaith relationships.

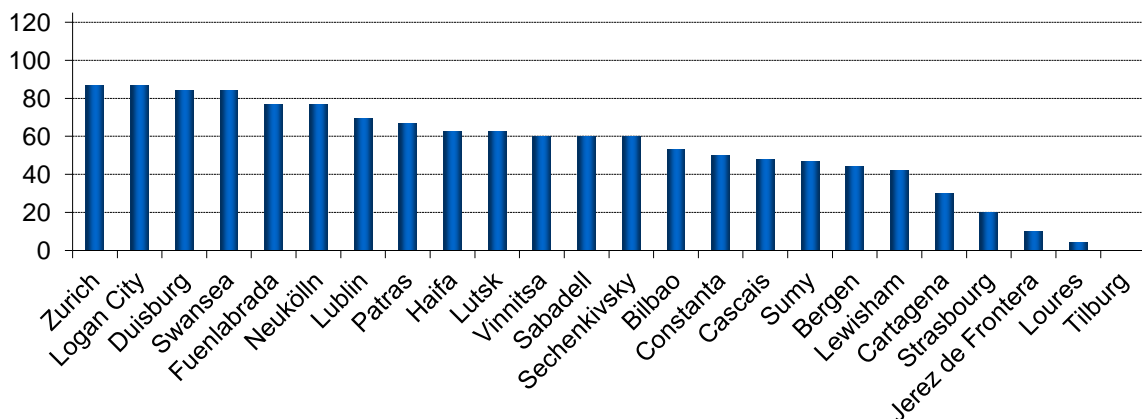
The cities of Ballarat, Maribyrnong and Melton (Australia) all convene or are partners in convening local Interfaith networks.

LANGUAGE



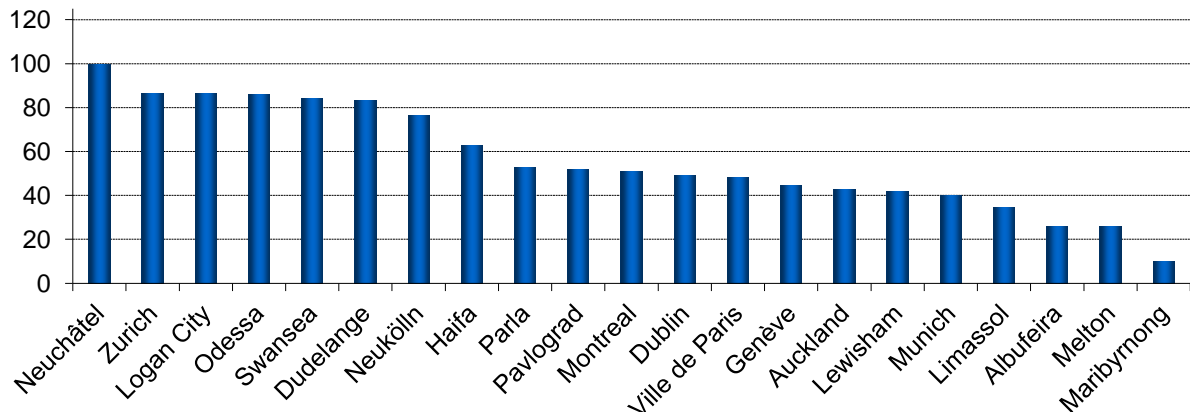
The learning of the language⁴⁶ of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) 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.

Intercultural City Index (ICC) - Language
City sample (inhabitants 200'000 - 500'000)



⁴⁶ 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)

Intercultural City Index (ICC) - Language
City sample (non-nationals/foreign borns > 20%)



Logan’s language policy achievement rate is **87%**, significantly higher than the city sample rate of 48%.

Through its Logan City Council Libraries, Logan **provides and advocates for professional language learning opportunities**. Libraries play an important role in supporting increases in English language proficiency for the city’s residents. Council’s libraries deliver a range of language support programs including an English Conversation Group, *Page Turner* reading program, English as a Second Language Book Club and to support senior citizens whose first language is not English, a computer learning program in a range of languages.

In addition, Council supports conversational English classes held at Access and MultiLink (local not for profit community organisations) by referring new residents who require English language training.

The Logan Community Directory website has implemented Google’s Translator plug-in, which allows information to be readily available in over 90 languages.

The Queensland Department of Education developed the English as an Additional Language/Dialect (EAL/D) Policy which provides language learning opportunities and support for students enrolled in Qld State Schools who are learning Standard Australian English (SAE) as a new language, while simultaneously learning the curriculum through SAE. To support EAL/D students schools may:

- Offer interpreter services.
- Make adjustments to classroom tasks, teaching materials, teaching styles and assessments.
- Deliver specialist language programs in intensive English language units.
- Recommend other support or counselling services through the schools guidance officer.

In all cases, teachers monitor the progress of students, provide extra support where needed and keep parents informed of the progress.

Council supports local Indigenous children to learn their traditional languages in partnership with Yugambah Museum and Language Research Centre.

Council supported Yugambah Museum and Language Research Centre and partnered with them to develop 'Write into Art' program that increased interest in local Yugambah Aboriginal language.

Council supports and regularly uses a local **radio** station (Logan FM101), which is located in Woodridge which offers programs in languages other than English.

Council has translated key information brochures such as disaster preparedness and safety information and fact sheets into local languages. Additionally, Council's webpage can be translated into over 90 languages through Google Translate and has public information on how to access free Translating and Interpreting services when contacting Council.

Many resources in languages other than English are available through Council's Library Services. These include **books, magazines, newspapers and learning English materials**. It is free for Logan City residents to join Logan City Council Libraries.

Council's internal Daily Bulletin regularly **promotes minority languages** to Council staff

Logan City Council's Administration Centre, libraries and community centres and other venues each have a 'welcome' sign written in over **40 different languages** spoken in Logan. A reconciliation statement is shown in all libraries and Logan Art Gallery and the original artwork from Council's first Reconciliation Action Plan is displayed along with written explanation of the painting in Logan Central administration building.

Council Library Services have a broad range of Aboriginal and Torres Strait Islander programs, where language is explored. This includes the *Yarning with our Mob* program, and can also include guest speakers or sessions on language, e.g. last year Beenleigh Library hosted the *Learn the lingo* session, focusing on Yugambah language.

Libraries have a number of online language learning resources that assist people in learning a range of languages. An example is the free *Mango Languages* database.

