



# CITY OF HOBART

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# MULTICULTURAL COMMITMENT 2021–23



City of **HOBART**

# Acknowledgment

In recognition of the deep history and culture of our City, we acknowledge the Tasmanian Aboriginal people as the Traditional Custodians of this land. We acknowledge the determination and resilience of the Palawa people of Tasmania who have survived invasion and dispossession, and continue to maintain their identity, culture and rights.

We recognise that we have much to learn from Aboriginal people who represent the world's oldest continuing culture. We pay our sincere respects to Elders past and present and to all Aboriginal people living in and around Hobart.

## Social Inclusion Policy Statement

In alignment with the Universal Declaration of Human Rights, the Council recognises the fundamental right of every individual to participate socially, culturally, economically, physically, spiritually and politically in society.

The Council acknowledges that each member of the community has their own set of strengths, skills and resources and that the contribution of these is of benefit to the whole community.

The Council recognises that not everyone's experience of our community is the same. We acknowledge the systemic barriers within the built, social and information environment that prevent people from thriving and contributing to society. Barriers include lack of employment opportunities, poverty, low

literacy and numeracy, ill health, intimate and family violence, inadequate support services, stigma and discrimination and lack of housing affordability. These are challenges which the Council is committed to addressing through advocacy, partnership and direct action.

Council commits to building social inclusion and actively reducing discrimination on the ground of any attribute listed under section 16 of the Anti-Discrimination Act 1998. The Council commits to social inclusion and compliance with relevant anti-discrimination legislation in all aspects of council operations including strategic planning, service delivery, communications and design and delivery of public spaces.

**A note on language:** the organisation's registered business name is 'City of Hobart' and 'Hobart City Council' is our legal name. In this document, the organisation is referred to as the 'City of Hobart' or the 'City' with the exception of the Social Inclusion Policy Statement which, as a formal policy, uses the term 'Council'.

# Table of Contents

ACKNOWLEDGMENT	2
OUR COMMITMENT TO MULTICULTURAL COMMUNITIES	5
OUR ORGANISATION	6
GUIDING PRINCIPLES	7
WORKING IN PARTNERSHIP	9
COMMUNITY INPUT	10
PRIORITY AREAS FOR ACTION	11
ACTION PLAN	12
GOVERNANCE AND REVIEW	15



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# Our Commitment to Multicultural Communities

Hobart has a rich, diverse history stretching back more than 40 000 years. Tasmanian Aboriginal People were the first to care for this place, which they called nipaluna. Prior to colonisation, there were nine known nations in Tasmania, with between eight and 16 distinct languages. Today, more than one-quarter of people in Hobart were born overseas, almost half of us have at least one parent born overseas and one in six of us speak a language other than English at home.

The cultural diversity of Hobart has changed significantly in recent times, in particular through migration, humanitarian settlement, and international education. These changes bring opportunity, growth, insight and vibrancy to our City. This change, along with the current speed of growth in Hobart, requires us to adapt and respond to ensure that no one is left behind.

The City continually strives to improve the wider community's awareness and

understanding of the educational, social, economic and cultural benefits of cultural diversity and to mitigate the effects of racism and cultural isolation for multicultural communities in Hobart. As a member of the Welcoming Cities Network (a national network of local governments who are committed to an Australia where everyone can belong and participate in social, cultural, economic and civic life) and a registered Refugee Welcome Zone, the City of Hobart is proudly an active participant in regional and national networks.

The Multicultural Commitment (the commitment) guides our work in supporting a welcoming, diverse city for all who live, study, work in or visit Hobart. Written in response to input from cultural leaders and community members, this commitment provides the City of Hobart and the community with a clearly defined action plan by which the City can continue to meet the needs and build the capacity of multicultural communities in Hobart.



# Our Organisation

## CITY OF HOBART MISSION

**Working together to make Hobart a better place for the community.**

The Multicultural Commitment strongly aligns with the broader strategic framework of the organisation and responds directly to the Community Vision and Strategic Plan. Hobart: A City for All, the City of Hobart's Community Inclusion and Equity Framework, describes the City's approach and role. The commitment directs the actions of the organisation that were identified by the community in creating a city for all and provides the framework that underpins our work within multicultural communities. This commitment in turn guides action within specific annual and unit plans within the organisation.

