

RESULTS OF THE INTERCULTURAL CITIES INDEX



Maribyrnong

January 2018



Intercultural cities
Building the future on diversity

www.coe.int/interculturalcities



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A comparison between 93 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 93 cities have undergone their intercultural policies analysis using the Intercultural City Index: Albufeira (*Portugal*), Amadora (*Portugal*), Arezzo (*Italy*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di 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*), Erlangen (*Germany*), Forlì (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamamatsu (*Japan*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Russian Federation*), Klaksvík (*Faroe Islands*), Jerez de la Frontera (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Lutsk (*Ukraine*), Maribyrnong (*Australia*),

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.

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*), 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, 50 (including Maribyrnong) have less than 200,000 inhabitants and 40 (including Maribyrnong) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Maribyrnong (Australia)** in 2018 and provides related intercultural policy conclusions and recommendations.

Intercultural city definition

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

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).

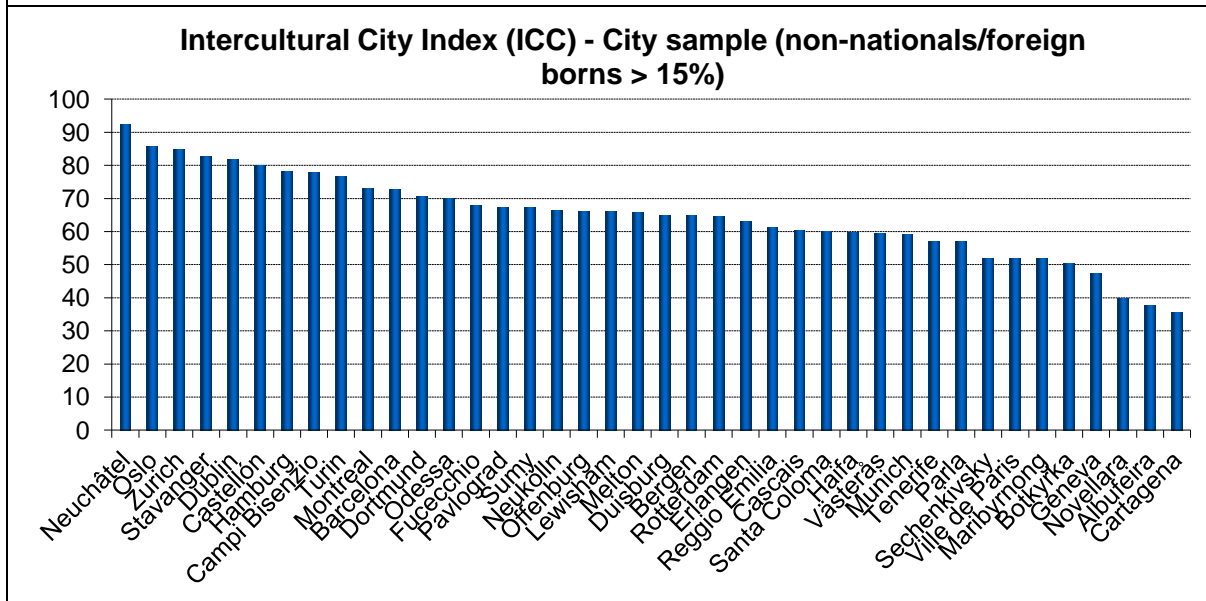
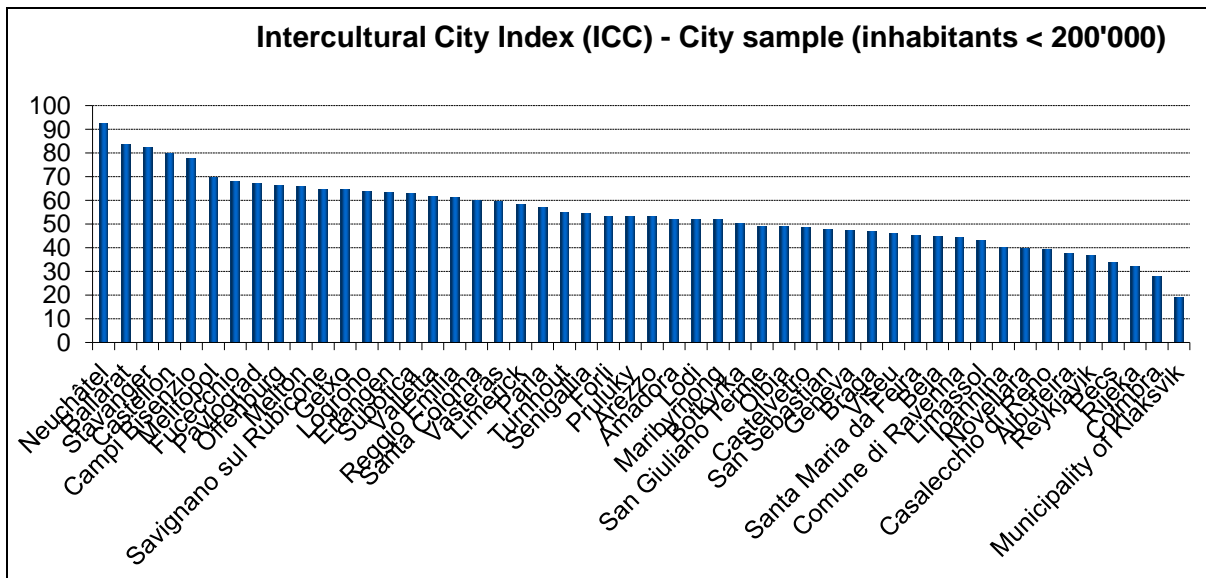
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of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

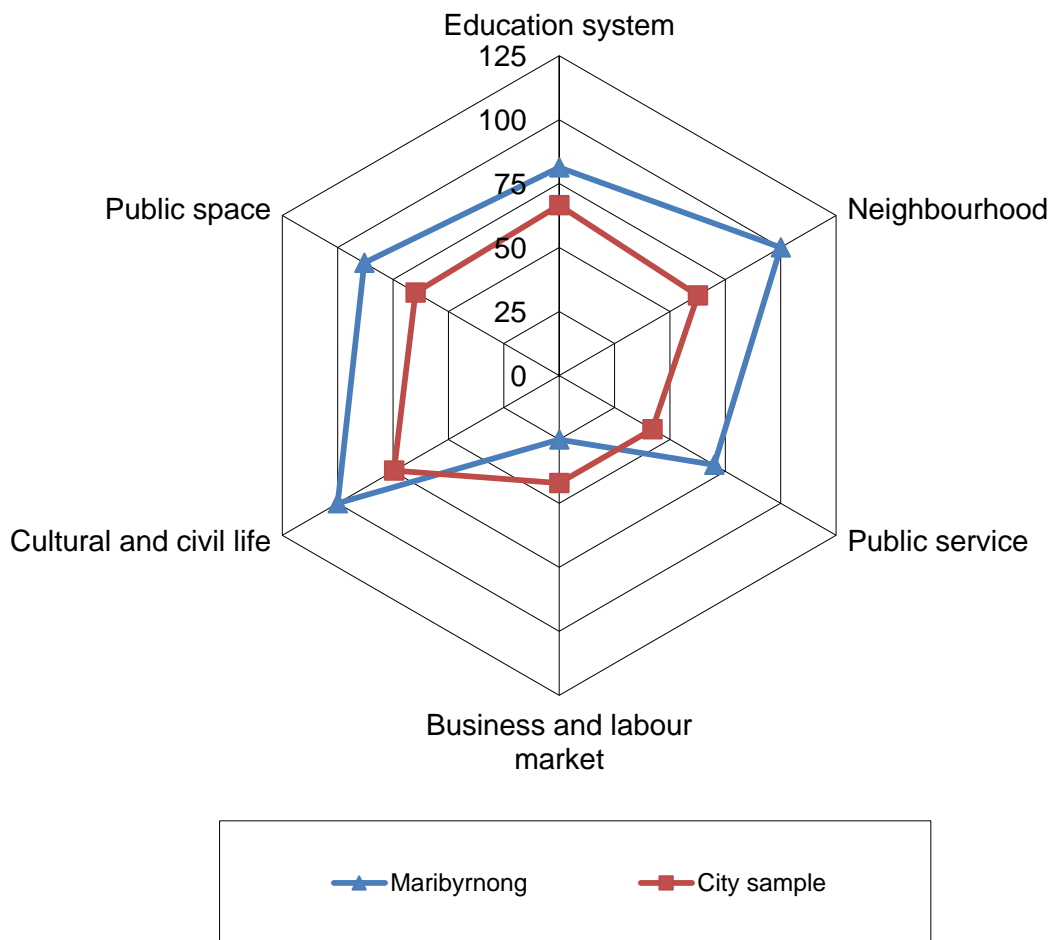
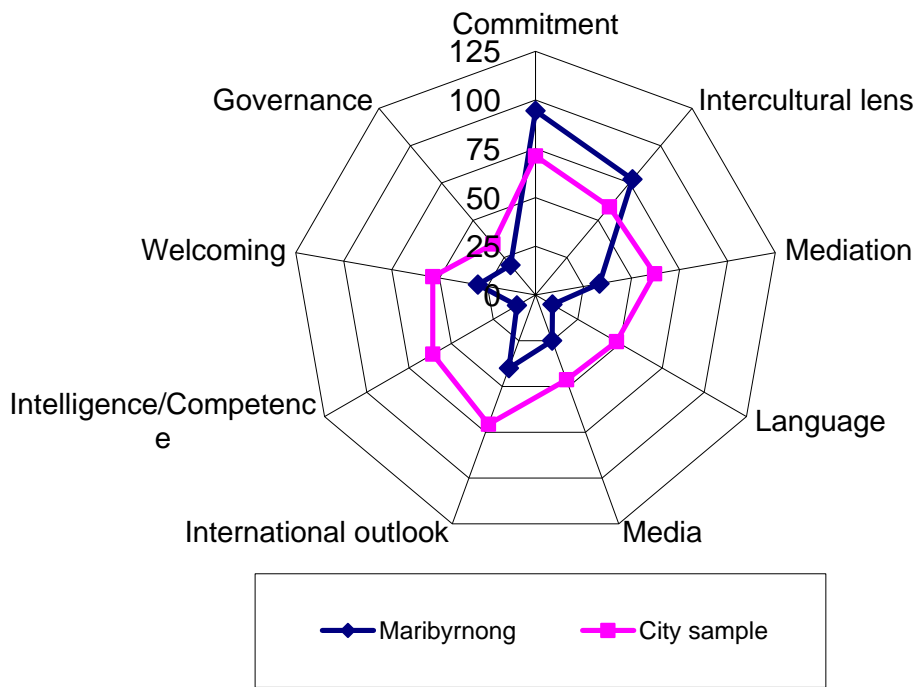
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach 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, Maribyrnong has been positioned **63th** among the 93 cities in the sample, with an aggregate intercultural city index of **52%**, along with Amadora, Portugal (52%), Sabadell, Spain (52%), Sechenkivsky, Ukraine (52%), Lodi, Italy (52%), Paris, France (52%) and Hamamatsu, Japan (52%); after Arezzo, Italy (53%), and before Botkyrka,

Sweden (50%). Maribyrnong has been ranked **29th** among cities with less than 200,000 inhabitants and **35th** among cities with more than 15% of foreign-born residents.





Maribyrnong – an Overview

Maribyrnong City Council (MCC) is an inner suburb just five kilometres from Melbourne CBD, Australia. The city is 31.2 square kilometres in area and has an estimated resident population of 82,288 as of 2016.

Maribyrnong prides itself in being a city with one of the most ethnically diverse population in Victoria.⁵ The city has a high Culturally and Linguistically Diverse (CALD) population with 40.0% of the population born overseas, and 34.4% were from a non-English speaking background, compared with 33.8% and 27.0% respectively for Greater Melbourne.

MCC has a high number of new arrivals and has since 2006 welcomed many new residents predominantly from India, China, Vietnam, Malaysia and Nepal.

As of March 2016, the population included 295 asylum seekers, the majority of whom reside in Braybrook and Footscray and there were 429 (or 0.5%) Aboriginal and or Torres Strait Islander people. Community acceptance of diverse cultures is high in MCC; 60% of residents believe that multiculturalism makes life better in the area compared to 54% of people in the region.

The dominant language spoken at home, other than English, in Maribyrnong City is Vietnamese, with 11.9% of the population, or 9,768 people speaking this language at home.

Other languages spoken at home are: Mandarin, 2,628 (3.2%), Cantonese, 2,449 (3.0%), Greek, 1,782 (2.2%), Italian, 1,465 (1.8%), Spanish, 1,058 (1.3%), Telugu, 916 (1.1%), Hindi, 870 (1.1%), Filipino/ Tagalog, 817 (1.0%), Arabic, 801 (1.0%).

The largest non-English speaking country of birth in Maribyrnong City is Vietnam, where 9.3% of the population, or 7,675 people, were born.

The top places of birth are: Vietnam, 7,675 (9.3%), India 3,291 (4%), China 2,321 (2.8%), United Kingdom, 2,035 (2.5%), New Zealand, 1,646 (2%), Philippines, 1,066 (1.3%), Italy, 918 (1.1%), Greece, 836 (1%), Malaysia, 819 (1%), Nepal, 580 (0.7%).

The Australian Standard Classification of Cultural and Ethnic Groups (ASCCEG) is the Australian statistical standard for classifying statistics by cultural and ethnic groups. According to this standard there were 30,254 or 36.8% with No religion.

The top religious affiliations in 2016 in Maribyrnong were: Western (Roman) Catholic, 16,579 (20.1%), Buddhism, 6,829 (8.3%), Islam, 3,579 (4.3%), Hinduism, 3,099 (3.8%), Anglican, 3,014 (3.7%), Greek Orthodox, 2,576 (3.1%), Christian, 1,668 (2%), Uniting Church, 1,039 (1.3%), Baptist, 875 (1.1%), Presbyterian and Reformed 652 (0.8%).

Proficiency in English measures the self-assessed proficiency in spoken English of people who speak a language other than English at home. Overall, 51.1% of people spoke English only, and 9.2% spoke another language and English not well or not at all, compared with 62.0% and 5.6% respectively for Greater Melbourne.

⁵ <https://www.maribyrnong.vic.gov.au/Discover-Maribyrnong/Our-culture-and-community>

According to the National Institute of Economic and Industry Research (NIEIR) Maribyrnong City's Gross Regional Product was \$5.34 billion in the year ending June 2016, growing 7.0% since the previous year (see ID report). The GRP of an area is the equivalent of GDP, but for a smaller area. It is the amount of the nation's wealth which is generated by businesses, organisations and individuals working in the area.