Logan City Council Libraries proudly host the Logan Heat of the *Queensland Poetry Festival* in August each year – this is a fabulous opportunity for members of our local community to have their chance to shine at the Logan Heat. The event is well attended by culturally and linguistically diverse members of our city.

The 2016 winner of the Logan Heat of the **Queensland Poetry Slam** was up and coming spoken word poet. She went on to win the 2016 Queensland Poetry Slam finals, and was a runner up for the National Australian slam poetry finals. She was born in Uganda and was a regular visitor to libraries in the City of Logan whilst studying at high school. She aims to combine the two worlds that she was born in and raised through her art.

Library services also hosted the *We are the Diasporas* event in August 2017, featuring a number of culturally and linguistically diverse young poets, including Anisa Nandaula and Kiri Cooper.

Suggestions:

Logan City could consider the example of Novellara (Italy) which offers Italian language classes for women. This project began in recognition of the fact that women are often isolated from learning the national language due to their homemaking and child raising responsibilities. Novellara had been offering language services for foreigners but identified that most of the attendees were male. To increase the attendance of women, the city joined with “capable and trusted female mediators” who spread the word through their ethnic communities to women resulting in two courses being established. As a result, a second initiative began which focused on a civic education course with topics such as safety, childcare, recycling and food shopping. The goal of the project was to increase participation in dialy life by women from diverse language backgrounds.

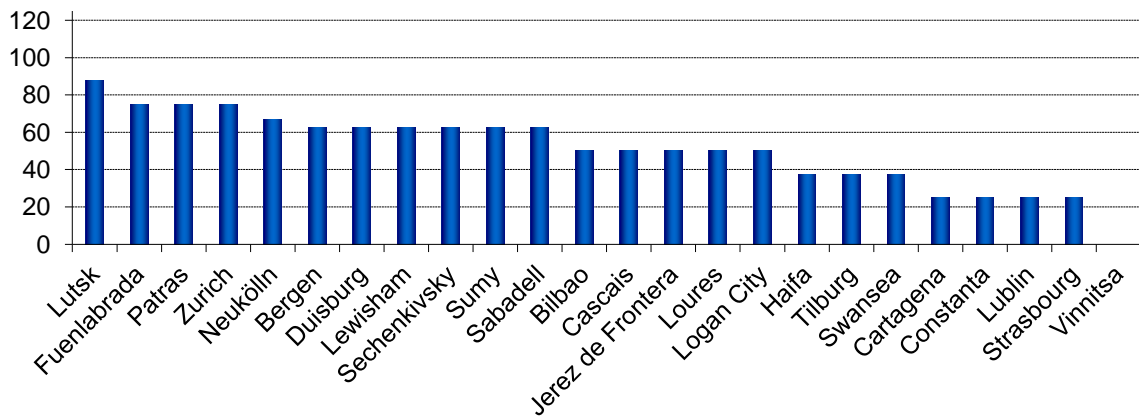
The city of Reggio Emilia (Italy) in collaboration with local health services, began basic Italian language courses in two primary schools for mothers whose children attend those schools. To assist children to retain their original Arabic language, the schools offer Arabic to children and in a parallel program, help their parents to learn Italian.

MEDIA policies

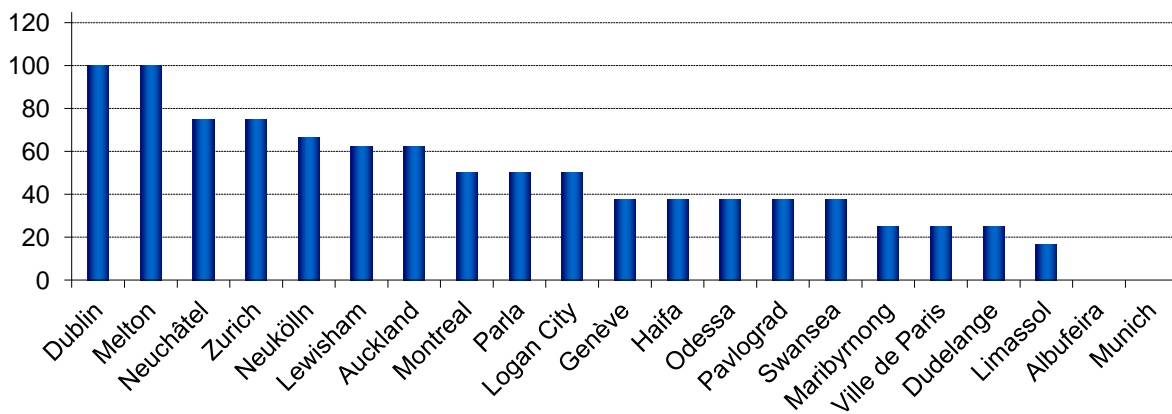


The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.

Intercultural City Index (ICC) - Relations with the local media
City sample (inhabitants 200'000 - 500'000)



Intercultural City Index (ICC) - Relations with the local media
City sample (non-nationals/foreign borns > 20%)



Logan's media policy achievement rate is **50%**, slightly higher than the city sample rate of 47%.

Logan has created two **media campaigns to improve the visibility of minorities in the media.**

In 2004, the Love Living in Logan media and communications strategy with the 'Faces of Logan' campaign was the first time that cultural diversity was publicly portrayed as an important asset for Logan. More than twenty Logan residents from culturally diverse backgrounds were photographed and their images used on billboards, media advertising, Council stationery and other publicity opportunities. This strategy has led to ongoing strategies and actions to improve the visibility of minorities in the media.

In 2014 a campaign called City Pride was launched, which encouraged locals to promote the pride they have in their city. As part of this campaign, an inspirational video was premiered to showcase the local faces and local places that define the City of Logan.

Council strives to represent the 217 different cultures that make up the rich, multicultural fabric of our city. It celebrates the City's diversity and the rich and varied lifestyle it offers. At present, its media strategies to improve the visibility of migrants in the media consists mainly of press releases advising of new programs or achievements of local residents from diverse cultural, language and faith backgrounds.

For example when Council partners with community support organisations for a project with refugees, it promotes that initiative with a media release/media opportunity.

In another example, Council offered three student bursaries and the bursary recipients were Burundian refugees who were high achievers in high school. Council highlighted their achievements via the local media.

The *Our Logan* magazine regularly promotes local events such as *Walk Together* (a community demonstration of solidarity with newly arrived refugees and migrants), Indigenous Reconciliation Week and others. Often articles within this magazine portray successful people from culturally diverse backgrounds.