## COMMUNITY VISION

Capital City Strategic Plan

Community Inclusion and Equity Framework

**Multicultural Commitment**

Annual and Unit Plans



# Guiding Principles

*Hobart: A community vision for our island capital*, articulates the kind of future the Hobart community would like to see and forms the guiding document for the City of Hobart’s strategic plan. The vision reflects the community’s expectation for action in relation to multicultural communities in Hobart and provides a strong mandate for delivery of this Multicultural Commitment.

This commitment has been developed to respond directly to the following aspirations set out in the community vision:

We make Hobart the most inclusive city in the world, a city that welcomes all.

**Pillar 2.2.1**

We celebrate the variety of ways that we belong and the variety of communities of which we are a part.

**Pillar 2.2.2**

Diversity in culture, nationality, ethnicity, race, gender, sexuality, ability, age, body, family, recreation, profession, personal strengths, income level, language, education, life experiences and more make up each of us and, together, make up our city. We recognise and embrace the rich complexity diversity brings to our lives—we are all part of creating Hobart’s identity.

**Pillar 2.2.3**

We welcome visitors, and we strike a balance between meeting the needs of tourists and the needs of our communities.

**Pillar 2.2.9**

We create opportunities to explore diversity: ways for people to bring and share their own identities and receive the same in return.

**Pillar 3.3.1**

We embrace those who have moved to Tasmania from elsewhere and work together for better economic outcomes. We welcome new people into our culture, quality of life and opportunities for meaningful employment.

**Pillar 3.7**

# Working in Partnership

We use our connections and networks to enable participation in civic life. Our strong partnerships support collaboration across councils, community organisations, businesses and other levels of government.

The City of Hobart draws upon our reference and advisory groups to guide program planning and delivery. These groups are integral to our work, providing advice and perspective and partnering actively on projects.

## **COMMUNITY SECTOR REFERENCE GROUP**

The Community Sector Reference Group provides high level partnership on a range of inclusion and equity initiatives and is supported by advisory groups directly relating to multicultural communities in Hobart.

## **NETWORKING FOR HARMONY MULTICULTURAL ADVISORY GROUP**

This group has a long history of supporting the City of Hobart's work in multicultural inclusion, having provided advice and perspective and partnering actively on projects, for decades. The Networking for Harmony Multicultural Advisory Group comprises representatives from:

- Australian, Tasmanian and local government
- multicultural and humanitarian sectors
- various cultural groups and associations
- City of Hobart International Student Ambassadors
- any individual interested in working to promote harmony across cultural groups.

The City of Hobart continues to build upon existing partnerships whilst creating new strategic partnerships to enable cohesive, collaborative responses to local challenges. Not providing direct services itself, the City relies on its partners as leaders and seeks to work with them to promote a city for all.

## **Key partners include:**

- A Fairer World
- CatholicCare
- Clarence City Council
- Culturally Diverse Alliance of Tasmania
- Equal Opportunity Tasmania
- Federation of Chinese Associations Tasmania
- Glenorchy City Council
- Migrant Resource Centre Tasmania
- Multicultural Council of Tasmania
- Multicultural Women's Council of Tasmania
- Tasmanian Muslim Association
- TasTAFE
- Study Tasmania
- University of Tasmania

# Community Input

The Multicultural Commitment has been developed in response to aspirations of our community, specific engagement from the *Hobart: A City for All, Inclusion and Equity Framework* and targeted consultation and research. This resulted in the development of detailed action plans that provide specific direction to assist the City in building an equitable and inclusive community.

In direct response to all that we have heard from our community, from the Community Vision and Capital City Strategic Plan and detailed during the engagement process, the community commitments are aligned with the outcomes under Pillar 2: Community inclusion, participation and belonging.

Community input reflects the engagement process that was undertaken with a range of community organisations, advocacy groups and peak bodies, agencies and City of Hobart employees. What we heard during the engagement process is reflected in each commitment. We will deliver on these priorities through a variety of projects, initiatives and partnerships as outlined in the Action Plan (on page 12) of this commitment.

## WHAT WE HEARD

The following themes were identified as needing attention in order to allow greater inclusion and equity for multicultural community members and groups living in, studying in, working in or visiting the City of Hobart.