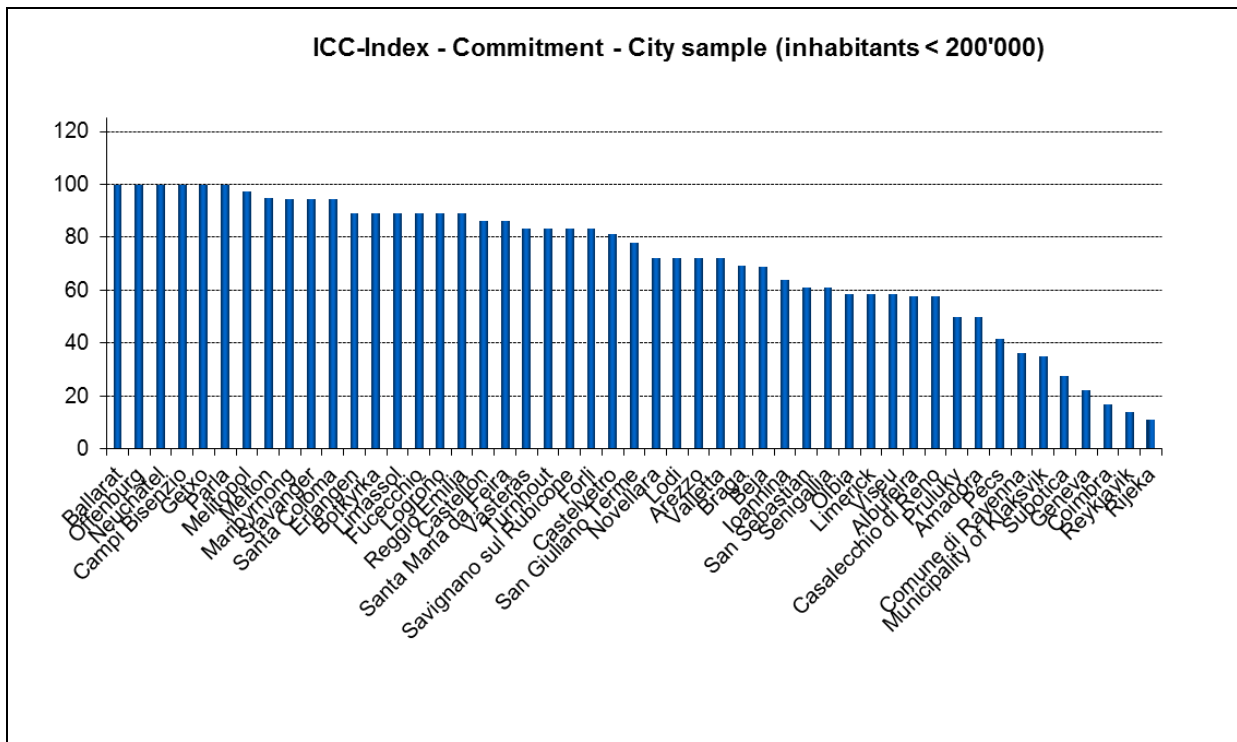
The council with leading responsibility for intercultural interaction in Maribyrnong is the Community Development, Positive Ageing and Inclusion Department within the Community Services Directorate.

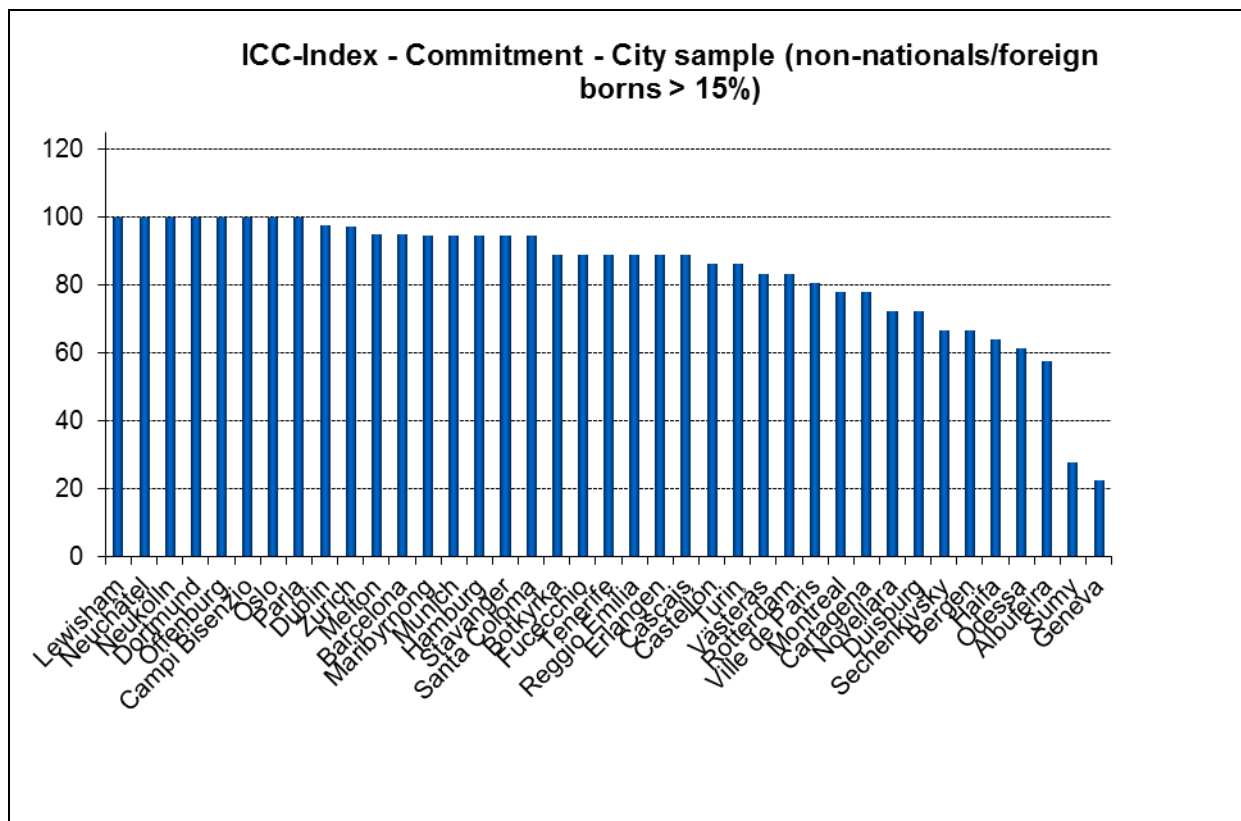
The MCC SEIFA Index is 974.0 as of 2011 which is number 57 out of 79 Councils in Victoria (ID Consultants - 2011).

COMMITMENT



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





Maribyrnong’s rate in the field of Commitment corresponds to **94%**, considerably higher than the city sample result of 71%.

The city council commitment in a public statement to **facilitate the development of Maribyrnong as an ‘intercultural city’** that promotes inclusivity and diversity was included in the new **Maribyrnong Council Plan 2017 –2021**.⁶

The current Maribyrnong Multicultural Policy will expire in 2017. This policy and the associated annual action plans have defined the Council's commitment to its multicultural community since 2012. The Policy provided **long term guidance** and priorities for the Council, and the Action Plan directed the Council to actively fulfil its commitments each year.

The engagement to begin the development of the Intercultural Strategy occurred in September 2017 with a Think Tank Round Table with more than 50 people present.

The City Council has an **Indigenous Policy which is still in action** and will expire in 2018 and intends to develop a formal Reconciliation Action Plan to be launched in 2018.

The city will **allocate a budget** based on the internal and community consultation on the Intercultural Strategy being undertaken until December 2017.

The **MCC designs community consultation on a case by case basis**. The recent Council Plan 2017 – 2021 consultation was designed using multiple

⁶ <https://www.maribyrnong.vic.gov.au/Discover-Maribyrnong/Our-culture-and-community/Intercultural-cities>

communication and engagement methods including information stalls at community events, and translating of written collateral into community languages. This included a consultation stall at Quang Min Tet Festival which is a large Vietnamese community festival.

The city has a procedure in place for evaluating and/or updating the strategy and/or the Action plan. **Currently, an evaluation of the Multicultural Policy is taking place.**

Furthermore, MCC has a **dedicated website page**, Intercultural Cities, and states its commitment to "Facilitate the development of Maribyrnong City Council as an 'intercultural city' that promotes inclusivity and diversity". This page will be extended following the development of the Intercultural Cities Strategy.

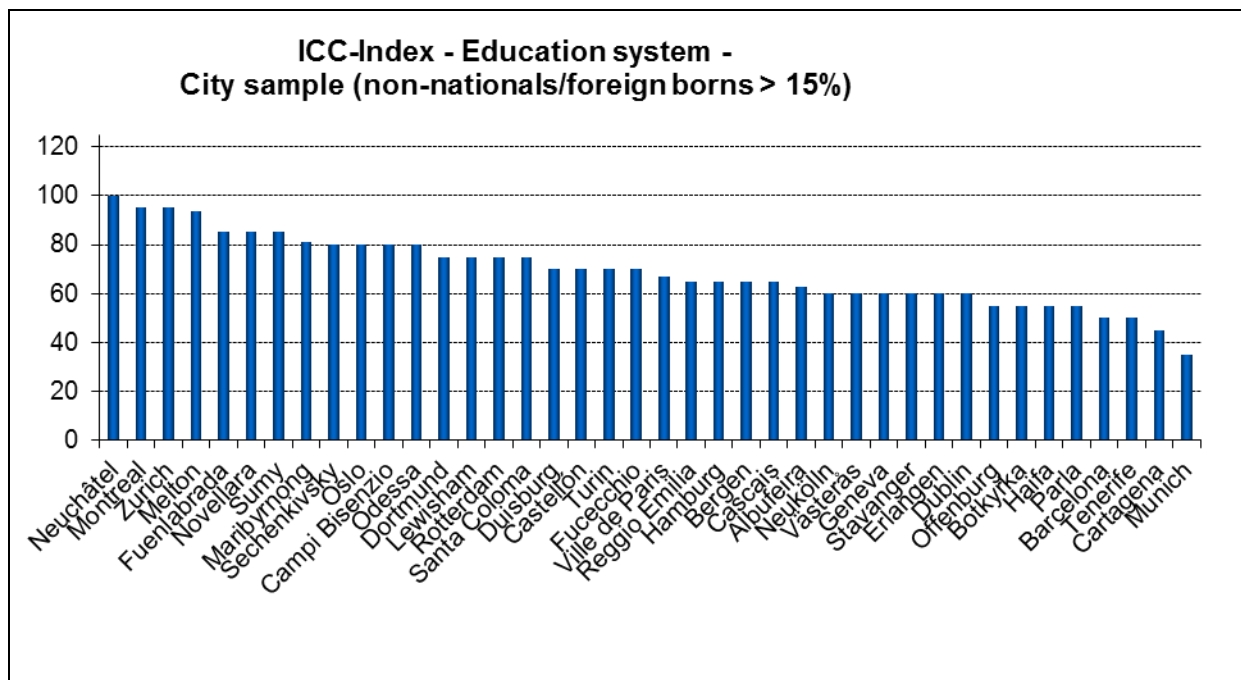
Additionally, each year on the 26 January, **MCC formally acknowledges** through the City of Maribyrnong Annual Civic Awards **the efforts of individuals and organisations that contribute to supporting others**. The categories for these awards include for example the 'Citizens of the Year', the 'Volunteer of the Year Award', and the 'Community Strengthening Award'.

While the awards do not explicitly mention or encourage interculturalism the Community Strengthening Award is usually given to individuals or organisations that "promote multiculturalism, tolerance, and integration" and those who have "a commitment to improve accessibility for hard to reach individuals and communities".

We are pleased to acknowledge that Maribyrnong demonstrates **a very strong commitment to intercultural principles**. However, some more steps could be still taken to further improve and strengthen the intercultural commitment of Maribyrnong:

- We note that MCC's draft Intercultural Cities report proposed that Council sets up a monitoring and decision-making body (Steering Group) responsible for the Intercultural Cities Strategy composed of representatives from across Council staff, Councillors and community members to ensure ongoing monitoring of Intercultural Cities program. This is a very uplifting step and we really hope that such a Steering Group dealing with the intercultural strategy and practical issues of Maribyrnong will be established in the near future.

- In addition to widely practiced acknowledgement of the Indigenous traditional custodianship in the official speeches and communications by the Council, it would be recommendable to also make frequent references to Council's commitment to interculturality in general, to welcoming and integration of migrants, to the advantage that diversity represents for the community.



Maribyrnong’s education policy indicator reaches **81%**, considerably higher the city sample of 67%.

The majority of children in MCC aged 0 – 14 years have been born in Australia and speak English. However, many **children also speak a second language**. Out of total 13,189 children aged 0 – 14 years (2016 Census): 1,478 spoke Vietnamese, 250 spoke Mandarin, 237 spoke Cantonese, 131 spoke Greek, 104 spoke Hindi and 103 spoke Bengali.

Since the Australian Councils do not operate schools (this is a responsibility of State Governments), it is difficult to prove that the cultural background of the teachers in school reflect the population diversity. But with a 49% (2016 Census) of Australians born overseas or with one parent born overseas, it is **very likely that teaching workforces are also culturally diverse**.

The Maribyrnong city council is active in **supporting the learning infrastructure of children from cultural minority backgrounds**. In 2017, MCC welcomed State Government investment into learning infrastructure in Footscray that will be used to support transition of children from early years services through to primary, secondary and higher education. This response and subsequent partnership project recognises that Footscray has a vibrant, multicultural community and will **work with community groups to understand the needs of different cultural groups** and how the **precinct** could support building networks and relationships across different cultures in the area. This includes cultural groups using **shared community spaces or student mentoring programs** to foster cross-cultural understanding and language skills.

To **facilitate intercultural interaction** among students and teachers, the MCC operates youth services from the **Phoenix Youth Centre**. The Centre had a variety of regular programs, featuring free or low-cost activities including sports, art, music and school holiday activities.

The Maribyrnong Youth Advisory Committee (MYAC) acts as a consultative and **communicative link between MCC and young people**. The MYAC members are from different backgrounds and experiences and different high schools, community and youth agencies, education, training, employment and sporting groups. They give **recommendations on issues that affect young people locally**.⁸

Recommendations:

The response to the question whether the schools carry out intercultural projects is positive, however the MCC does not directly work with schools on this. This could perhaps be improved by organising inter-school intercultural activities, or activities involving all or most of the schools of the community perhaps financed, organised and coordinated by MCC via Maribyrnong Youth Advisory Committee (MYAC). By doing this **the Council can make sure** that all the schools of the community are to a certain extent involved in and practice intercultural activities, on the other hand this would also serve to bring the parents and teachers from various backgrounds together in a fun and animated atmosphere.

These kind of community level cultural events and activities designed for and targeted at the children and the youth of the community at large would encourage wider cross-cultural communication and exchanges. These could be for instance cooking competitions of different ethnic food – children and youngsters, with the help of their parents can prepare, cook and share their traditional food and dishes. Such events are culturally enriching and promote interaction. Symbolic sale of the prepared food can also be organised and the money collected can be used to support cultural centres, to fund extra-school activities of disadvantaged children. These could also be community level sport, theatrical, artistic competitions with various **symbolic** awards, medals, certificates of participation which would animate the community life and also create cooperation and projects between schools.