Logan City Council's Media and Marketing branches **are sensitised to cultural diversity** and positively frame the City of Logan's diversity across various communications (corporate plan, resident guides, website, social media and strategy design etc.).

Logan City Council **does not provide or advocate support for training and mentorship** in advocacy, media startups for journalists or journalists from minority backgrounds.

Council has **no specific program to monitor the way in which media portrays minorities.**

Suggestions

The Council of Europe's Anti-Rumour methodology⁴⁷ is composed of a number of elements which have been developed to use traditional and social media as allies in the fight against cultural or religious stereotypes. The methodology is widely used in many Intercultural Cities in ways that are most appropriate to their city's context.

Given the number of overseas-born people in Logan City and in particular, former refugees, the Council could consider the example of Paris' *Maison des journalistes étrangers* (House for foreign journalists) which supports journalists from refugee backgrounds to re-establish themselves in Paris (France).

Melton (Australia) in 2017 launched the 'I Belong' project profiling 16 Australian and overseas-born active community members who have made a considerable contribution towards making the City of Melton an inclusive and welcoming place through short video clips and posters.

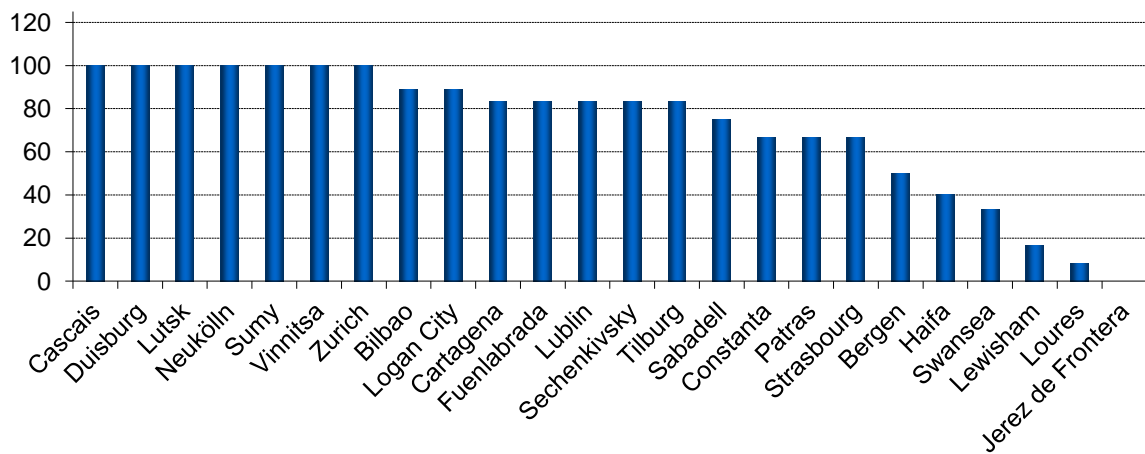
⁴⁷ <https://www.coe.int/en/web/interculturalcities/anti-rumours>

INTERNATIONAL outlook policies

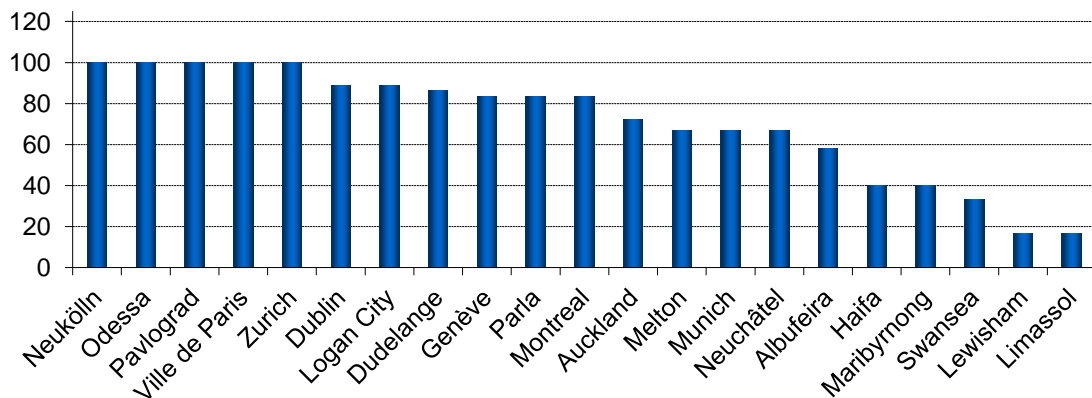


An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.

**Intercultural City Index (ICC) - An open and international outlook
City sample (inhabitants 200'000 - 500'000)**



**Intercultural City Index (ICC) - An open and international outlook
City sample (non-nationals/foreign borns > 20%)**



Logan's Open and international outlook policy achievement rate is **89%**, significantly higher than the city sample rate of 70%.

Logan has an explicit policy to **encourage international collaboration beyond sister cities relationships**.

Logan City Council developed its first international relations program in 1995 and has since generated a large amount of goodwill and exchange opportunities for local residents, schools and businesses. <http://www.logan.qld.gov.au/about-logan/international-relations>

The benefits of these relations have been passed on to a great number of people, particularly young people living in the City of Logan, who have been given the opportunity to be involved in various exchange programs allowing travel and study abroad.

With the success of the program, representatives from more than 400 cities around the world have visited Logan City, thus putting the City of Logan on the world map. These exchanges have provided valuable opportunity for the City of Logan to learn about international cultures and to identify priorities for building a stronger community.

Logan City Council has a Global Connection Strategy 2016-2021. The outcomes of this strategy include:

- Increased exports from the City of Logan.
- Increased output of local companies.
- Growth in the local economy.
- Employment growth.

Stronger international relationships (through partnerships with overseas distributors and international customers).

The Global Connections Strategy has a **specific financial provision**. The Global Connection Strategy was implemented by Council's Economic Development and Strategy branch in 2012 with a vision that the City of Logan is a regionally and

globally connected city with strong international economic and cultural relationships. The Strategy focusses on five main themes:

- Export Development.
- Investment Attraction.
- Cultural Identity.
- Education.
- Communication.

The current budget allocation to implement the Global Connections Strategy provides for Council to:

- Undertake international trade missions to targeted markets.
- Participate in trade and investment events and exhibitions.
- Participate in cultural events.
- Membership of international Chambers of Commerce.
- Develop and implement an international education strategy.
- Develop and deliver marketing activities.