Hobart is known for its strong sense of community. Many people from a culturally and/or linguistically diverse background have shared their love for the city, the helpfulness they have experienced from others and the sense of welcome they feel. Despite the many positives, there remain a number of challenges that multicultural communities in Hobart face. The following key challenges were identified during engagement:

## Social Cohesion

Challenges to social cohesion include social isolation, perceived cultural differences and the lack of broader community appreciation and understanding of people from diverse backgrounds. These challenges can be overcome through culturally aware and accessible events that allow different groups to come together. Storytelling can also build empathy, understanding, and appreciation across perceived cultural differences. Community members wanted to see increased visibility of multicultural communities in public events, social media and a range of opportunities for connection across cultures involving sport, food, and discussion. Social cohesion requires trust which is often built through repeated interaction and connection.

## Accessibility to Information

There was repeated feedback that information targeting multicultural community members is not always accessible and those who need the information most, often do not receive it. Barriers to access include, lack of English proficiency, low general literacy in any language and low digital literacy. Respondents considered that accessibility could be improved through cultural safety training, translation, accessible interpreting services, visual, audio, and video resources in multiple languages, social media communications and tailored face-to-face information sessions around topics of value.

## Empowerment

Community members look to the City of Hobart to support multicultural people and groups to take charge of their own development in accordance with a vision that they set for themselves. Key factors seen to support this include the provision of opportunities to participate - be it through employment, work experience, access to grant funding, volunteering, or social interaction.



It was seen as critical to provide tailored support for participation such as:

- transport assistance
- friendly reminders
- personalised grant information
- having activity organisers from target communities.

Additionally, community members identified the need for more physical and social spaces for multicultural people to interact with their own communities and other cultural groups. Participants wanted to see decentralised spaces to maximise participation and collaboration in the planning of activities between Greater Hobart Councils. It is important to remember that when basic needs (e.g. adequate income, stable housing and access to reliable, affordable, and culturally appropriate services) are not met, participating in the economy and in society more broadly becomes significantly more difficult.

### **Racism and Discrimination**

Racism and discrimination continue to negatively impact multicultural communities in various ways and to various degrees. Impacts range from physical and verbal abuse and threats to structural racism that denies opportunities to those whose background, appearance, and/or language differ from those in power. Racism and discrimination can be tackled through facilitating courageous conversations; raising awareness about direct and indirect forms of racism in the community and their impacts; developing organisational policies to prevent the more subtle and structural forms of racism; and educating community about their rights with regards to anti-discrimination law. Community members also highlighted the need for authorities to be educated about the prevalence and impacts of racism and how to appropriately and compassionately engage with victims of racism.





# Priority Areas for Action

In alignment with the **Capital City Strategic Plan** and **Community Inclusion and Equity Framework**, the City of Hobart commits to actions under the following four priority areas:



## Truth and Reconciliation

STRATEGIC PLAN OUTCOME 2.1

Hobart is a place that recognises and celebrates Tasmanian Aboriginal people, history and culture, working together towards shared goals.



## Wellbeing and Knowledge

STRATEGIC PLAN OUTCOME 2.3

Hobart communities are active, healthy and engaged in lifelong learning.



## Participation and Access

STRATEGIC PLAN OUTCOME 2.2

Hobart is a place where diversity is celebrated and everyone can belong, and where people have opportunities to learn about one another and participate in city life.



## Safety and Resilience

STRATEGIC PLAN OUTCOME 2.4

Hobart communities are safe and resilient, ensuring people can support one another and flourish in times of hardship.

These priority areas are used to structure our actions in promoting greater inclusion and equity for **multicultural community** members and groups living, studying, working, or visiting the City of Hobart. These priority areas for action, are strongly aligned with the themes from community input described in this commitment.

# Action Plan

## CURRENT AND ONGOING ACTIONS



Facilitate quarterly gatherings of the Networking for Harmony Multicultural Advisory Group for information sharing, networking, feedback to the City, and collaborative action.

Deliver annually the City's International Student Ambassador Program to provide participation, leadership and access opportunities for international students.

Deliver citizenship ceremonies for members of the Hobart community with a focus on:

- inviting cultural community leaders (in line with the cultural background of candidates) to take part in the event
- sharing information and resources.