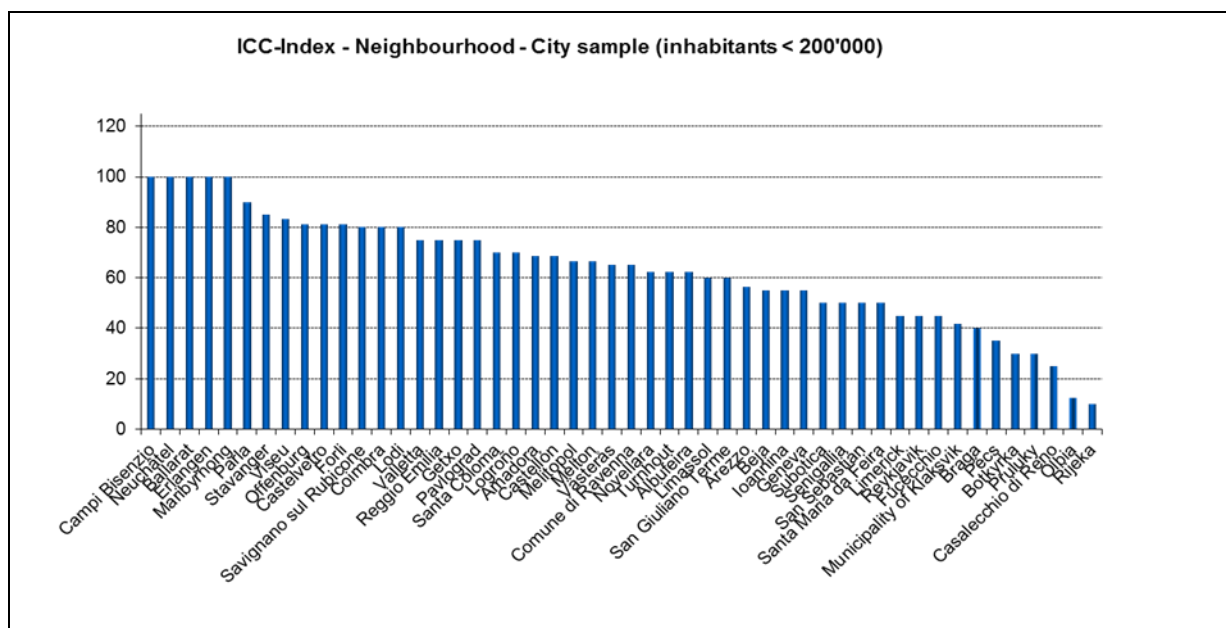
⁸ <https://www.maribyrnong.vic.gov.au/phoenix-youth-hub/Get-involved/Maribyrnong-Youth-Advisory-Committee>

NEIGHBOURHOOD

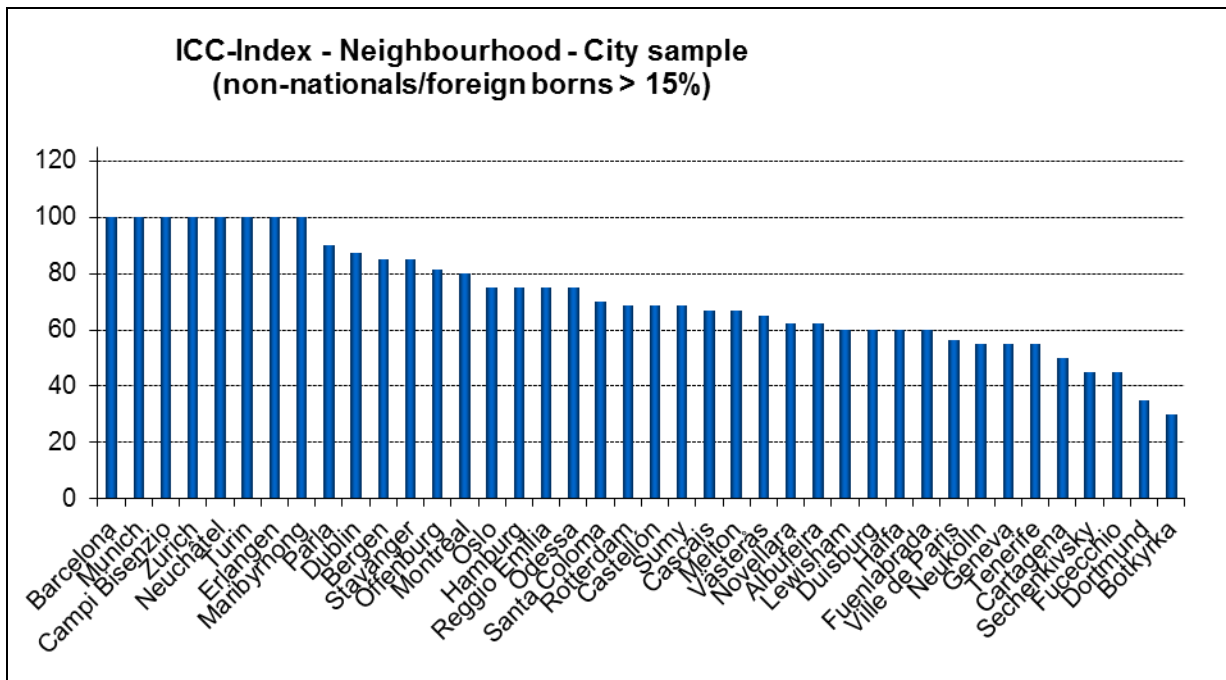
through intercultural lens



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.⁹



⁹ 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.



Maribyrnong’s neighbourhood policy indicator reaches **100%**, considerably higher than the city sample’s rate of 63%.

The whole Maribyrnong area shows a variety of cultural background since there is **no suburb with a majority of residents of the same cultural background**. Yarraville had the highest (60%) percentage of residents from a similar cultural background.

There is also no suburb in MCC in which people from a national minority group constitute the majority of residents. The **most diverse suburb is Braybrook** where the most common ancestries are: Vietnamese (25.2%), Chinese (11.6%), English (8.8%), Australian (8.2%), Indian (5.2%).

To accommodate and encourage the meeting and interaction of residents from different suburbs and towns, MCC coordinates a **network of seven Community Centres and Neighbourhood Houses**. These are the heart of community life in the City. These centres and houses **facilitate people to connect with one another in a supportive environment**. People come together to connect, learn and contribute in their local community through social, educational, recreational and support activities. The Centres are inclusive and encourage people to volunteer and be active community members. Diversity and difference is highly valued, and programs and activities are developed in response to the needs and concerns of the local community. Their input is highly valued and a key component of the philosophy of Neighbourhood House and Community Centres.

The **MCC’s Council Plan 2017- 2021** states it’s vision to be “a vibrant, diverse and progressive city striving for a sustainable future”. Under this plan MCC will provide and advocate for services and facilities that support people’s wellbeing, healthy and safe living, and connection to community, cultural engagement and constant learning. The key priorities include:

- Capacity building and collaboration on community led initiatives.
- Affordable programs in lifelong learning and participation for all ages and backgrounds.
- Volunteering opportunities and networking/ training for volunteer-based organisations.
- Cross-cultural understanding and celebration of Maribyrnong as a multicultural city.
- Promotion of the city's image as inclusive, welcoming and friendly.

Through the annual **MCC Community Grant Program**, Maribyrnong encourages residents from different cultural backgrounds to **meet and interact** within their own suburbs and towns. The guidelines ask applicants to explain how the project will engage and collaborate with local community in its planning and implementation and how the project meets local needs and/or has local support. The grants and grant guidelines are designed to **support the establishment of strong communities** that identify and build their assets to promote social justice and improve the quality of life. Projects may include a focus on but are not limited to diversity projects that encourage and increase access for communities from CALD, disability and Aboriginal and Torres Strait Islander backgrounds.

For example, in the 2015 – 2016 Community Grants round, Council allocated \$15,000 for **Western Young People's Independent Network (WYPIN) project**. This program was to develop leadership and social connection program that target newly arrived, asylum seeker and culturally and linguistically diverse (CALD) young people aged 12-25 years.

Recommendations:

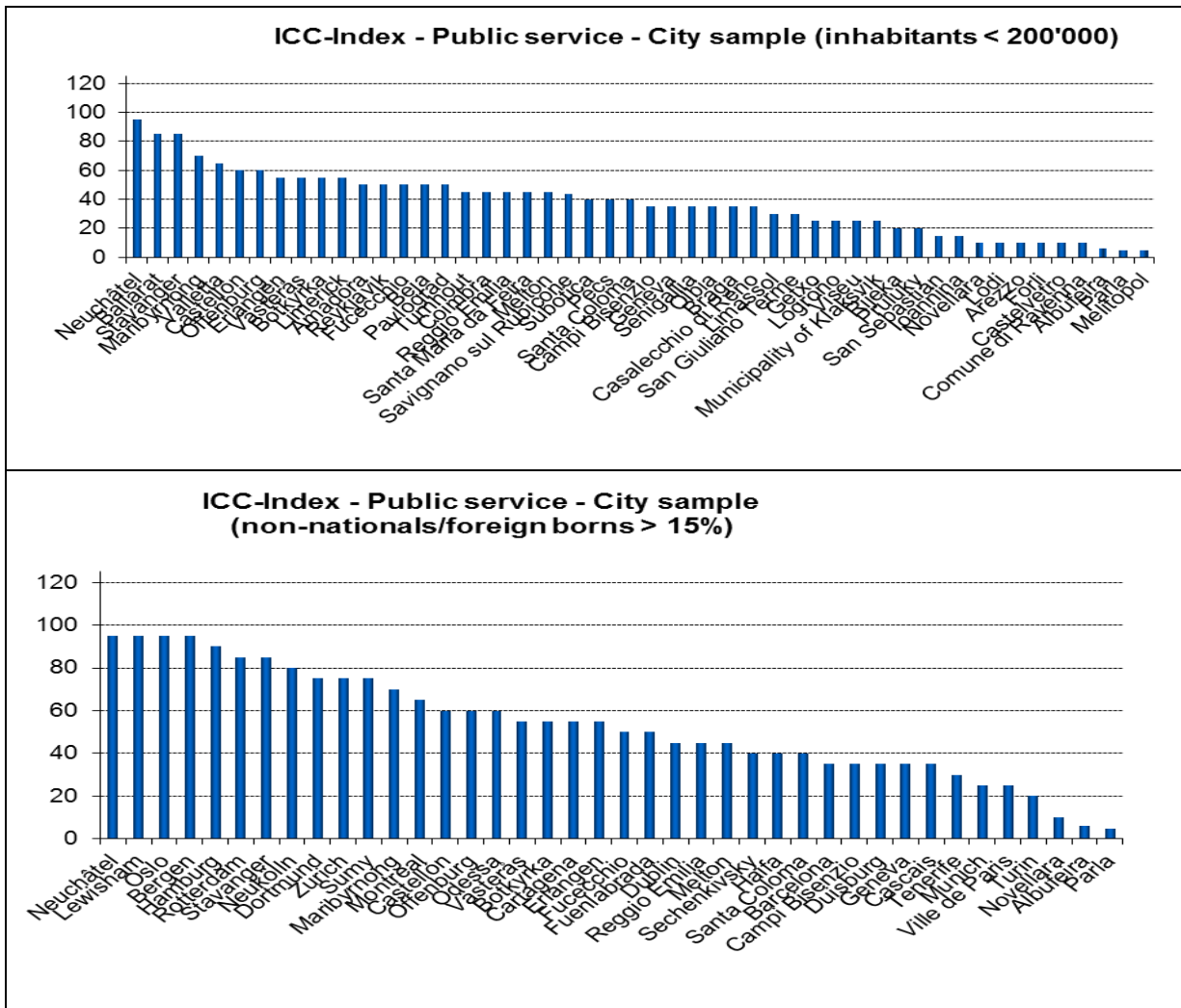
The only recommendation that we have in regards to Maribyrnong's neighbourhood policy is to carry on the good work and practices and further strengthen and diversify the neighbourhoods **by keeping them open and accessible for the new migrants.**

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.



Maribyrnong's public service rate is **70%**, which is higher than the city sample result of 42%.

In line with MCC's Multicultural Policy 2012-17, and the Council's commitment to diversity, the Organisational Development department undertook a staff cultural survey during December 2012. At that point the **staff profile was representative of the community**. In total, 241 staff responded to the survey and indicated that 88% of staff think that the MCC workforce is 'very reflective' or 'reflective' of the community.

Maribyrnong City Council's **Recruitment and Selection Policy and Guidelines** are designed to ensure the recruitment and selection of applicants is **fair, non-discriminatory** and is based on ability, knowledge, skills and values. It ensures that all industrial awards, Enterprise Agreement and legislative requirements, particularly those relating to **equal employment and anti-discrimination Acts** are met.

Additionally, the MCC's Respect in the **Workplace Policy and Procedure** states that one of the objectives of this policy is to "Respect and embrace the different cultures, languages and religions of our diverse community and staff (i.e. culturally and linguistically diverse, people of indigenous background, people with disabilities) in all Council's operations". MCC's employment portal invites a diverse applications and states that "We are an equal opportunity employer and embrace diversity. We encourage young people, people with disability, Aboriginal and Torres Strait Islander people and people from culturally diverse backgrounds to apply."

MCC also works together with the private sector to encourage intercultural interaction and competence by **delivering community festivals**. MCC works together with the Footscray Asian Business Association and the African Australian Small Business Associations.

MCC employs a Business District Officer that builds strong relationships with the trader associations to further support business **promotional opportunities and development** and the Officer plays a key role in managing **MCC's business grants program**. MCC also supports the Enterprise Maribyrnong Special Committee which determines the allocation of business grants to improve enterprise in the Footscray and Yarraville business districts in line with the Council Plan **priorities and advises MCC on economic development issues which impact in the City**.

Maribyrnong city council is **not involved** in provisions or support for diverse burial and cremation sites as well as in support for diverse meals and snacks in school canteens.

MCC, however, supports and grows the CALD swimming program at the Maribyrnong Aquatic Centre which includes women and men only swimming times. Women's swim evenings allows women and girls of all ages to exercise and socialise together in a female only environment. The program is held on Sunday evenings 6:30pm-8:30pm (7pm-9pm during daylight savings) and boys aged under 6 are also welcome. Female only lifeguards and instructors are on duty at all times.

To ensure that the programs and services that MCC provides **promote gender respect and equity**, they deliver a range of initiatives with the community, the western region partners and within the Council. These include:

- A leadership program for women with disability.
- Increasing the participation of women and girls in sport.
- Encouraging and supporting women to run in local government elections.
- Enhancing Council services and support for dads.
- Accredited as a Breastfeeding Friendly Workplace with the Australian Breastfeeding Association.
- Active Maribyrnong Grants Program which provides an opportunity for a range of underrepresented young people in Maribyrnong to actively participate in community sport and recreation by providing eligible participants aged between 6-18 years to apply for up to \$200 financial assistance to contribute towards sport club fees.