Logan's Economic Development and Strategy branch has responsibility for **city openness and international connections**.

Council's Economic Development and Strategy branch is working in conjunction with the Griffith University Logan Campus, and other education institutions to **attract international students** via developing an international education capability guide to promote opportunities for international students to come and study in the City of Logan

The Griffith University Logan campus along with Council, initiated Logan: City of Choice Leadership Team which was instrumental in advocating to the Federal Government to change its Higher Education Support Act 2003 to enable eligible New Zealand Special Category Visa holders to access HELP/HECS support and better education/employment opportunities in Australia.

Council supports and advocates for **strategies to encourage international students to remain in the city and participate in city life after graduation**. In order to promote international education market growth in the City of Logan, the primary focus of Council is to support international student recruitment through the local education providers such as Griffith University, TAFE, John Paul College, Hills International College, Canterbury College and other local schools with international capabilities as well as other Registered Training Organisations to attract international students to the region

The other activity relates to building relationships with the international students while they are in the city so that when they have finished school, they may consider contributing to the economic growth of the city by starting a business or investing in available opportunities. The other element to this opportunity relates to getting to know the connections of the international students to see if those relationships can be leveraged to identify mutually beneficial investment attraction opportunities.

Council **actively encourages business owners to participate in international trade delegations and/or activate minorities' diaspora**

connections in international engagement exercises to access emerging economies to grow the local economy for all. Council's Global Connection strategy highlights successful international relations is reliant on building strong relationships in both domestic and international markets. A long-term commitment to international relations is important in order to truly reap the benefits (both in economic and cultural terms). The strategy emphasises regional collaboration aiming to achieve economic outcomes through global trade and investment activities and engaging with key international business connections that are locally based.

Currently, Logan City has sister city and economic and friendship agreements with the following cities in China, Japan and Taiwan:

- Hirakata City.
- Panjin City.
- Shibukawa City.
- Suzhou City.
- Taoyuan City.
- Wenling City.
- Xuhui District.

Sister city and economic and friendship agreement exchange activities include ongoing student exchange programs as well as new initiatives in the fields of culture, business, education and government.

Suggestions

Logan City rated quite highly in this indicator and could consider the structure established by Auckland Council which convenes an Auckland Tourism, Events and Economic Development (ATEED) organisation which focuses on the benefits brought by international education. The organisation positions Auckland as a centre of excellence to attract students, creates pathways into high-value employment and builds lasting connections by developing alumni networks.

Izhevsk (Russia) enhances economic relations with the countries of origin of its residents through partnerships and business agreements.

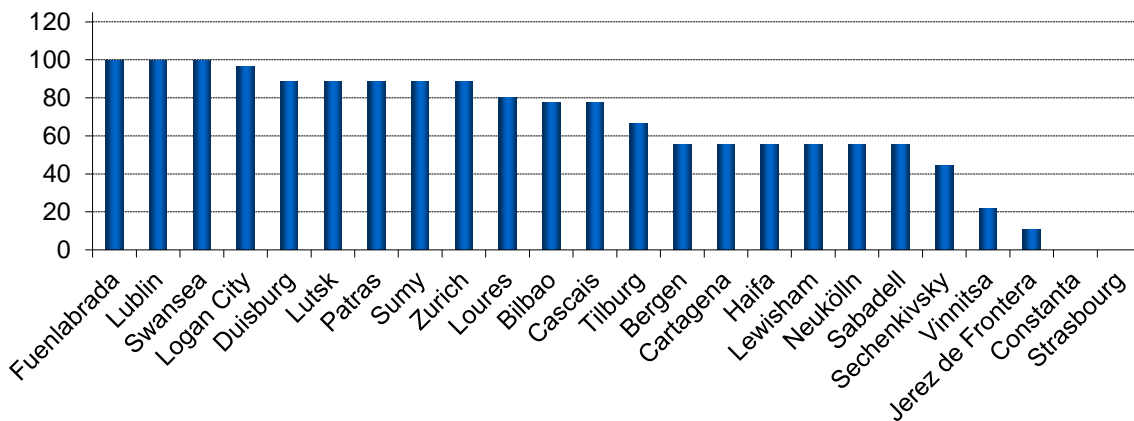
INTELLIGENCE

competence policies

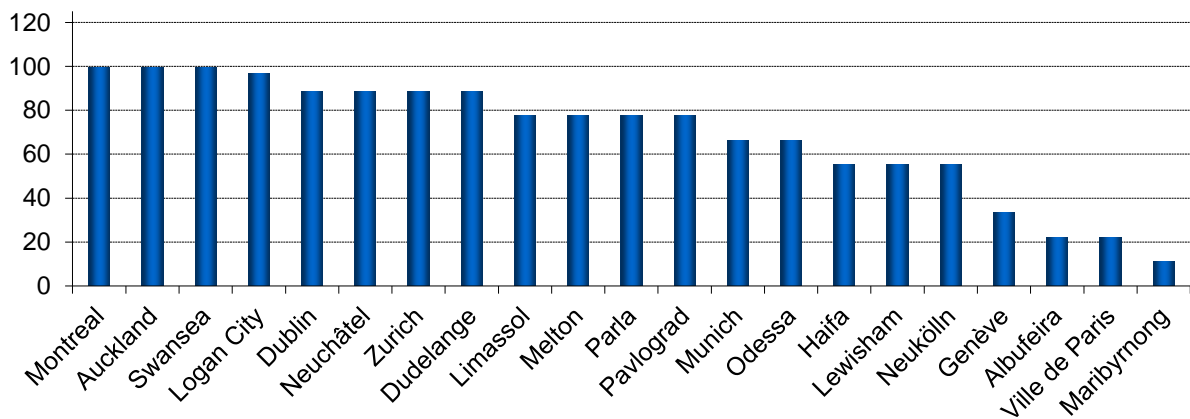


A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one model of behaviour on all situations.

Intercultural City Index (ICC) - Intelligence/competence
City sample (inhabitants 200'000 - 500'000)



**Intercultural City Index (ICC) - Intelligence/competence
City sample (non-nationals/foreign borns > 20%)**



Logan’s intelligence/competence policy achievement rate is **97%**, significantly higher than the city sample rate of 62%.

Logan City Council has a **process for policy formulation** informed by evidence-based statistical and qualitative knowledge about diversity and intercultural relations. Council’s Community Development program generates cultural diversity fact sheets after each Australian Bureau of Statistics four year Census. The fact sheets inform community policy and strategic planning and are used throughout Council and to Councillors.