Partner and directly deliver community and cross-cultural events that celebrate diversity and provide an opportunity for community groups to connect and share.

Continue to develop and enhance content available on the City's website for multicultural programs (such as *Hobart Welcomes All*, *Harmonious Hobart*) to include messaging on the community-wide benefit of cultural diversity, migration and settlement.

Monitor trends and foster local networks to maintain a broad understanding of the needs of multicultural communities in Hobart, responding to issues as they arise, advocating for needs, and working to build a more inclusive city.

Collect and analyse demographic data to determine the cultural, religious and linguistic composition of the local community.

Continue to provide support to increase diverse representation in publications and communications produced by the City.



Advocate for and support community messaging about racism. Continue to promote *Hobart Respects All* and *Racism. It stops with me* campaigns. Measure impact of the messaging and revise if necessary, based on feedback.

In partnership with Equal Opportunity Tasmania, continue to deliver tailored information sessions about anti-discrimination law and the importance of reporting racism, for Hobart's cultural groups.

Encourage continuous improvement across the organisation, using the Social Inclusion Policy to reduce the risk of discrimination within our scope of influence.

## NEW INITIATIVES AND GOALS



Facilitate opportunities for migrant communities to learn about Aboriginal culture, including:

- training for International Student Ambassadors
- walking tours for new arrivals to Hobart
- enhancing Aboriginal connections and understanding for new citizens.



Review documents, publication and communication for information requiring prioritised actions that will enhance accessibility and inclusivity.

- Explore opportunities to reduce and simplify forms, to create easy read/plain-English/ translated versions of documents, incorporate audio and video recordings, and tailored face-to-face information sessions.

Liaise with the community sector to support effective information sharing with multicultural communities, ensuring timely and appropriate communication for those who need it most.

Support the delivery of inclusive and accessible events for diverse communities that allow and attract cross-cultural interaction.

Explore a range of communication strategies to promote cultural events and encourage participation.

Work with Youth Arts and Recreation Centre and Mather's House to support participation of those from a culturally and/or linguistically diverse background in their programs.



Develop work placement opportunities at City of Hobart for those with culturally and linguistically diverse backgrounds.

Initiate a new series of social outdoor activities targeted at multicultural community members and new arrivals to the Hobart community.

Promote culturally significant dates on social media platforms for public awareness and knowledge.



Deliver inclusion and equity training for City of Hobart employees considering different roles and learning needs:

- Include training on multicultural inclusion, unconscious bias, racism, and how to use interpreters for customer facing employees.

Facilitate a safe community conversation on racism where experiences can be shared to help inform future action.

Continue to participate in the Welcoming Cities network and progress against the National Standard. Apply for accreditation as an established level Welcoming City.

Develop policies and strategies to support the City of Hobart having a diverse workforce, addressing subtle and structural racism.



# Governance and Review

We are committed to being transparent and accountable in the delivery of the Multicultural Commitment. We look to our community to guide us and provide feedback to strengthen our approach and delivery over time. To support this commitment, we have mechanisms to guide the delivery and review of the commitment, and to measure the effectiveness of the action plan. The governance of our review will be implemented by the following groups:

- **Community Sector Reference Group** includes representatives from major community organisations in Hobart and the sector peak bodies. This group meets with City of Hobart employees quarterly to provide advice and input into the City's work, including identifying emerging issues and appropriate responses. The group also provides feedback on the City's performance in relation to the Community Inclusion and Equity Framework and monitors progress against the suite of community commitments.
- **Inclusion and Equity Reference Group** is made up of diverse City of Hobart employees from across the organisation who meet quarterly to support the delivery of the Community Inclusion and Equity Framework and monitor progress against the suite of community commitments. Members of the Inclusion and Equity Reference Group also work to drive inclusion and equity action within their scope of influence.

- **Networking for Harmony Multicultural Advisory Group** is integral to delivery of this commitment, providing advice and perspective and partnering actively on projects. Meeting quarterly, the Advisory Group monitors the implementation of the commitment and provides a consultation mechanism for subsequent versions, provides a forum to discuss multicultural issues and develop recommendations for consideration by the Council and forms working groups for various multicultural projects.

Progress against the Multicultural Commitment will be reviewed regularly by the above groups with input from the broader community. The commitment will be updated every two years, to respond to community input and ensure currency.

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