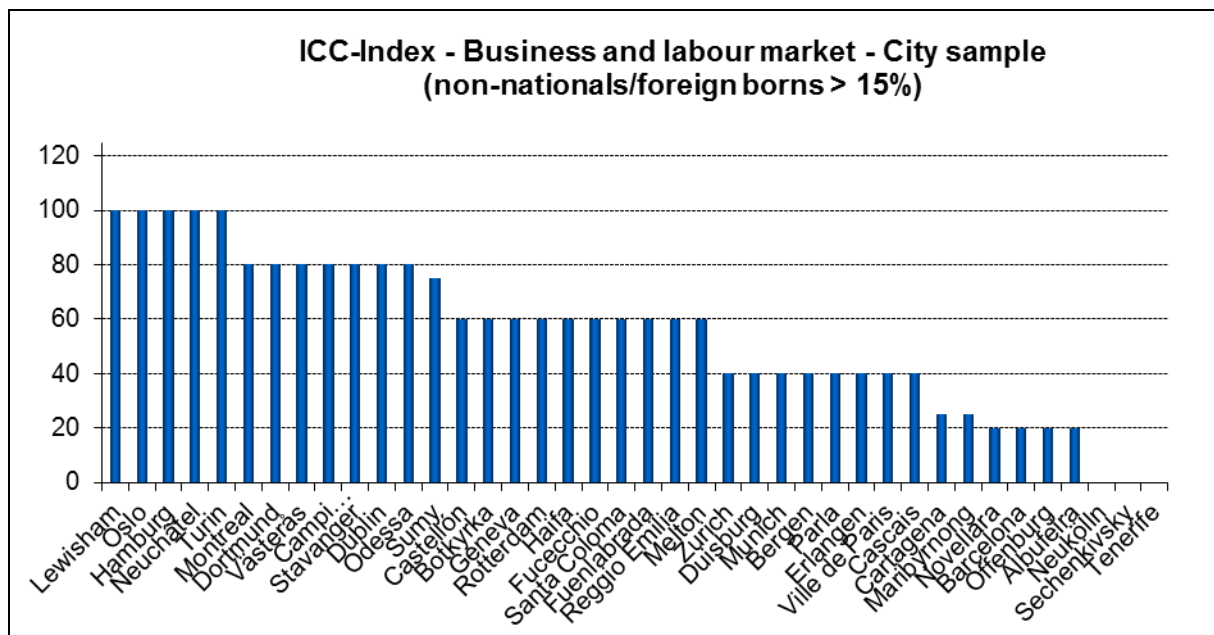
Recommendations:

It is very welcoming that Maribyrnong council supports women-only sections or times in sport facilities in respect of ethnic/cultural background. MCC could also look into extending this approach on providing ethnic/cultural background based tailored services of funeral/burial and especially school meals in order not to discriminate any religious or ethnic group.

The city could improve in the field of Public Service, **introducing multi-faith cemetery**, funeral services and burial areas adjusted to the needs of a multi-religious community.

Moreover, **schools' canteens should have different meals to mirror the alimentary needs of the pupils.**

Also, various sporting facilities, other than the Maribyrnong Aquatic Centre, should shape their time schedules in order to suit the needs of women with specific necessities. Perhaps, the city could monitor citizens' needs through questionnaires or surveys to test customers' needs and satisfaction in all the above mentioned fields.



Maribyrnong’s Business and labour market rate is **25%**, lower than the city sample’s result of 42%.

The Maribyrnong and Moonee Valley **Local Learning and Employment Network** works to create an environment where all young people in the municipalities of Maribyrnong and Moonee Valley can develop the knowledge, skills, and experience they need to succeed in the changing world of work. To promote diversity and non-discrimination in employment, a recent activity of this network is to **run workshops** with Council’s youth centre, on young people’s **employment rights** focusing on equipping those working with young people to **recognise when and how legal rights have been breached**; how to professionally support and empower a young person; and where to seek help.

Besides that, MCC is also a member of **LeadWest**, the regional organisation for Melbourne’s West. LeadWest is **focused on advocacy for the region**. The membership includes all six local governments in Melbourne's West and as well as major companies and other organisations. Among the objectives of the Western Agenda is **“Increased appreciation of cultural, linguistic, and other forms of diversity throughout the region”** and promoting “Social diversity, inclusion and cohesion”.¹⁰

To battle cultural discrimination in the council’s administration and public services, the MCC commits to the **Victorian Charter of Human Rights and Responsibilities** 2006 (The Charter) and other Victorian and Commonwealth legislation relating to human rights and social justice. Section five of the Charter are directly relevant to Council and the MCC has developed its own Human Rights and Social Justice Framework providing a foundation for Council's commitment and actions.¹¹

MCC hosts many business training events, workshops and seminars and networking events to **connect business owners** from all cultural backgrounds. For example, business breakfasts and the annual **Multicultural Business**

¹⁰ http://www.leadwest.com.au/files/files/366_Western_Agenda_2012-16_Part_1.pdf

¹¹ <https://www.maribyrnong.vic.gov.au/About-us/About-Council/Our-vision/Protecting-human-rights>

Breakfast that attracts a culturally diverse range of businesses owners who run their businesses within the City.

Through the **Dream Factory**, MCC had supported the establishment of at least 10 co-working spaces which focus on business start-ups, freelancers and creative business. There is, however, **no mentioning of a specific focus on intercultural interaction.**

MCC is also leading **Footscray University Town (FUT)** which is a joint initiative between the Council and Victoria University. This partnership allows MCC to harness the knowledge and resources of the University and community with the outcome focused on Footscray being a smart, creative and vibrant multicultural community with access to opportunity and prosperity. Through this partnership MCC promotes **knowledge sharing** and **public forums** on important ideas, personalities and moments in Australia's evolving story. The most recent example is a forum is "**Future Makers - How multicultural communities are shaping business futures**" held in August 2017 which featured speakers from the Multicultural Business Ministerial Council and a number of speakers representing major Australian businesses owned by Australians from multicultural background.

The Maribyrnong Council supports social procurement that facilitates positive social impacts to both the Council and the community. Tenders can include social clauses and weightings to **achieve social benefits.** MCC is committed to broadening the range of suppliers to include Indigenous business suppliers and ethnic and minority businesses.

Furthermore, the Council **has engaged and promoted suppliers which include local Aboriginal business** such as Koorie Heritage Trust, Yarn Strong Sista, Beautiful Delicious Catering and organisations that work with refugees and asylum seekers such as the **Asylum Seeker Resource Centre Catering.**

Yet, there is no information available regarding community priorities in relation to procurement of goods and services.

Recommendations:

The city of Maribyrnong might consider to further develop the Multicultural Business Breakfast project by also including universities, civil society and public services. For example, Oslo launched the **OXLO Business Charter.** This charter operates as a network and creates a forum for business owners to meet, but also to make **migrants visible as a resource for economic growth.** Networks are important for small business owners but are also of crucial importance for migrants looking for work. There is also a forum for discussing solution to common challenges of diversity.

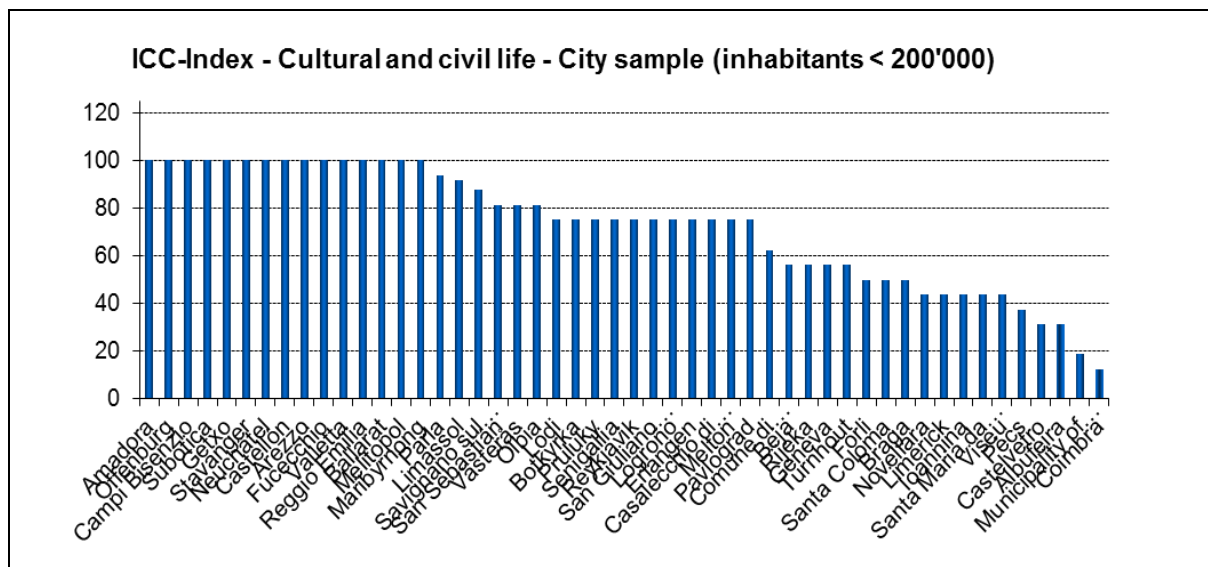
The dream factory could possibly develop further by focusing specifically on start-up from businesses with a multicultural background of businesses that focus on multiculturalism. In doing this, the city of Maribyrnong could use the example of the **Norwegian Center for Multicultural Value Creation** in Oslo. The center assists professionals with a migrant background to **understand local rules** and regulations regarding the starting of a business.

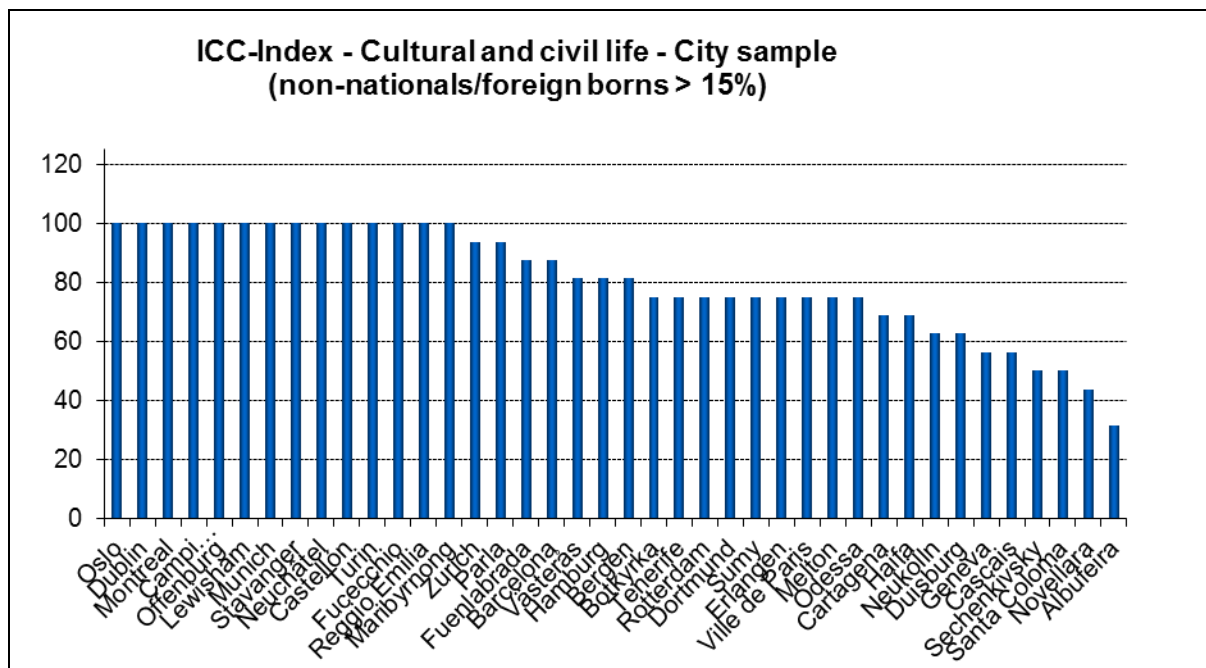
CULTURE & CIVIL LIFE

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.





Maribyrnong’s achievement for cultural and civil life policy corresponds to the **100%**, which is considerably higher than the city sample achievement of 75%.

MCC’s **Festival City Grants Program** is guided by the **Festival City Policy**, which sets out a framework to attract, host and support the best of Melbourne’s festivals for the benefit of residents, businesses and cultural tourists. The Festival City Policy is MCC’s **long-term commitment to supporting economically robust, socially inclusive and culturally rich festivals**. Some examples of the 2016-2017 Festival City Grant recipients were: The Albanian Festival, the Bathukamma Festival of Flowers and Human Rights Arts & Film Festival.

Out of the total 290 funded projects MCC has approved since 2012 the total of 90 projects (31% of the total) chose Culturally and Linguistically Diverse Communities as their project focus group.

Maribyrnong Arts and Culture team organises and supports many events that **encourage intercultural interaction**. One of the most recent events supported was Footscray Community Arts Centre’s **WOW - Women of the World Melbourne** held in March 2017. The festival honoured the women and communities of the Kulin Nation, Footscray, Melbourne, Victoria and Australia. Recognising that we are a country of diasporas, come in myriad bodies, life experiences, economic opportunity, visibility and aspiration. Women from across the globe contributed to shaping the agenda. Central to the program was a **recognition of culture**, respect for sovereignty and an appreciation of the struggles of our many communities with an explicit emphasis on intersectionality, an emphasis that evoked passionate discussion, calls for accountability and the collective formulation of practical solutions to address prevailing inequalities. The evaluation indicated that audiences were struck by the diversity of artists, participants and audiences, particularly in relation to cultural background.

Besides that, MCC also organises and supports events associated with **Cultural Diversity Week, Reconciliation week and Refugee Week**. For example, more than 1,500 people attended **Harmony Feast** in 2016a at the Maldstone Community Centre. Now in its sixth year, Harmony Feast encourages people from all walks of life to celebrate Maribyrnong's diversity.

Recommendations:

Maribyrnong shows an impressive commitment and achievements in cultural and civil life policy and practices. We encourage to carry on the good work and further strengthen and diversify this area for the benefit of all the community members.

We would like to share with Maribyrnong a few examples of other good practices from ICC cities, which might perhaps give MCC some new ideas and help to even further enrich the cultural and civil life in the community.

Bergen's Kaleidoscope (Fargespill) is an art project where young Norwegians and newly arrived migrants meet and create music together. Similarly, the FIKS Bergen initiative promotes cooperation between different sports clubs to include people from migrant background in their activities, and they organise an intercultural day to introduce people to their activities.

Another very good practice is Barcelona Espai Avinyó-Language and Culture Centre which has been providing since 2011 a wide range of cultural activities aiming to be as inclusive as possible, highlighting the importance of interculturality through the masterpieces of artists coming from different cultural backgrounds.

The artistic activities are realised with different formats, such as photography, cinema, dance, music etc. these rich forms of expression mirror Barcelona's multiculturalism, fostering dialogue and strengthening relations between the participants.

Many activities are carried out in partnership with the Barcelona Anti-Rumour Strategy and/or the Barcelona Anti-Rumour Network, these connections foster awareness on cultural diversity, harmony and living together, discouraging stereotypes. Equally important, activities have also the aim of promoting popular and contemporary Catalan culture, stressing the importance of the city's historical and cultural heritage.

The Language and Culture Centre send a clear message: cultural diversity should be perceived as an enriching element that strengthens connections, foster creativity, highlighting the values of equality and mutual respect¹².