Council's Economic Development and Strategy branch produces a report that incorporates data and analysis about the City of Logan's culturally and linguistically diverse cohort, which informs strategic decision making in the organisation.

Logan informally **monitors public perception** about the impact of public perceptions about migrants and tracks national and local trends and respond to identified priorities. Council is aware of public perception pertaining to migrants and minority cultural groups. An example of this is where Council was monitoring the Syrian refugee intake increase and the potential impact it might have on local perceptions or community backlash. As a result, Logan City Council linked with the Queensland Social Cohesion Implementation Committee and developed the welcome signs that are now displayed throughout Community Centres, Schools, Libraries and Logan City Council buildings.

As a key initiative in Council's Reconciliation Action Plan, over 450 Council staff undertook Aboriginal and Torres Strait Islander cultural competence training, which will now be offered to staff in Council's annual staff performance and review processes. Council's entire management and executive team undertook an 'on country' cultural training experience in November 2017.

Council's Economic Development and Strategy branch produce a report that incorporates data and analysis about the City of Logan's culturally and linguistically diverse cohort, which informs strategic decision making in the organisation.

Council is currently in the process of implementing **cultural competence** (culturally and linguistically diverse) training which will be available to all Council staff to undertake as part of their individual learning and development plans.

The Libraries and Cultural Services Aboriginal and Torres Strait Islander Strategy 2013-2018 actively engages and collaborates with Logan City's Aboriginal and Torres Strait Islander residents to ensure knowledge and preservation of local cultural heritage and languages through:

- Partnering with Yugambah Museum in providing language training and resources.
Ensuring Indigenous languages are represented in public signage where appropriate.
- Developing the Nyeumba Meta collection to include material in local languages. Building organisational capacity to identify and respond to CALD community needs.

Suggestions:

Swansea (Wales) carries out surveys to monitor the public perception of migrants.

Stavanger (Norway) conducts surveys to assess how local residents perceive migrants and minority groups.

Through a survey conducted by local non-government organisation, Doras Luinmí, Limerick (Ireland) is aware of the perception of migrants by its general population.

The City of Bergen extends the intercultural competence training it offers to staff and elected members to private and public sector workplaces to increase the understanding and competence of intercultural practice throughout its city.

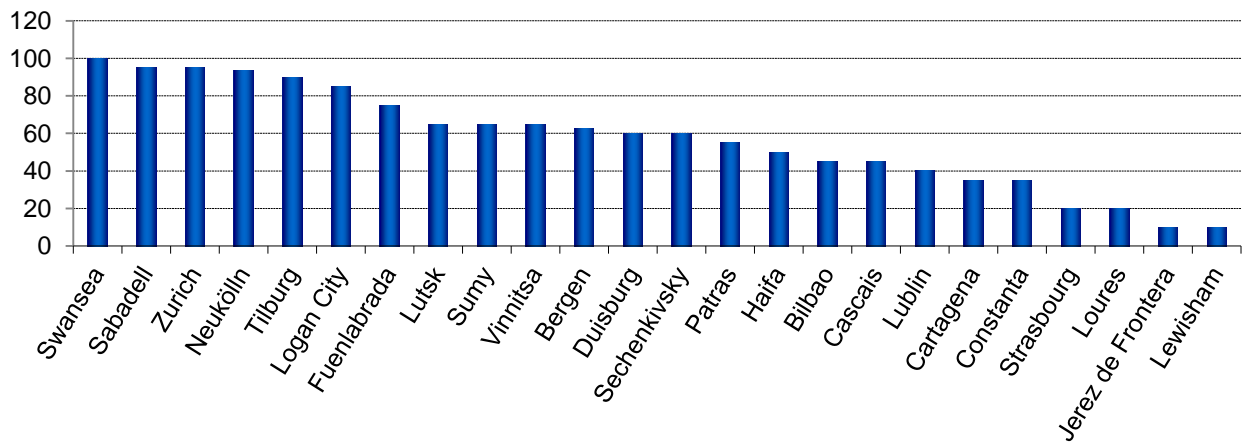
The Tabadol Association in Lyon (France) provides training programs for professionals in the city to integrate intercultural issues related to identity, gender, nationality, cultural groupings etc in their work practices. It is an anti-bias approach which recognises and values the identity of an individual, values group identities.

WELCOMING

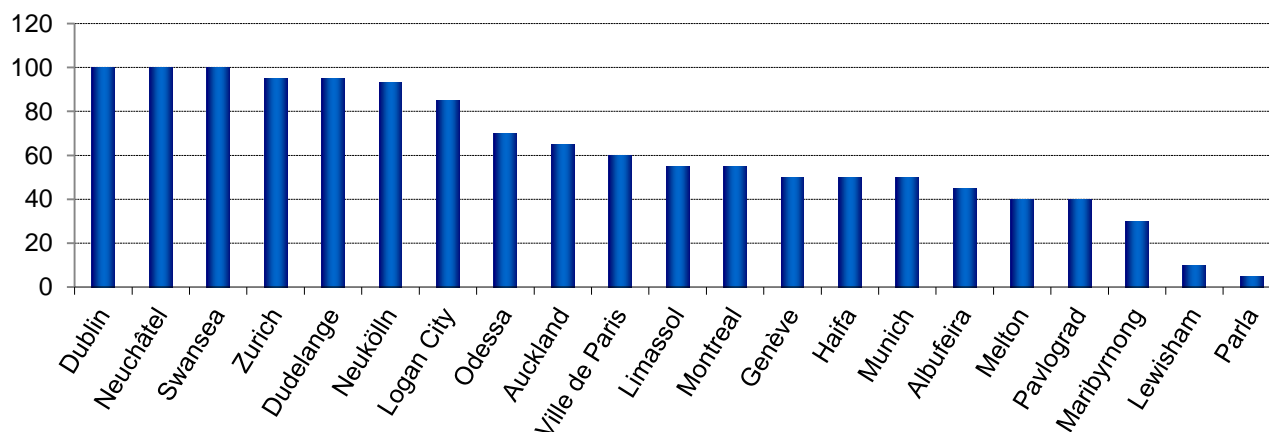


People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles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

Intercultural City Index (ICC) - Welcoming new arrivals
City sample (inhabitants 200'000 - 500'000)



Intercultural City Index (ICC) - Welcoming new arrivals
City sample (non-nationals/foreign borns > 20%)



Logan’s welcoming policy achievement rate is **85%**, significantly higher than the city sample rate of 55%.