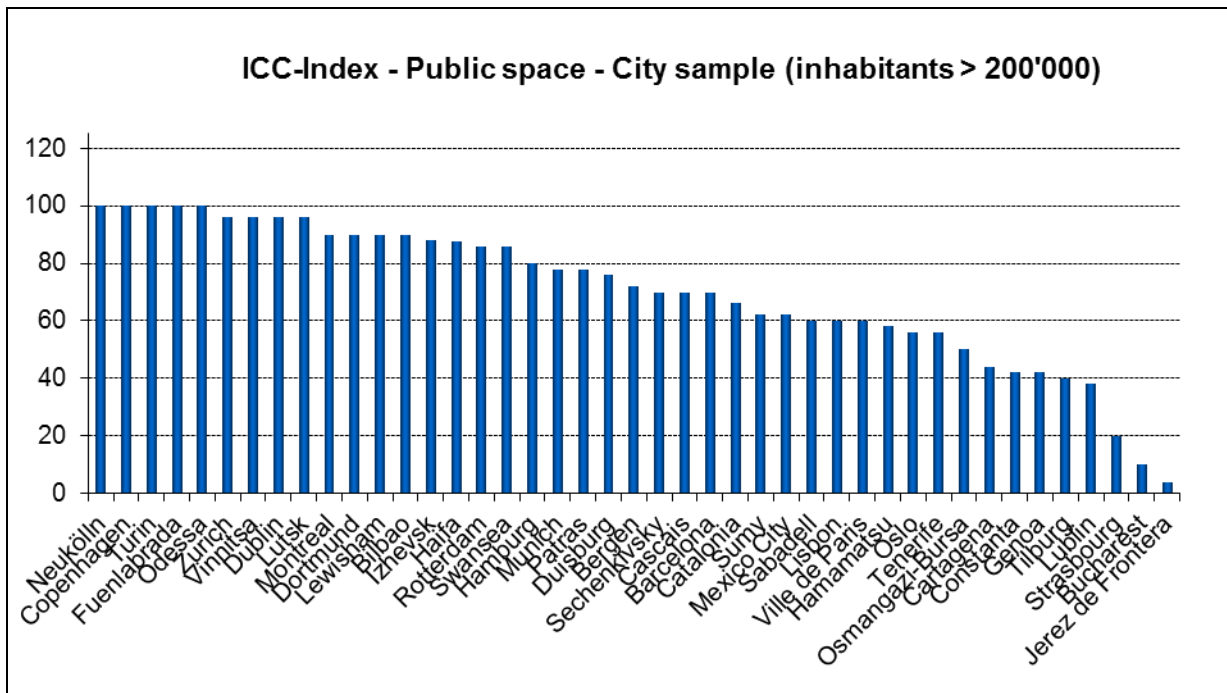
¹² <http://ajuntament.barcelona.cat/bcnacciointercultural/ca/espai-avinyo-que-fem>

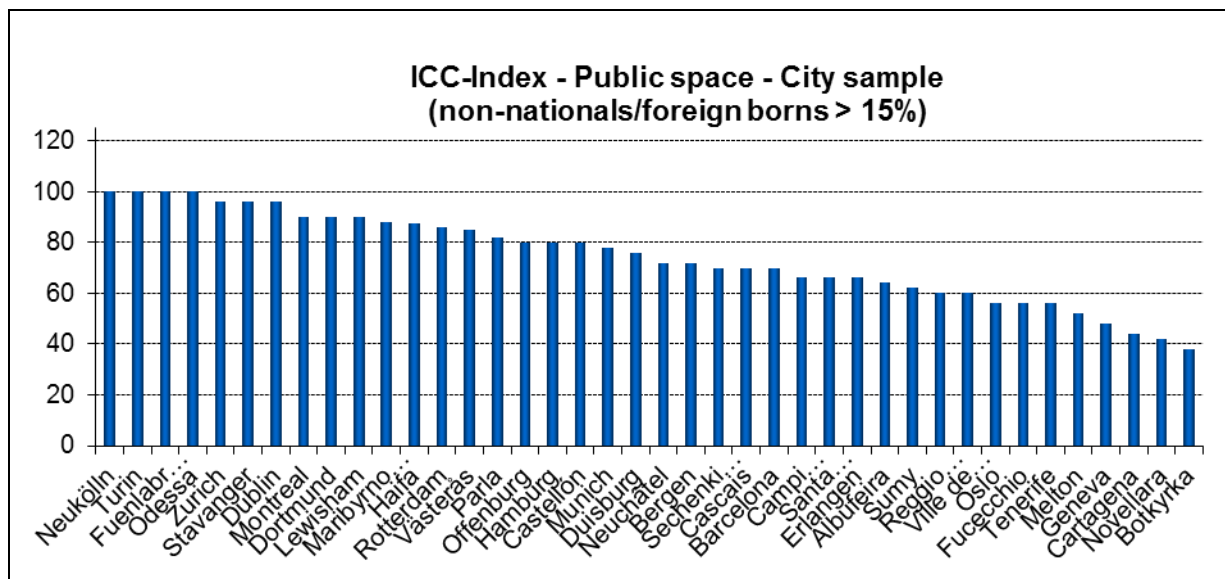
PUBLIC SPACE

through intercultural lens



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





The rate of achievement of Maribyrnong's public space policy reaches **88%**, higher than the city sample's rate of 65%.

MCC tries to take intercultural interaction and diversity into account in the design of the public spaces.

Libraries accommodate this through the **Lifelong Learning and Literacy Strategy**. For example, in cooperation with the Asylum Seekers Resource Centre, **Conversation Café** provides informal group get together at Footscray Library to support people to improve their English conversation skills and meet new friends. More than 140 programs were delivered across community learning and libraries over the past year. These included for example; Internet usage classes, senior programs and book clubs in several languages.

Besides that, MCC also supports the **Footscray Community Arts Centre** to collaborate with artists, communities and organisations to build capacity, create opportunities and drive social change. One of the highlights was **Emerging Cultural Leaders program** which welcomed 16 early career practitioners into the program in 2016, through the Helen Macpherson Trust supported program **Blakstream**. Working across skills development, participatory dialogue theatre, aged care, transmedia and documentary, the participants worked with 16 mentors throughout the five months to develop and implement their projects.

Information on human rights and social justice issues including gender equity policy, disability policy, multicultural policy, indigenous policy and LGBTI issues are considered in the **Community Investment Priorities for Infrastructure Contribution Plan 2017-2047**. The Early Years Community Infrastructure Plan and the Community Infrastructure Plan is inclusive of future requirements, priorities for early years facilities and demographic/population forecast evidence to inform planning priorities.

MCC tailors each community consultation session according to the type of engagement required and uses our **Community Voice Panel** which provides direct and balanced **feedback from the community**. The panel is made up of 168 participants, selected from 850 applications from across the City. Participants were selected to represent diverse ages, languages and cultural

backgrounds. Since 2016, the panel has provided feedback for: The Art Work for the Little Saigon Welcome Arch project and Reducing the Harm from Gambling Policy and the live budget consultation.

In Footscray there are several public spaces that are dominated by one cultural group. Nicholson street and the Nicholson Street Mall in Footscray are publicly known as the **Little Africa precinct** and host many businesses of African Australian background that attract many visitors from **African Australian backgrounds**. The precinct displays flags from all the African countries. Footscray hosts the shopping precinct **Little Saigon** which is home to many **Vietnamese businesses**. A **welcome arch** was installed in 2017 in collaboration with State Government and the community. The arch celebrates the rich and diverse contribution that the Vietnamese community has had in Victoria, particularly in Footscray where traditional and contemporary Vietnamese culture thrives.

There have been **concerns expressed about the perception of gangs of youth walking the streets**. Especially around Nicholson Street, Footscray. While not accurate, a newspaper recently wrote about this problem that mentions violence and drug abuse in this area.¹³

The **2015 Shared Approach to Safety** in Maribyrnong consultation indicated that some community members were concerned about how other people were being treated by authorities and or excluded from community life. At the **Round Table**, discussions were held about young people (African male), being regularly negatively engaged or detained by police.

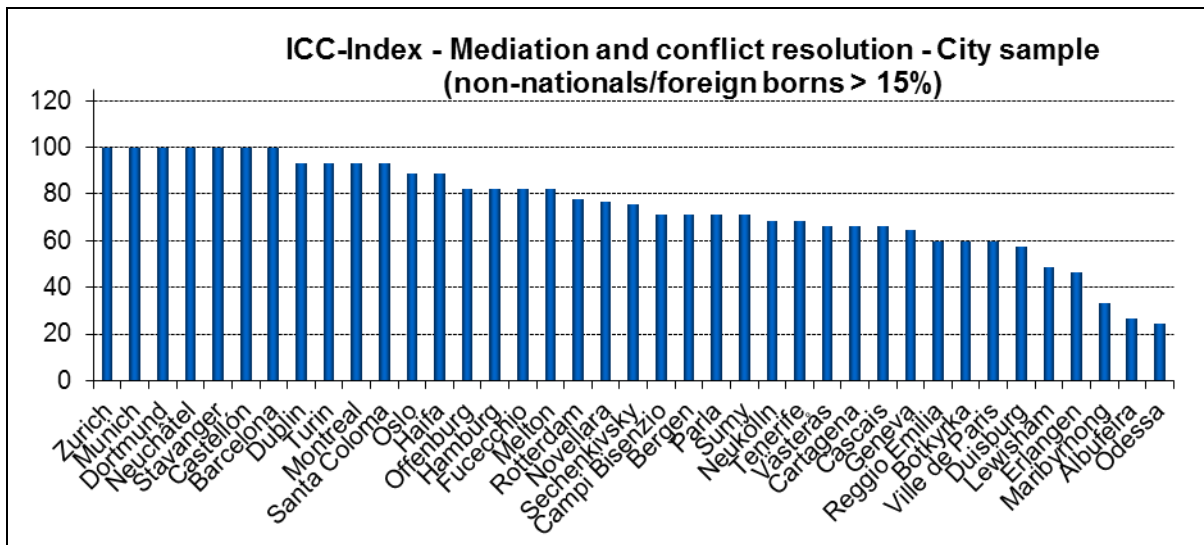
Recommendations:

The city of Maribyrnong is advised to work on regeneration of less safe neighbourhoods in the area, especially the Nicholson street and Nicholson Street Mall. To accommodate this, MCC might consider following the example of London-Lewisham. By organizing **local assemblies**, London-Lewisham tried to create a sense of local ownership and improvement of areas and neighbourhoods. This service has given great results and the community is much more active in the integration process and in aiding newcomers. Furthermore, community leaders and activists aim to **engage people of underrepresented backgrounds** in the social life and in the decision-making process. The assemblies would consist of the Council, residents, community organisations, police and businesses.

Furthermore, the city might wish to develop their public space policy by taking as an example the city of Barcelona. There, as part of the city **Intercultural Plan**, place-making professionals (such as architects, urban planners, transport managers, constructors etc.) within the city council must develop their **competence in diversity management**. The Plan also calls for integrating social policies into the construction of social amenities or public spaces by, for example, incorporating into public spaces elements that contribute to generating spontaneous interaction between users: play areas in children's parks, specific offers for young people, bicycle or walking paths.

On a tactical level, we would also like to suggest that the **network of community playgrounds in a city, designed for all ages and each one**

¹³ <http://www.theage.com.au/victoria/the-problem-with-footscrays-little-africa-20170428-gvuuuk.html>



The rate of achievement of **Maribyrnong** mediation and conflict resolution policy is **33%**, higher than the city sample's rate of 62%.

MCC does **not directly provide or advocate for mediation** of Intercultural communication or conflict.

MCC does support the **development of leadership opportunities** across the municipality. This program teaches leadership skills and focuses on building networks between groups and encourages communication and increased diversity in groups.¹⁴ The impact of the program on the participants and the community has been profound. Graduates say the experience has enabled and supported their leadership aspirations and given them the confidence, skills, networks and partnerships to affect positive change in their community.

Furthermore, on the area of Interfaith relations, **MCC supports the Brimbank and Maribyrnong Interfaith Network (BMIN)**. This is a network open to all religious groups to promote interfaith and intercultural initiatives between different faith and cultural groups in the neighbouring municipalities of Brimbank and Maribyrnong. The BMIN committee is made up of members of various faith groups and is a joint initiative between local governments and faith community leaders, with the support of the Victorian Multicultural Commission and Victoria Police.

Moreover, MCC works in partnership and leases a centrally located community centre in Footscray to a key community legal centre called **Westjustice**. This is a community organisation that **provides free legal help** to people in the western suburbs of Melbourne with a broad range of everyday legal problems including consumer disputes, credit and debt, family law and family violence, fines, motor vehicle accidents, tenancy and more. The centre also provides **free community legal education**, undertake law reform activities and work in partnership with local communities to deliver **innovative projects that build legal capacity and improve access to justice**. In addition, MCC works in

¹⁴ <https://www.maribyrnong.vic.gov.au/Community/Community-programs-and-grants/Leadership>

partnership with Victoria Police and has developed and adopted "A Shared Approach to Safety in the City of Maribyrnong 2015-17. MCC has had a long-standing commitment to community safety and in partnership with Victoria Police, and other local organisations, is committed to developing a **shared position and approach to improve actual and perceived safety in the municipality**. There have been varied responses and interventions to address safety and there is a recognised need to move away from single or short-term programmatic responses to a longer term, multi-faceted investment in people and place that cuts across levels of government and disciplines.

Recommendations:

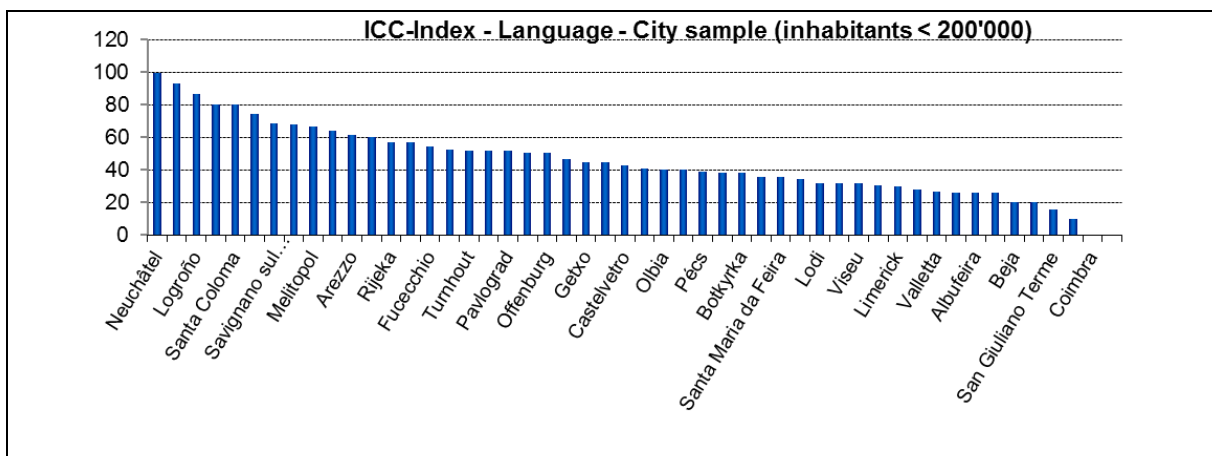
Maribyrnong might wish to consider following Reggio Emilia's example to mediate and to prevent/solve conflicts. **The intercultural center 'Mondinsieme'** has great expertise in training mediation workers and supplies staff for schools and hospitals. Reggio Emilia has established an Intercultural center with **trained mediators** with a variety of ethnic and language backgrounds who intervene whenever they feel a problem might arise - for instance if kids in some schools tend to cluster too much on ethnic basis.

Additionally, Maribyrnong could use the example of Haifa to **strengthen the feeling of security** among vulnerable residents and neighbourhoods and to improve the police force's ability to carry out its role through the process of developing cultural competency skills and building trust between the police and the communities they serve. The program aims to finding a balance that allows the police to maintain law and order, whilst simultaneously strengthening the sense of belonging and equality of different social groups. Police officers are trained in cultural competency skills, whilst community members are engaged in conversation with authorities.

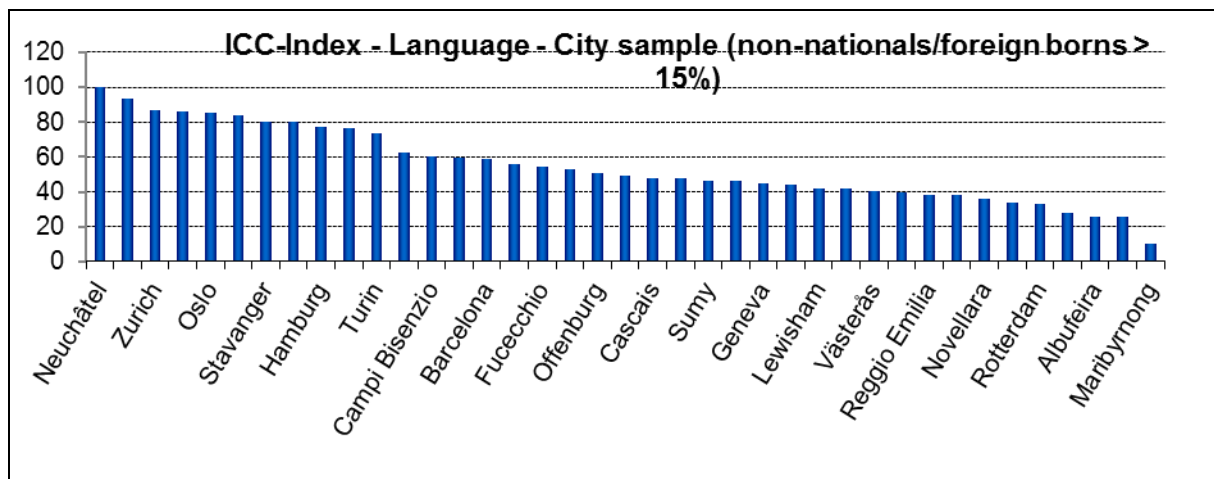
LANGUAGE



The learning of the language¹⁵ 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.



¹⁵ 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://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)



Maribyrnong's language policy rate is **10%**. This result is significantly lower than the city sample's average score of 48%.

Maribyrnong provides **Bilingual Preschool Story Times**, which are presented in English, Hindi, Bengali, Vietnamese and Mandarin. All children aged from 0 – 5 years and their carers are welcome to join in the stories, songs, rhymes and fun. Brochures with session times are translated in Vietnamese and Mandarin and offers families: A chance to meet other families and children; ways to help children develop language skills; information about books and libraries; and opportunities to hear and practice another language.

There are **no active professional language learning opportunities** mentioned in the municipality of Maribyrnong.

However, MCC's libraries do have a dedicated website for **specialist collections** including books for all ages, magazines, DVDs and CDs. These resources are available in **many different languages**. Library visitors can also access various community language newspapers at all library branches. For example: Chinese Melbourne Weekly, Sing Tao Daily, Viet Luan, Tivi Tuan san, Il Globo, Australian Macedonian Today and Ta Nea, Neos Kosmos.

MCC also has a dedicated **translation and interpreting budget** and translates brochures and consultation material into community languages.

Furthermore, the Council supports the **Raw Elements program**. This is a hip hop based program for young people (12-25 years old) held weekly at the Phoenix Youth Hub. The program helps to **develop skills in writing lyrics, recording songs, music production**, developing performance techniques and skills, self-promotion, understanding the hip hop industry, hip hop culture. **Land of Language** is Raw Elements' most recent track which was created in support and celebration of Indigenous culture in Australia for NAIDOC week. This project helps portray a **positive image of minority languages**.

Recommendations:

We strongly recommend the city of Maribyrnong to provide (free) professional language learning opportunities, in libraries or other public spaces. In Reykjavik for instance a **'Centre of language and literacy' project** was launched. The

centre's policy is focused on the emphasis concerning the teaching of Icelandic as a second language, active bilingualism and co-operation between parents and schools. To unite the aims of these policies, the department included mother-tongue teachers and language facilitators as team members. This could be used as an example for the city of Maribyrnong.

Furthermore, support should also be given to promoting specific language training in the official language(s) for hard-to-reach groups (non-working mothers, unemployed, retired people etc.). For instance, in the city of Stavanger the **Johannes Learning Centre (Joannes Læringscenter)** is providing mandatory tuition in Norwegian language and culture for immigrants between 16 and 55 years old having a resident permit, as well as the possibility to attend these courses for people over 55. The Centre is open during the day, in the evenings, and online. Special mother-child groups are organised so that stay-at-home mums can learn and practice Norwegian together.

Learning of the language of the host country by migrants is a key for integration as it allows to properly communicate and to feel part of the community. In particular, it would be of great help teaching the language at an early age. With this purpose, Maribyrnong could be inspired by the example set in Tilburg, in the Netherlands. In the projects of VVE ('before and timely education'), children in the range from 2 to 6 are trained to develop especially language skills. The aim is that migrant children will not have language arrears when they enter the primary school at the age of 5. Many language activities are implemented to toddlers in the playgroup. VVE - support is also given to the first two classes of the primary schools.

For integration of the new migrants a very interesting example is the Welcome App, developed by the German city of Erlangen. It helps a considerable number of refugees coming to Germany who are overwhelmed by the foreign culture, unable to cope with the resident administrative systems and paralysed because of the language barrier. Still, a lot of these people are in possession of a smartphone. This is why the city of Erlangen decided to develop an app for android, iOS and Windows devices in 2016.

This application offers information about common tradition and the way of life in Erlangen and Germany, as well as facts regarding asylum law and where to get advice of any kind. Telephone numbers and addresses are also listed, such as emergency numbers and contacts of the municipal office.

The app has been promoted by flyer and is available in six languages: German, English, French, Farsi, Arab and Russian. In case of no internet access, the application works additionally offline. The app was downloaded almost 2 400 times by the end of March 2017¹⁶.

¹⁶ https://www.erlangen.de/desktopdefault.aspx/tabid-1783/4026_read-33409/

indicating the degree of 'protection' from rumours. By disseminating this information more widely in social networks, the user may obtain additional 'medals' and join the campaign for the values of **multiculturalism**, social cohesion and combating racial discrimination.

Besides that, we advise the city to develop a strategy for advocacy training and media participation. The city could consider looking at the example of Paris. Their **Maison des journalistes étrangers** (House for foreign journalists) is an association that **welcomes foreign journalists** persecuted in their home country in defense and promotion of the freedom of expression.

Another useful example could be the **International Cultural Network** in Stavanger. It has a **course for immigrants wishing to learn how to write** contributions to newspapers. The municipality is also monitoring every incident where migrants occur in an article or otherwise.

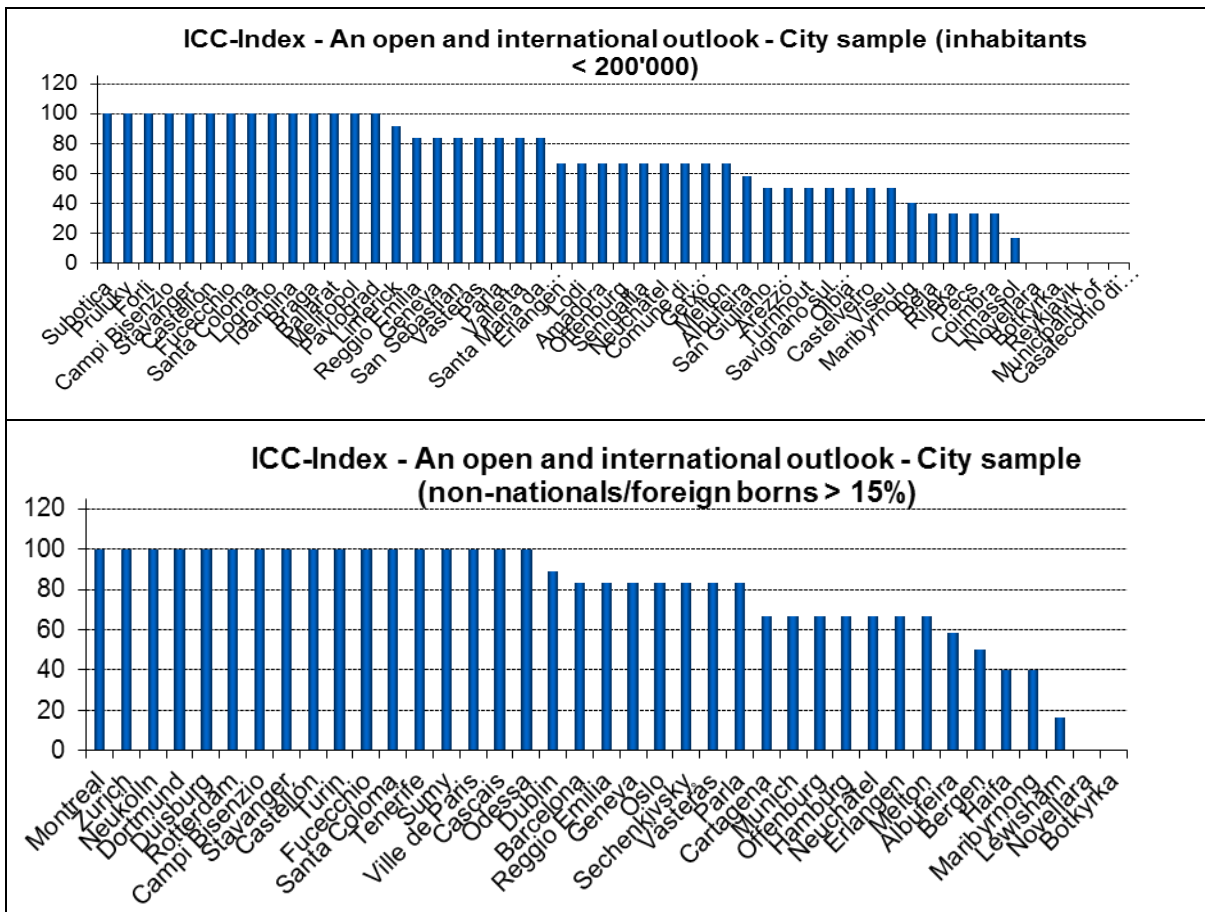
Lastly, in Cascais, "**Tomar Claro**" is an **Intercultural Prize for Local Journalists** whose objective is to promote news/articles on the following themes: interculturality and identity, sense of belonging to the community, migratory pathways, social integration and education for intercultural citizenship. This might be an interesting way to generate attention for multicultural and diverse news and articles.

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.



Maribyrnong achieved **40%** in the field of an open and international outlook, lower than the city sample's rate of 71%.

Maribyrnong is involved in a partnership with Victoria University called **Footscray University Town**. It aims to revitalise Footscray and deliver long lasting benefits to residents, businesses, workers and students and staff. MCC attends international student orientation sessions to present Council services, events and initiatives.

The Footscray **University Town Business Framework and Forward Program** in this partnership has a large cohort of international students. Maribyrnong encourages international students to remain in the city and participate in city life through "**Graduate to Employment Strategy**". This strategy has already involved the recruitment of Footscray University Town (FUT) **Student Ambassadors** - current and past VU students who are employed on a casual basis to assist with events. Maribyrnong City Council and other community organisations actively take on **Victoria University student interns**, often leading to ongoing employment. Under this strategy a 500-bed student accommodation complex, **UniLodge** was opened in Tiernan Street Footscray in January 2016 as part of the FUT initiative. The new accommodation is across the road from VU's Footscray Park Campus and a short walk to Footscray Nicholson Campus, public transport and Footscray's shopping precinct. It features an onsite café, communal areas.

As the analysis reveals, Maribyrnong does **not have an explicit policy to encourage International collaboration**. There is also **no department or committee** with a specific responsibility to monitoring and developing the city's openness to international connections.

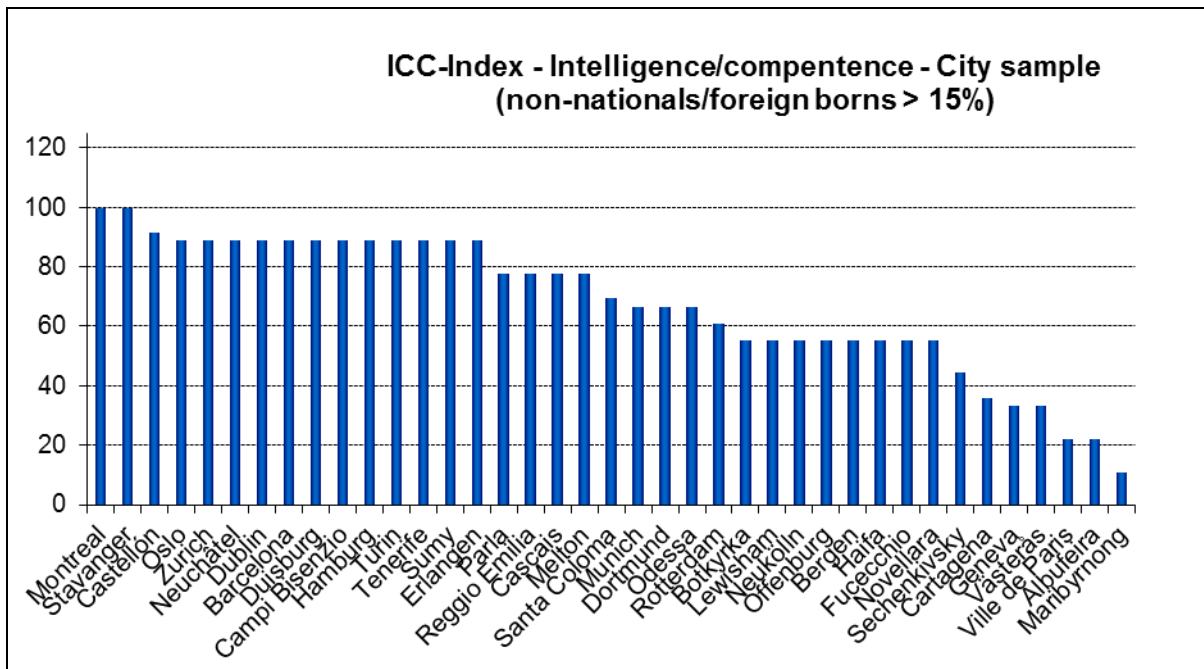
Besides that, MCC delivers a **monthly Business Bulletin** to business contacts who subscribe or attend business seminars and events which provides advice and links businesses to new opportunities. The July 2017 business bulletin promoted the **Australian Export Awards** which are a national awards program recognising Australian businesses for their exporting success. The Awards measure businesses against their peers based on the strength of their international growth, marketing and financial strategies.

There is **no mention of** specifically targeting international business agreements that **connect diasporas** with cities in their countries of origin.

Recommendations:

We kindly recommend Maribyrnong to develop policy initiatives and a responsible department to encourage international cooperation. Dortmund for example, has set up **an agency responsible for monitoring and developing the city's openness to international connections**. It has initiated projects and policies to encourage economic co-development with countries of origin of its migrant groups.

Moreover, we would like to highlight the amazing initiative from Santa Maria da Faria. In this initiative, diversity and migration are perceived as a window to explore new opportunities and new markets. For this reason, the municipality is planning the launch of an **online platform** that will **link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants**. The launch of this platform is the culmination of a number of initiatives that reach out through business partnerships.



The rate of Maribyrnong in the field of intercultural intelligence competence policy is **11%**, lower than the city sample's rate of 61%.