Logan City Council has a **designated agency** in the form of ACCESS Community Services Ltd, a local non-government organisation funded by the Australian Government which has the responsibility of providing settlement services to newly arrived migrants and refugees.

Logan City Council has developed the *Good Neighbour Guide* specifically to **provide a package of information to newcomers** on neighbourhood items such as fences, pets, rubbish bins, parking, swimming pools, fires, waste, smoke, graffiti, and noise. In addition, Logan City Council has developed a *Living in the City of Logan: your guide to Council services and facilities*. The guide is designed to highlight some of the many services and facilities that Logan City Council provides, and assist new residents discover why the city is the perfect place to call home. Councillors send a letter out to new residents within the region which includes the *Living in the City of Logan guide* in this correspondence.

Council also supports an annual *Welcome to Logan* event in partnership with Access Community Services, MultiLink, Islamic Women's Association of Australia, District Police Services and Logan Community Hubs. Hundreds of people participate in the Welcome to Logan celebrations to officially welcome new residents, including recently arrived humanitarian migrants.

Logan City Council publishes and distributes a monthly *Our Logan* magazine to local residential homes, customer service centres and community centres. The magazine provides information about new and ongoing initiatives available in the area, local businesses and events.

The *Visit Logan* website <http://www.visitlogan.com.au/> is a Council initiative to provide information about the city, upcoming events, tourist attractions and news.

Council’s various **services and agencies provide welcome support** for parents on family reunion visas, international students, refugees, and temporary migrants through local community organisations and schools with support from Council.

Non-government organisations Access Community Services and MultiLink receive Federal Government funding to provide settlement services for new migrants including refugees and asylum seekers.

In addition to the annual Welcome to Logan event, the City holds **special public ceremonies to greet newcomers** via regular Citizenship ceremonies at which the Mayor or Deputy Mayor have an official role to welcome new Australian citizens.

Logan's rate for Welcoming is high however it may like to consider the initiatives of a number of city members of the Intercultural Cities network.

Erlangen (Germany) has received many asylum seekers and refugees over the past five years and developed a Welcome App to assist refugees to organise their every day lives in Germany. The app includes information about the common traditions and way of life in Erlangen and provides information about asylum law and advice. The app also reduces language barriers as it is provided in six languages – German, English, French, Farsi, Arabic and Russian. The app was downloaded almost 2,400 times as at March 2017.

Ballarat's hosts a *Migrant Morning Tea*: which have helped to establish friendships across cultures and provided settlement information to new migrants.

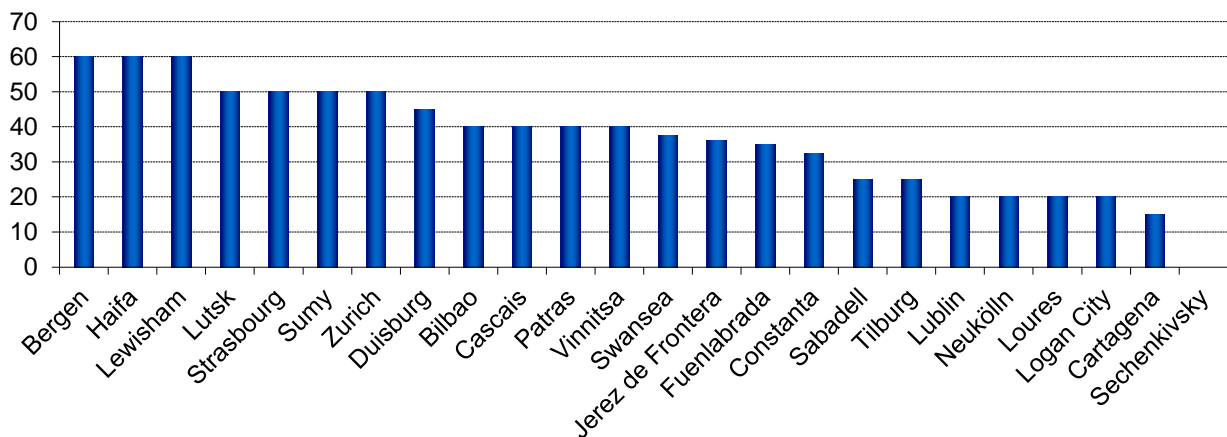
Novellara (Italy) has set a project called "Punto d'ascolto" (listening point) that welcomes foreign parents, where they can meet and talk to psychologists and cultural mediators who will help the family to understand the Italian education system.

GOVERNANCE

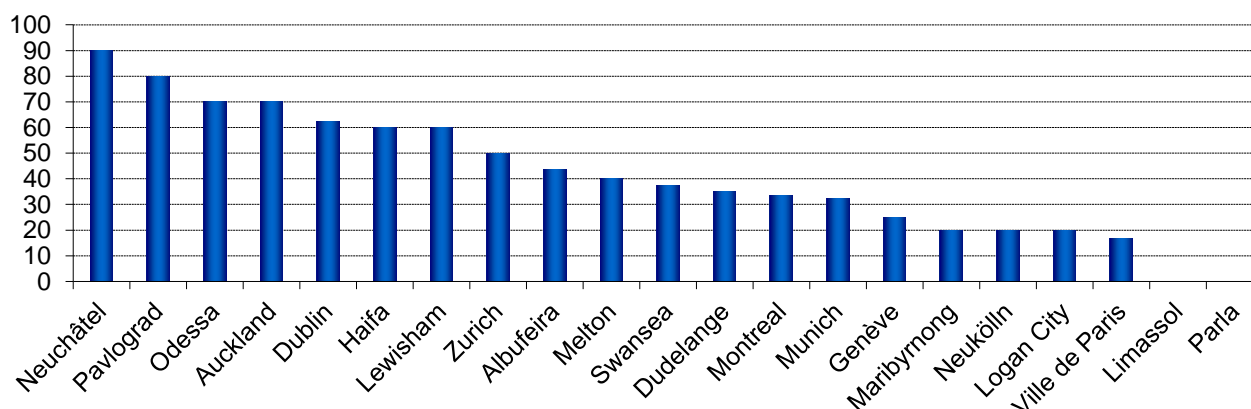


Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.

Intercultural City Index (ICC) - Governance
City sample (inhabitants 200'000 - 500'000)



Intercultural City Index (ICC) - Governance
City sample (non-nationals/foreign borns > 20%)



Logan's Governance policy achievement rate is **20%**, significantly lower than the city sample rate of 34%.