MCC's policy formulation is informed by statistical data from the Australian Census and community consultation conducted both online and through face to face contact. **MCC does not collect qualitative knowledge about diversity and intercultural relations.**

There is **no capacity for MCC to monitor public perception** of migrants. Maribyrnong City Council does **not provide dedicated intercultural training** for elected Councillors, however MCC organises annual cultural competency training for staff and has conducted the **pilot cultural competency program** inclusive of online training and resources. The program was designed by the Special Broadcasting Services only free to air multicultural and multilingual broadcaster.

Recommendations:

A city develops "Intercultural Intelligence and Competence" when it aims to understand its citizens, their diversity and how they interact with each other. Intercultural Cities carry an in-depth analysis to find out the cultural differences (such as languages, religions, habits, etc.) then shape the approach and the policies accordingly. We wish to stress the fact that since each reality is unique, it is important to tailor the approach to the needs of the religious/ethnic/cultural background instead of imposing one single model to all.

As a start, Maribyrnong **could undertake population surveys** to monitor the public perceptions of migrants/minorities and foster intercultural competences through trainings, seminars and networks. Some examples of interdisciplinary seminars come from Braga and Bergen. In Braga trainings and courses are also

composed of public debates on migrations, sessions and conferences on the immigration law, as well as Portuguese courses. While the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and **courses to improve intercultural competences of its officials and staff**. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

To raise awareness, “Diferenças & Indiferenças” is an initiative carried in Cascais whose purpose is to train social agents to successfully face intercultural issues of interculturality; for instance, when interacting with migrants. Secondly, the training aims to improve the reception of the immigrant population via more effective and efficient responses.

In Melton for instance, **information** about diversity and intercultural relations **are mainstreamed** to inform the city government and the council’s process of policy formulation.

Council Community Engagement Guidelines stipulates on how to engage with community. Different groups will likely have different needs and preferences in how you conduct the engagement. For example, young learners of school age may prefer face to face engagement, but will likely not be independently available during schools hours; working parents may prefer online engagement to fit around their schedules; and Culturally and Linguistically Diverse groups may require less written and more verbal engagement – and in some cases interpreters.

To this aim, specialist staff have developed guide sheets for those undertaking these engagements, with the following groups:

- Young people;
- Seniors (65+);
- Culturally and Linguistically Diverse communities;
- Aboriginal and Torres Strait Islander communities;
- People with a Disability.

Furthermore, the Council developed an **Intercultural Discussion Paper** which formed the basis of the Intercultural Plan. It was an extensive document which had references of international, national and state research papers and policy documents as well as summary of the key stakeholder agencies and community consultation.

Likewise, the Council conducts **Annual Household Survey**. A research organisation was commissioned by Melton City Council to undertake its third Community Satisfaction Survey. The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment across a range of additional issues of concern in the municipality.

The Community Satisfaction Survey program comprises the following core components which are included each year: Satisfaction with Council’s overall performance and change in performance¹⁷:

- Satisfaction with aspects of governance and leadership;

¹⁷ <http://www.melton.vic.gov.au/News-Media/Council-conducts-Household-Customer-Satisfaction-Survey>

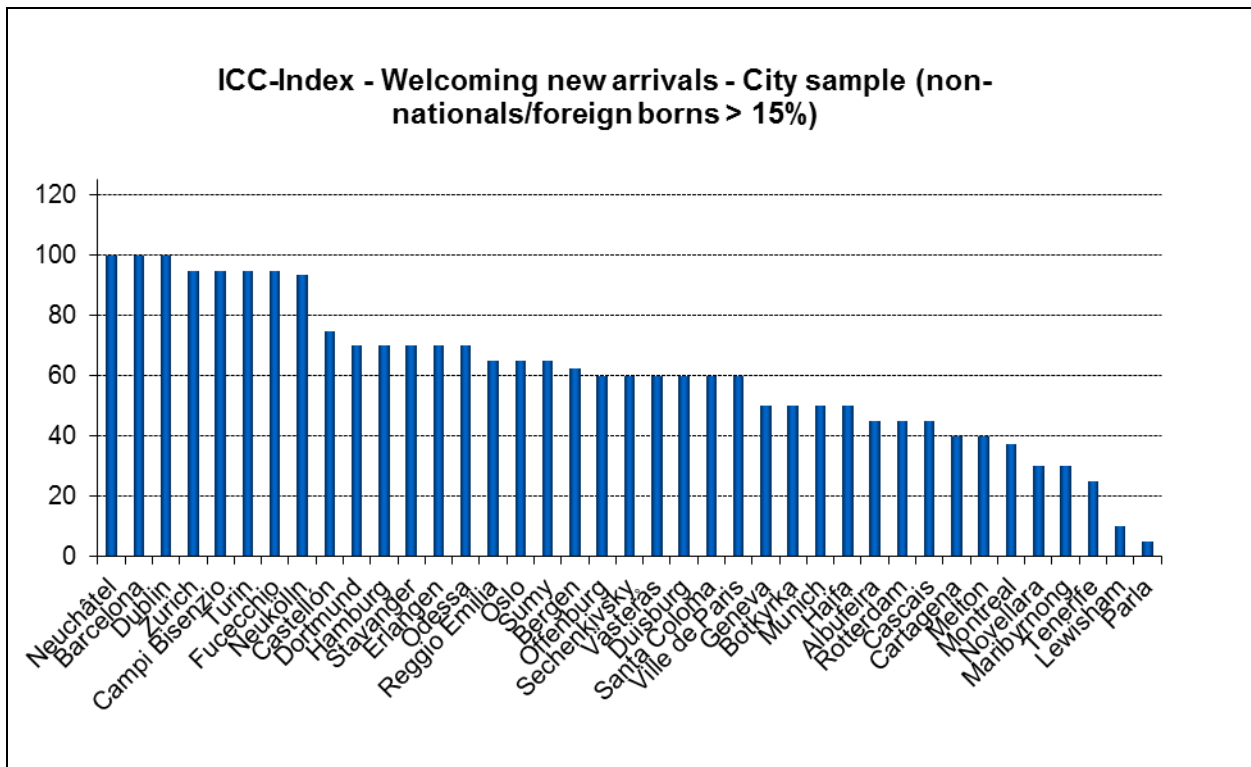
- Importance of and satisfaction with a range of Council services and facilities;
- Issues of importance for Council to address in the coming year;
- Community perception of safety in public areas of Melton Housing related financial stress;
- Food security;
- Satisfaction with Council customer service;
- Respondent profile.

In addition to these core components that are to be included every year, the Melton City Council – 2017 Community Satisfaction Survey includes questions exploring current issues of importance that reflect Council's current requirements. The 2017 survey includes questions related to the following issues:

- Preferred methods of receiving / seeking information from Council;
- Traffic and parking;
- Sense of community;
- The Learning Directory

The Council ensures responsiveness to the growing needs of its diverse community by building on existing policies and programs and developing the cultural competency of the organisation by equipping its staff with knowledge and skills to effectively communicate and work with people and communities from diverse backgrounds.

Finally the Council runs **Intercultural Communication Skills Program** and works with **Interpreters training program** using blended methods of delivery which involves online and workshop setting discussion.



The attained rate of Maribyrnong’s welcoming policy is **30%**, a lower result compared to the 54% of the City’s sample.

As the analysis reveals, MCC does **not have a designated Office for welcoming newcomers**. However, **Citizenship Ceremonies** for new citizens are held monthly. These are held on behalf of the Department of Immigration and Border Protection. These ceremonies are by invitation only.

To provide information and support for the specific area of Maribyrnong, MCC published the quarterly **magazine Maribyrnong Messenger**. This is a hard copy magazine distributed to all residents and at customer service centres, community families and community centres. The magazine provides **comprehensive information about new initiatives**, local businesses, what’s on in the local area and services to the community.

There are **no services or agencies that provide welcome** support for parents on family reunion visa, refugees and temporary migrants. MCC does participate in local university orientation days for international students.

Recommendations:

Maribyrnong may wish to ameliorate its welcoming policies by creating a comprehensive package of information to aid newly-arrived foreign residents; and by designating an agency to act as a first contact and welcoming point with the new-comers. The municipality may also wish to have a special public ceremony to greet newly arrived persons in the presence of the local government’s officials.

Many intercultural cities have laid out the welcome mat, creating initiatives to meet the needs of newcomers and help them to integrate within their new communities. To ensure that foreigners are arriving to fertile soil, that is to help building mutual understanding and respect between long-term residents and new neighbours, Maribyrnong could consider improving in this field by focusing on its leaders, starting from the Mayor. Indeed, the city Council should be able to send powerful signals to the local community that becoming a welcoming city is the task at hand. That is why, it is important to communicate with residents in different residential areas, and by showing a positive attitude.

Maribyrnong may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database¹⁸ as well as a few below.

In May 2017, the city of Cartagena (Spain) launched the **Refugee Welcome and Integration Network** to address the needs of refugees and asylum seekers in the municipality, in view of achieving effective protection and enjoyment of their rights. New procedures have been developed to achieve better cooperation between all the actors and stakeholders involved in the reception, welcome and integration of refugees and migrants.

Similarly, Erlangen had launched a **Welcome app** to accommodate to newcomers in the city that had been overwhelmed by the foreign culture. The application **offers information** about common tradition and the way of life in Erlangen and Germany, as well as facts regarding asylum law and where to get advice of any kind. Telephone numbers and addresses are also listed, such as emergency numbers and contacts of the municipal office.

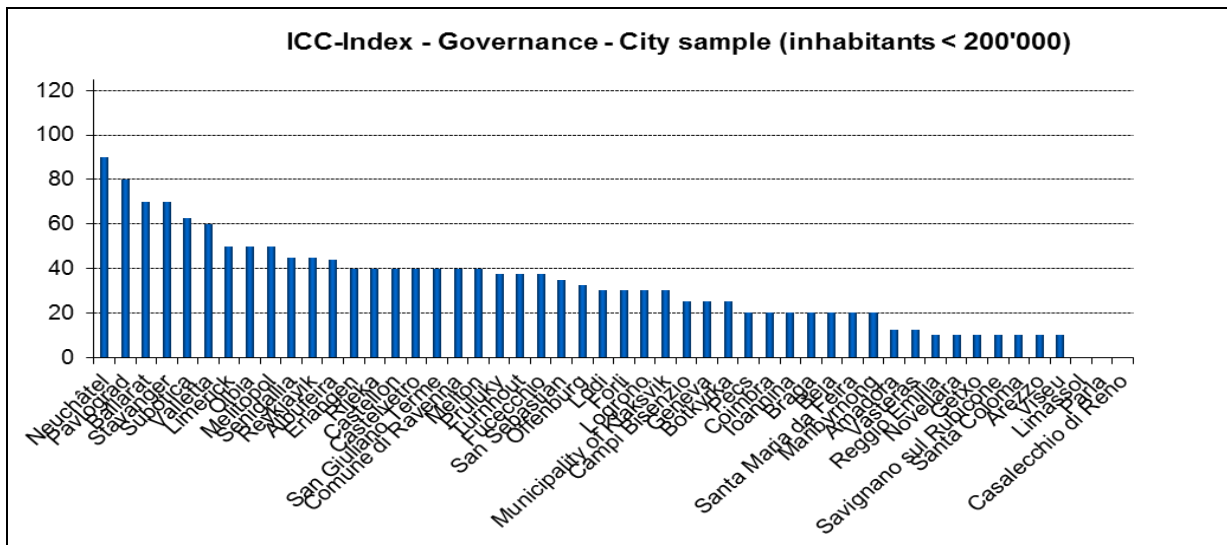
Furthermore, the **Copenhagen Host Programme** in Copenhagen seeks to **facilitate encounters between newly arrived migrants** and Copenhageners who wish to volunteer as hosts. The programme's expected outcomes state that it will result "in an **increased understanding, awareness and tolerance** among the residents of Copenhagen" as well as in "a city that is more welcoming and easier for foreigners to settle in". The benefits of the programme according to newly arrived inhabitants range from making new friends, to meeting people in similar professions, to finding out about public services, to entering the labour market.

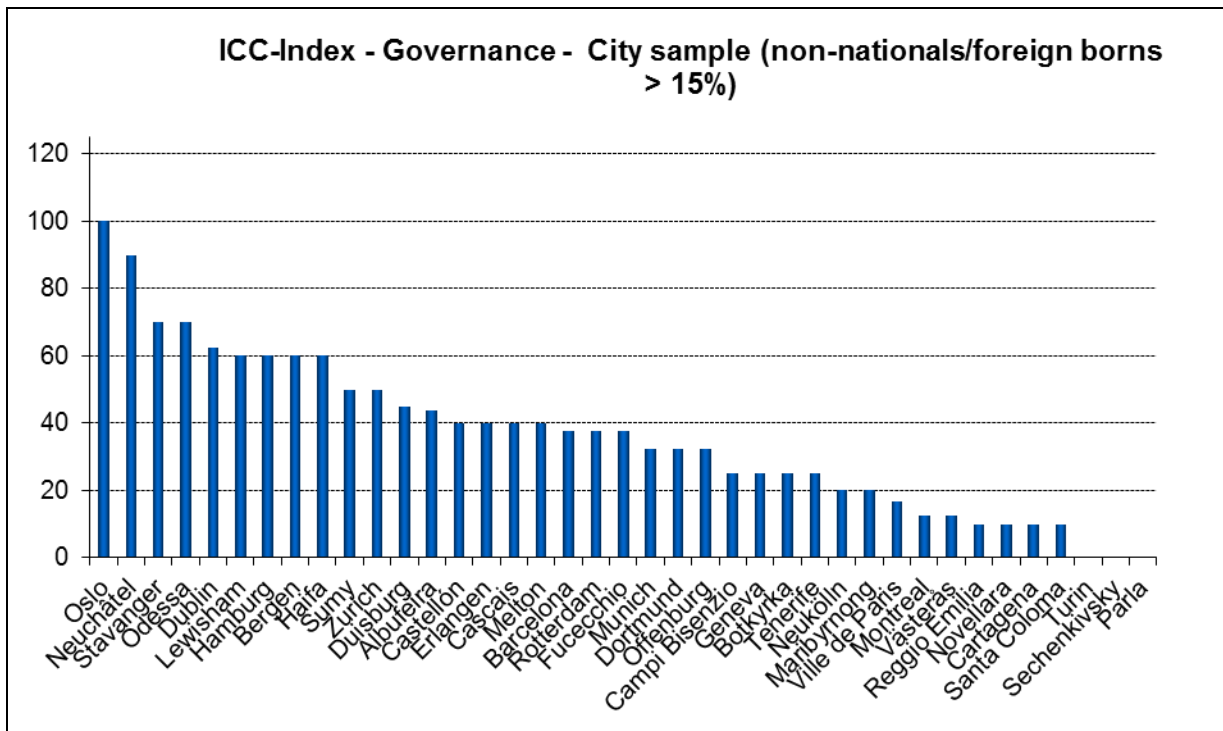
¹⁸ <http://www.coe.int/en/web/interculturalcities/>

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.





The analysis of the questionnaire shows that Maribyrnong's governance policy achievement rate achieved **20%**, lower than the city sample's result of 34%.

Non- citizens must be **resident ratepayers to be able to vote** in the Council elections. This is a **voluntary process** and one must write to the Council to request to be added as a ratepayer on the electoral roll prior to Council election.

Additionally, the **cultural background of the Council partially represents the city's population**. MCC has seven Councillors two of whom have Vietnamese cultural background. There are no Councillors with backgrounds in established communities including Italian, Greek, Spanish, Macedonian and Croatian and none that have cultural background from more recently arrived cultural groups including India, Burma and China.

The council of Maribyrnong **doesn't have an advisory body to represent cultural minorities**. In selecting their advisory and special committee members, MCC bases itself on their Terms of Reference that focus primarily on the ability to **represent community stakeholders**.

MCC **tries to encourage minority engagement in political life**. In the lead to Council elections for example, MCC provides information about voting in Council elections and works with the Victorian Electoral Commission to provide information about faith and multicultural community contacts that would be able to host electoral education sessions for people from CALD communities.

Recommendations:

Maribyrnong is recommended to install an advisory body to represent cultural minorities. The example of Barcelona might be insightful; The **Barcelona Municipal Immigration Council** (CMIB) was created in 1997 with the participation of 16 entities. Its work during the past years has been intensive: documents, workshops and debates such as the Intercultural Meeting, and more

recently, the Migrants' Day; recommendations to the various municipal action plans and much more. The Municipal Council is currently comprised of more than 40 entities.

To further increase minority engagement in political life Maribyrnong might find the initiative from Ballarat inspirational. The **Multicultural Ambassadors' Program (MAP)** was developed in order to provide leadership within the migrant community, therefore encouraging minorities to participate in the political life of the City. Ever since 2009, this program aims to enhance community awareness while fostering social cohesion and mutual acceptance. Multicultural Ambassadors will be champions for their existing communities and will engage citizens' participation in workplaces, social, religious and recreation groups, as well as in schools and community groups.

Maribyrnong might wish to look at Melton's example, where the Council has an **advisory body to represent cultural minorities** and deal with diversity matters, which is independent of the local government authority.

Culturally and Linguistically Diverse Advisory Committee (CALDAC)

This advisory committee to Melton City Council is a key opportunity for leaders from diverse communities to play key leadership roles in influencing current and future Council priorities. The committee comprises 7 community representatives, as well as 2 Community Service providers alongside Council staff and Councillors. This committee has overseen the development of the City of Melton's intercultural strategy, and associated actions since 2006.

Melton Interfaith Network

Since establishment in 2014, Melton City Council has supported the Melton Interfaith Network to grow and develop from a small core group to a larger governance body and membership. This network seeks to promote understanding and harmony between religious groups in the community.

We would recommend the city of Osmangazi to improve the representation of minority in mandatory boards supervising schools and/or public services, and also to reinforce the existing initiatives that aim to **encourage migrants and minorities to take part in the political life.**

Perhaps the city might wish to follow the example set by the city of Paris where 123 "*conseils de quartier*" or "neighbourhood councils" are open to all residents, regardless of their nationality, and allow people to express their opinions and proposals on issues that affect the neighborhoods, such as development projects, neighborhood life, and all the strategies that could potentially improve the quality of life. The Councils are a bridge between the citizens, the elected officials and the Mayor.

ANTI DISCRIMINATION



Maribyrnong **does not monitor** the extent and character of discrimination in the city.

MCC's draft **Human Rights and Social Justice Framework 2017- 2021** provides a foundation for commitments and actions to protect human rights and promote social justice in the City of Maribyrnong community.

MCC promotes a community that values diversity and ensures that people are not discriminated against regardless of race, faith, ability, age, sexual orientation, gender identity or economic status. Council will meet this commitment through **four pillars** for action:

1. **Compliance:** Upholding the Charter of Human Rights and Responsibilities Act 2006 and other legislation relating to human rights.
2. **Culture:** Developing a culture of understanding of human rights and social justice across Council to support local communities.
3. **Advocacy:** Advocating to reduce discrimination and disadvantage, and improve health and wellbeing in the municipality.
4. **Practice:** Promoting equity of access to the municipality's services and public places.

Furthermore, all employees are required to complete **Equal Opportunity in Employment online training** when they start employment and Victorian Charter of Human Rights training workshops are offered. In 2016 we also offered the **Say NO to Racism training** for all staff to equipped participants with the skills and awareness to take safe and constructive action against racism.

MCC is active in programs to raise awareness and to stop racism. An example is the **'Raw Elements' hip hop program**, which supports young people to write lyrics and record songs, and works on using hip hop as a tool for people to tell

stories and campaign on social issues. After signing up to the campaign in 2013, the program developed a song and video based on the messages of the 'Racism, It Stops With Me' campaign (Victorian Equal Opportunity and Human Rights Commission), entitled 'It Stops With Me'.

Recommendations:

As a priority recommendation in this field we would suggest that Maribyrnong establishes a special service that monitors, advises and supports victims of discrimination and/or work closely with civil society organisations (if available) that deal with these issues by giving them financial and in-kind support.

For instance, Paris has established the "**Réseau parisien de repérage des discriminations (REPARE)**" (Parisian discrimination tracking network): a device that tries to identify and report cases of discrimination, localising and preventing them. The REPARE thus helps revealing the extent and the nature of discrimination in Paris and gives a strong response to these situations.

The City Council of Melton for instance is legislated by different International, Federal and State legislations to ensure Council services are delivered in equitable and equal manner to all residents regardless of their social, cultural and political affiliations.

Melton looks into issues of discrimination from a wellbeing perspective. The Council and Wellbeing Plan 2017-2021 commits to: promote and protect the wellbeing of its community. This commitment is underpinned by principles of social justice and equity and recognises that all Council decisions, policies, programs and services have a direct or indirect impact on community wellbeing. The *Annual Council Community Satisfaction Survey* measures community satisfaction with a range of Council services and facilities as well as to measure community sentiment across a range of additional issues of concern in the municipality.

The Community Satisfaction Survey program comprises the following core components which are included each year: Satisfaction with Council's overall performance and change in performance

- Satisfaction with aspects of governance and leadership.
- Importance of and satisfaction with a range of Council services and facilities.
- Issues of importance for Council to address in the coming year.
- Community perception of safety in public areas of Melton Housing related financial stress.
- Food security.
- Satisfaction with Council customer service.
- Respondent profile.

In addition to these core components that are to be included every year, the Melton City Council – 2017 Community Satisfaction Survey includes questions

exploring current issues of importance that reflect Council's current requirements. The 2017 survey includes questions related to different issues.

Relevant Council service units **provide information on issues related to discrimination in the community**. Council also works closely with local service providers that deliver similar services to jointly address issues related to discrimination. Under Theme 4 of the Intercultural Plan Council commits to support campaigns to promote and increase social cohesion; and to promote inclusion and understanding by participating in national and state-level campaigns. Furthermore, the city regularly runs anti-discrimination campaigns and raises awareness on this topic.

Besides that, the city could further expand in their anti-discrimination projects in the city. The following good practises could function as an inspiration for the city.

Patras' project entitled "**Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants**" is financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the "National Centre for Social Research (EKKE)" and the area of Patra that has been identified as a core-place at a national level, equal to the area of Athens. "Patra's Municipal Enterprise for Planning & Development - ADEP SA" is the local partner organization.

Another example tackling some of the **source of discrimination**, namely stereotypes and negative perceptions, is the Intercultural Cities **Anti-rumour methodology**. Difficulty of gaining access to reliable information or grasp the real impact (both negative and positive) of migration on communities is a major obstacle in building trust and feeling of belonging. As a matter of fact, people often tend to form their views on the basis of unfounded "myths", on wrong or partial information. These myths are often very specific to a certain locality (eg. lack of places in kindergartens or social housing because of priority given to migrants).

For instance on the 13th of July 2017, the *BCN Antirumours Network* training team organised a meeting with associations and experts at the *Casal de Entidades Mas Guinardó* with the goal of going further into concepts such as the intersectional and decolonisation perspectives. The BCN Antirumours Network is composed of associations, groups, individual members and the Barcelona City Hall. The Network focuses on dismantling rumours and stereotypes around cultural diversity. On this purpose, the "*Train yourself through the Network*"

session was a gathering for knowledge sharing addressed to members of the BCN Network and to those associations and individuals interested in joining. The training team responded to the associations' requests for new tools to fight against discriminatory speech. The day started with an "itinerary of activisms", where everyone could share their own experiences. Afterwards, there was a reflection exercise around the key ideas.

The Antirumours workshops, which revolved around gender, migratory movements, anti-gypsyism and islamophobia, were a total success, having been facilitated by associations from the training team within the BCN Antirumours Network. The selection of topics responds to the need for further discussion, through the help of experts, on current affairs which have an effect into the construction of discriminatory forms of speech. The event ended with the drawing of some conclusions.

Also, schools are crucial partners, not only for the acquisition of intercultural competences, but also for a broader understanding of interculturalism as a way of life. For further improvement, Maribyrnong could follow Amadora's schools example in addressing stereotypes and negative perceptions about specific communities. In fact, the city of Amadora (Portugal) has been implementing a communication campaign focusing on rumours identified through research at the city level about pupils with a migrant background lower the education level in schools. In Amadora, 60 per cent of the foreign residents, who represented 10 per cent of the city's population in 2011, originate from Portuguese-speaking African countries.

As part of the campaign, 60 pupils of Seomara da Costa Primo secondary school were trained as anti-rumour agents. They identified the following rumours in the classroom: new students are never welcome, Spanish and Portuguese do not like each other, white people are believed to steal babies in Cape Verde, mathematics and Portuguese teachers earn more than other teachers, etc. The pupils also participated in a debate "how do I see the others" where they were to mosaic their school mate using foodstuffs. Finally, they presented an anti-rumour song at the C4i 3rd Coordination meeting in Amadora on 12 December 2014 and expressed interest in joining more anti-rumour activities. According to scientific research conducted in Amadora as part of C4i, a secondary school with a majority of students of different nationalities was positioned among the eight best schools in the city in 2013. Similarly, about a quarter of the students awarded for merit and excellence were immigrants. Amadora strongly believes that excellence in education can only be achieved in an integrated and inclusive education system.

CONCLUSIONS



Maribyrnong showed an aggregate intercultural city index of **52%**, being positioned **63th** among the 93 cities in the sample. Moreover, Maribyrnong has been ranked **29th** among the cities with less than 200,000 inhabitants and **35th** among cities with more than 15% of foreign-born residents.

It is commendable that the city scored a rate **higher** than the city sample in the following fields: commitment, education, neighbourhood, public services, cultural and civic life and public space.

On the other hand, the **weakest fields** where the city's municipality must strengthen its policies are: business and labour market, mediation, language, media, international outlook, intelligence/ competence, welcoming and governance.

In view of the above, we wish to congratulate with the 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



When it comes to the intercultural efforts, with reference to the survey, the city could enhance the sectors below by taking into account the Recommendations proposed in this report and, in particular, introducing different initiatives such as:

- ✓ **Commitment:** We are pleased to acknowledge that Maribyrnong demonstrates a very strong commitment to intercultural principles. However, some more steps could be taken to further improve and strengthen the intercultural commitment of Maribyrnong:

In addition to widely practiced acknowledgement of the Indigenous traditional custodianship in the official speeches and communications by the Council, it would be recommendable to also make frequent references to Council's commitment to interculturality in general, to welcoming and integration of migrants and refugees, to the diversity advantage for the community.

- ✓ **Educational system:** As it appears, even though the schools carry out intercultural projects, however the MCC does not directly work with schools on this. This could perhaps be improved by organising inter-school intercultural activities, or activities involving all or most of the schools of the community perhaps financed, organised and coordinated by MCC via Maribyrnong Youth Advisory Committee (MYAC). By doing this the Council can make sure that all the schools of the community are to a certain extent involved in and practice intercultural activities, on the other hand this would also serve to bring the parents and teachers from various backgrounds together in a fun and animated atmosphere.

The city should also consider increasing the efforts taken in the involvement of parents from a minority background in school life.

- ✓ **Neighbourhood:** We congratulate Maribyrnong with the 100% result of neighbourhood policy indicator. The only recommendation that we have in regards to Maribyrnong's neighbourhood policy is to carry on the good work and practices and further strengthen and diversify the

neighbourhoods by keeping them open and accessible for the new migrants.

- ✓ **Public Service:** It is very welcoming that Maribyrnong council supports women-only sections or times in sport facilities in respect of ethnic/cultural background. MCC could also look into extending this approach on providing ethnic/cultural background based tailored services of funeral/burial and especially school meals in order not to discriminate any religious or ethnic group.

The city could improve in the field of Public Service, introducing multi-faith cemetery, funeral services and burial areas adjusted to the needs of a multi-religious community.

Moreover, schools' canteens should have different meals to mirror the alimentary needs of the pupils.

Also, various sporting facilities, other than the Maribyrnong Aquatic Centre, should shape their time schedules in order to suit the needs of women with specific necessities. Perhaps, the city could monitor citizens' needs through questionnaires or surveys to test customers' needs and satisfaction in all the above mentioned fields.

- ✓ **Business & labour market:** Business and labour market projects could be expanded by also including universities, civil society and public services. There could also be a more specified focus on business start-up assistance for businesses with a multicultural background.
- ✓ **Culture and Civil Life:** Maribyrnong shows an impressive commitment and achievements in cultural and civil life policy and practices. We encourage MCC to carry on the good work and further strengthen and diversify this area for the benefit of all the community members.

We have shared above a few examples of other good practices from ICC cities, which might perhaps give MCC some new ideas and help to even further enrich the cultural and civil life in the community.

- ✓ **Public space:** The city of Maribyrnong is advised to revitalise less safe neighborhoods in the area, specifically Nicholson street and Nicholson Street Mall. Furthermore, it is advised to take multiculturalism more into account in the development of new public spaces.

We would also like to suggest that the network of community playgrounds in a city, designed for all ages and each one designed uniquely, can better encourage intercultural mix in the city; because play provides the ideal opportunity to interact and engage. Therefore, Maribyrnong could aim at creating and supporting community play-spaces either in existing void public spaces, or not fully utilised spaces.

- ✓ **Mediation and conflict resolution:** We recommend the development of a mediating body for intercultural communication or conflict.

- ✓ **Language:** The creation of (free) professional learning opportunities is highly recommended. Besides that, the city might consider giving extra support to the promotion of language training for hard-to-reach groups.
- ✓ **Relations with the local media:** Maribyrnong might consider creating a way to analyse and monitor the portrayal of minorities in the media. Furthermore, strategies to ameliorate the visibility of minorities in the media could be installed. We also advise the city to invest in advocacy training and media participation for journalists with a multicultural background.
- ✓ **An open and international outlook:** Maribyrnong is advised to create a department or committee with the responsibility to monitor the city's openness to international connections as well as to create a policy to encourage international collaboration. Furthermore, actions could be taken to target diaspora business relations specifically.
- ✓ **Intelligence/ competence:** The city might consider starting collecting qualitative knowledge about diversity and intercultural relations and monitoring the public perception of migrants. This could help to better fit ongoing projects to the needs of the community.
- ✓ **Welcoming/ new arrivals:** We recommend to further develop the welcoming services and projects in the city, especially considering family reunions, refugees and temporary migrants.

Maribyrnong may wish to ameliorate its welcoming policies by creating a comprehensive package of information to aid newly-arrived foreign residents; and by designating an agency to act as a first contact and welcoming point with the new-comers. The municipality may also wish to have a special public ceremony to greet newly arrived persons in the presence of the local government's officials.

- ✓ **Governance:** Maribyrnong is recommended to install an advisory body to represent cultural minorities and to support and advocate for minority engagement in political life.
- ✓ **Anti-discrimination:** The city might consider creating a monitoring body for the monitoring of discrimination in the city. Additionally, the city could further expand their anti-discrimination projects.