Australia's federal government laws **do not allow non-citizens to vote** in any local, state or federal government elections. This restricts the achievement for all Australian Councils in providing holistic access to influencing a city's governance.

In Logan, a city with residents from 217 cultural backgrounds, the **cultural background of Council's elected members** does not reflect the diversity of the City's population. Elected members are required by federal government laws to hold Australian citizenship but members can be dual citizens of Australia and another country.

Logan has an **advisory body** called *Community Leaders Connect* in partnership with non-government organisation, Access Community Services. This network brings the community together to identify and address community needs, priorities and concerns. The purpose of the group is to seek collective resolution around identified issues by sharing knowledge, skills and resources. While it is not an official advisory body to Council, it is regarded as Council's primary connection for engagement on diverse cultural, faith and linguistic community matters.

Logan **does not have a strategy for ensuring the appropriate representation of minority groups on boards of Council owned public services.**

Council's Community Facility Lease expression of interest guidelines outline the expectation for successful organisations to develop and coordinate a range of services that are culturally inclusive, and that the organisation actively target vulnerable populations as part of a wider community strategy. Further, multicultural organisations, such as Multilink and Access Community Services, have accessed Council facility leasing to provide community services specifically aimed at migrant and culturally diverse communities.

Council offers a number of grants available to community organisations, individuals, clubs and services. While Council grant programs have a strong focus

on social inclusion and interaction, Council could look at leveraging its funding to require a governance diversity strategy under a new Intercultural Policy.

Logan **does not provide or support initiatives to encourage minorities to engage in political life**. Council hosted a 'Boardroom Lunch' event which brought Community Leaders and Council's elected members together, to provide a platform for discussion around issues faced by the culturally and linguistically diverse community across the Logan region.

On its website, the Local Government Association of Queensland provides information to community members across Queensland about elections.

Suggestions:

There are many examples related to Governance that the City of Logan may wish to consider to improve its low rating. These include:

Botkyrka (Sweden) chose an innovative approach to diversity: the intercultural policy model. Being an intercultural competent city means thinking, acting and planning in an intercultural manner. And this includes the involvement of all sectors of the municipality in the coordinated development of intercultural actions and policies. Politicians also undertake intercultural training courses and Council staff undertake courses on implementing their action plans from an intercultural perspective

Cascais (France) has developed a Social Diagnostic initiative to actively monitor citizens' wellbeing. The initiative includes public discussions on living conditions in Cascais, stimulating good practices of citizenship while promoting a more participative and cohesive municipality.

Bergen provides before every election, a campaign to encourage people from migrant background to participate. The city works with migrant communities to inform them about their rights and the election. There are also debates with leading politicians on topics chosen by migrant organisations.

Limerick provides information in a number of languages prior to an election.

Training, network development and seminar opportunities offered by all of the following cities encourages the culture of thinking and acting interculturally in all facets of the work of a Council. It also means that Councils actively promote the inclusion in political life of residents from diverse cultural, language and faith backgrounds.

Swansea (Wales) promotes intercultural competencies of its staff via seminars, networks and training.

Stavanger (Norway) holds seminars, networks and training courses for staff and elected members.

In Auckland (New Zealand), 'cultural awareness capability' is a requirement of the role of an elected member.

Lublin (Poland) Lublin also promotes the intercultural competences of its officials and staff through interdisciplinary seminars, information networks and training courses. These are jointly organized by the Volunteer Centre and the city's foreign office.

Created in 2009, the Ballarat Multicultural Ambassadors' Program (MAP) was developed in order to provide leadership within the migrant community, to encourage minorities to participate in the political life of the City.

The objectives over the past 10 years, are to:

- Enhance community awareness and foster inclusion of existing and new cultural, linguistical and faith communities in Ballarat
- Support leadership within the cultural, linguistical and faith communities 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

Multicultural Ambassadors are champions for their existing communities and engage citizens' participation in workplaces, social, religious and recreation groups, as well as in schools and community groups.

Lewisham (London) encourages active citizenship in political life by implementing the "young Mayor" project. This initiative is the most important innovation in governance and participation because puts power and responsibility in the hands of young people. The Young Mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget to initiate a programme of work.

Auckland's initiatives to encourage minority communities to engage in political life consist of a number of measures which promote political inclusion. Most relevant to Logan is that Auckland also carried out research on the diversity of the candidate pool for local elections and compared that to the diversity of elected members. This provided a benchmark to support work on encouraging candidates from all communities.

ANTI DISCRIMINATION



Cities are not rated on their anti-discrimination initiatives but are asked a series of questions to assess the presence of these activities.

Logan **does not formally monitor the extent of discrimination** in the City but receives anecdotal information through its Community Leaders Connect initiative and from its positive relationships with front-line community organisations. These methods alert Council to and present or emerging intercultural conflicts.

Council's Community Development program if requested, provides **information about specific services** that support victims of discrimination. Logan has an online community directory which includes information about these services.

Logan **does not run anti-discrimination campaigns** although aims to raise awareness of cultural diversity through activities and events held throughout the region including regular programs facilitated by Logan City Council Libraries.

Suggestions:

Reykjavic (Iceland) has implemented a dialogue model within its Council of 8,000 staff to prevent potential misunderstandings and open conversation about discrimination, prejudice and stereotypes. Called *Can't I say or do anything any more?* the model is considered as training for staff and describes everyday actions in the workplaces, what effects different situations could have on wellbeing at work, how humour is both important but can also be hurtful; it further talks about the importance of words and underlines that they can have different meanings for different people; it describes and analyse micro aggressions, stereotypes and prejudice. The training provides real examples of discrimination based on origin, sexual orientation, disability and health issues.

Melton (Australia) regularly runs anti-discrimination programs and raises awareness on the topic.

Maribyrnong (Australia) has developed a Human Rights and Social Justice Framework 2017-2021 to protect Human Rights in the City.

CONCLUSIONS



Logan has been positioned **17th** among the 99 cities in the sample, with an aggregate intercultural city index of **71%**.

The city has been ranked overall **4th** among cities with more than 200,000 inhabitants and overall **5th** among cities with more than 20% of foreign-born residents.

It is commendable that the city scored a rate **higher** than the city sample in the following fields:

- Intercultural Lens (77% city average 60%)
- Language (87% city average 48%)
- Media (50% city average 47%)
- International outlook (89% city average 70%)
- Intelligence and competence (97% city average 62%) and
- Welcoming (85% city average 55%).

It is worth noting that Logan scored 100% in the areas of neighbourhood, business and labour market and public. Logan is to be congratulated on the achievement of this result in three of the six Intercultural Lens indicators.

On the other hand, the **weakest fields** where the city's municipality must strengthen its policies are:

- Commitment (63% city average 71%)
- Mediation (58% city average 60%) and
- Governance (20%), with governance being significantly lower than the city average of 34%.

In view of the above, we wish to congratulate this Australian city for the efforts taken. The Index has shown that there is room for further improvements, and we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

RECOMMENDATIONS



- **Commitment** – We are pleased to acknowledge that Logan demonstrates a strong commitment to intercultural principles. However, further steps could be taken to improve and strengthen the intercultural commitment of the City.

In addition to widely practiced acknowledgement of the Indigenous traditional custodianship in the official speeches and communications by the Council, it is recommended that frequent references are made by elected members and staff to Council's commitment to interculturalism and the advantage of diversity enjoyed by the City.

- **Educational system** – It is recognised that the educational system in Australia is different from that of other countries. However, a number of Australian cities have incorporated relationships with schools into their policy activities. Logan could create, as part of its annual Council Awards for example, a specific category for schools which undertake intercultural activities or provide intercultural training for teachers and other school staff.
- **Neighbourhood** – Logan achieved an exceptional result of 100% for its neighbourhood activities. The only suggestion we can make to strengthen local neighbourhoods relates to the governance of sporting clubs and community centres which could be required, as part of their facility lease applications, to include a plan to ensure that cultural, language and/or faith diversity is represented in both their participation rates and organising/governance committees.
- **Public service** – Logan received a rating that is substantially lower than the city average for the indicator of public service and as such, it could improve its average by ensuring staff recruitment and retention strategies that better reflect the diversity of the city. In this regard, the City could develop a range of measures which advertise vacancies through ethnic and Indigenous communities in the municipality to improve the rate of applications from people from diverse cultural, language and faith backgrounds.

Council could also audit its conduct of and support for community events to ensure these are achieving an intercultural goal in addition to a multicultural or ethno-specific goal.

- **Business and Labour Market** – Logan received an exceptional result of 100% for its Business and Labour Market activities. Our only suggestion within this context is to monitor the establishment and use of migrant and Indigenous owned businesses part of the Councils new initiative of refurbishment of the Kingston Butter Factory for the purposes of creating greater innovation and entrepreneurship in the City.
- **Culture and Civil Life** – Logan’s result for this indicator is below the city average. One major initiative is to review its Community Project Grants to add a category which promotes intercultural activities between Indigenous people, non-Indigenous people and migrants. The addition of this category would promote Logan’s objective of becoming a truly intercultural city by forming connections and networks between group who may not ordinarily mix.

Logan may also consider using a specific strategy of cooperation between sporting clubs for the purposes of intercultural interaction.

- **Public space** – Logan achieved a rating of 100% for this indicator and has highlighted a number of initiatives that could prove to be models for other cities. The only suggestions that can be made is for Logan to periodically review the use of its public space to ensure that these spaces provide opportunities for formal and informal mixing.

Council may also like to ensure provision is made in public spaces for various cultures to prepare their food (for example in-ground pits for use by Pasifika peoples) or opportunities for use of barbeques by people with a range of religious or ethical food consumption such as aversions to pork and other animal fats.

- **Mediation and conflict resolution** – Logan’s rating is below the city average for this indicator and it is acknowledged that mediation services are provided by non-government organisations with state or federal government funding, however, managing intercultural conflict training could be developed as part of the City’s offering to community groups and council staff. In addition, it is strongly suggested that Logan convenes an Interfaith committee or network that can come together regularly to increase understanding and harmony between faith groups and that can stand together in cases where conflict, stereotyping or rumour creation seeks to marginalise one or more faith groups.
- **Language** – Logan achieved a rating significantly higher than the city average and should continue its good work in this area. It could look at increasing the number of Council-owned publications available in key languages especially in languages spoken by hard to reach groups.
- **Relations with local media** – Logan achieved a score which is slightly above that of the city average. To improve in the field of Media, Logan could actively provide support for advocacy and/or media training or conversation

circles with local journalists or initiate a partnership with local newspapers which consistently present the value of cultural and Indigenous diversity to the City. Logan could also establish a scheme in partnership with local radio and newspapers to mentor journalists with minority background.

Logan could build on the existing relationship between Woodridge State High School and Queensland University to positively portray migrants in the local media.

Given the diversity of Logan and the significant threat to the City's reputation and morale that can occur with negative media, Logan should regularly and formally monitor the way in which media portray minorities in the City and report on this to Council.

- **Open and international outlook** – Logan achieved a rating well above the city average in this indicator. The only suggestion is for the value of international networks of its culturally diverse residents to be used and acknowledged as part of any international business or cultural exchanges.
- **Intelligence/competence** – Logan received an almost perfect score for this indicator but may benefit from taking the lead of many other cities involved in the network by embedding training designed to improve intercultural understanding for its staff and elected members as a requirement for professional learning and development. Some cities also provide this type of training to external organisations and workplaces to ensure grassroots achievement of intercultural competencies in their local communities.
- **Welcoming new arrivals** – Logan achieved a rating considerably higher than the city average for this indicator. It provides a range of methods for welcoming new arrivals from the provision of information about Council at the time of arrival, the visible presence of welcome signs and support for events and citizenship ceremonies. Logan could look at providing its *Living in Logan Guide* in a range of key languages when large numbers of people such as former refugees arrive in the City.
- **Governance** – Logan's result for this indicator is substantially less than the city average and should, as a matter of urgency, be improved. There are many examples of good practice initiatives by Australian, New Zealand and other international cities that should be considered in order to improve this rating at the next review of this Index Report.

Logan should also consider holding training sessions for migrant Australian citizens which encourage them to enter local government as elected members.

- **Anti-discrimination** - although this element that affects the every day life of individuals and groups of residents is not rated, Logan stated that it does not formally monitor the extent and nature of discrimination against its residents. This could occur via relationships with state and federal bodies responsible for monitoring these issues.

Logan could also consider including the messages of counteracting anti-discrimination in its regular support of events and by publicly participating international days such as the International Day for the Elimination of Racism on 21 March along with the celebration of Harmony Day on that date.

Overall Logan should be very proud of its achievements and look forward to working internally and with external partnerships to improve its rating in those areas where improvement is required.