



W A V E R L E Y  
C O U N C I L

## **OPERATIONS AND COMMUNITY SERVICES COMMITTEE MEETING**

A meeting of the OPERATIONS AND COMMUNITY SERVICES COMMITTEE will be held at Waverley Council Chambers, Cnr Paul Street and Bondi Road, Bondi Junction at:

**7.00 PM, TUESDAY 8 JUNE 2021**

A handwritten signature in black ink, appearing to read 'Emily Scott', is positioned above the printed name.

Emily Scott  
**General Manager**

Waverley Council  
PO Box 9  
Bondi Junction NSW 1355  
DX 12006 Bondi Junction  
Tel. 9083 8000  
E-mail: [info@waverley.nsw.gov.au](mailto:info@waverley.nsw.gov.au)

## Delegations of the Waverley Operations and Community Services Committee

On 10 October 2017, Waverley Council delegated to the Waverley Operations and Community Services Committee the authority to determine any matter **other than**:

1. Those activities designated under s 377(1) of the *Local Government Act* which are as follows:
  - (a) The appointment of a general manager.
  - (b) The making of a rate.
  - (c) A determination under section 549 as to the levying of a rate.
  - (d) The making of a charge.
  - (e) The fixing of a fee
  - (f) The borrowing of money.
  - (g) The voting of money for expenditure on its works, services or operations.
  - (h) The compulsory acquisition, purchase, sale, exchange or surrender of any land or other property (but not including the sale of items of plant or equipment).
  - (i) The acceptance of tenders to provide services currently provided by members of staff of the council.
  - (j) The adoption of an operational plan under section 405.
  - (k) The adoption of a financial statement included in an annual financial report.
  - (l) A decision to classify or reclassify public land under Division 1 of Part 2 of Chapter 6.
  - (m) The fixing of an amount or rate for the carrying out by the council of work on private land.
  - (n) The decision to carry out work on private land for an amount that is less than the amount or rate fixed by the council for the carrying out of any such work.
  - (o) The review of a determination made by the council, and not by a delegate of the council, of an application for approval or an application that may be reviewed under section 82A of the *Environmental Planning and Assessment Act 1979*.
  - (p) The power of the council to authorise the use of reasonable force for the purpose of gaining entry to premises under section 194.
  - (q) A decision under section 356 to contribute money or otherwise grant financial assistance to persons,
  - (r) A decision under section 234 to grant leave of absence to the holder of a civic office.
  - (s) The making of an application, or the giving of a notice, to the Governor or Minister.
  - (t) This power of delegation.
  - (u) Any function under this or any other Act that is expressly required to be exercised by resolution of the council.
2. The adoption of a Community Strategic Plan, Resourcing Strategy and Delivery Program as defined under sections 402, 403, and 404 of the *Local Government Act*.

## Live Streaming of Meetings

This meeting is streamed live via the internet and an audio-visual recording of the meeting will be publicly available on Council's website.

By attending this meeting, you consent to your image and/or voice being live streamed and publicly available.



## AGENDA

### PRAYER AND ACKNOWLEDGEMENT OF INDIGENOUS HERITAGE

The Chair will read the following Opening Prayer and Acknowledgement of Indigenous Heritage:

*God, we pray for wisdom to govern with justice and equity. That we may see clearly and speak the truth and that we work together in harmony and mutual respect. May our actions demonstrate courage and leadership so that in all our works thy will be done. Amen.*

*Waverley Council respectfully acknowledges our Indigenous heritage and recognises the ongoing Aboriginal traditional custodianship of the land which forms our Local Government Area.*

**1. Apologies/Leaves of Absence**

**2. Declarations of Pecuniary and Non-Pecuniary Interests**

**3. Addresses by Members of the Public**

**4. Confirmation of Minutes**

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**5. Reports**

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**6. Urgent Business**

**7. Meeting Closure**

## CONFIRMATION OF MINUTES OC/4.1/21.06



**Subject:** Confirmation of Minutes - Operations and Community Services Committee Meeting - 13 April 2021

**TRIM No:** SF21/280

**Author:** Natalie Kirkup, Governance Officer

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### RECOMMENDATION:

That the minutes of the Operations and Community Services Committee Meeting held on 13 April 2021 be received and noted, and that such minutes be confirmed as a true record of the proceedings of that meeting.

### Introduction/Background

The minutes of the Operations and Community Services Committee meeting must be submitted to Operations and Community Services Committee for confirmation, in accordance with clause 20.23 of the Waverley Code of Meeting Practice.

The Operations and Community Services Committee did not meet in May 2021. Accordingly, the minutes of the April 2021 meeting are submitted to this meeting for confirmation

### Attachments

1. Operations and Community Services Committee Meeting Minutes - 13 April 2021



**MINUTES OF THE OPERATIONS AND COMMUNITY SERVICES COMMITTEE MEETING  
HELD BY VIDEO CONFERENCE/AT WAVERLEY COUNCIL CHAMBERS, CNR PAUL STREET AND BONDI ROAD,  
BONDI JUNCTION ON TUESDAY, 13 APRIL 2021**

**Present:**

Councillor George Copeland (Chair)	Waverley Ward
Councillor Paula Masselos (Mayor)	Lawson Ward
Councillor Elaine Keenan (Deputy Mayor)	Lawson Ward
Councillor Angela Burrill	Lawson Ward
Councillor Leon Goltsman	Bondi Ward
Councillor Tony Kay	Waverley Ward
Councillor Steven Lewis	Hunter Ward
Councillor Will Nemesh	Hunter Ward
Councillor Dominic Wy Kanak	Bondi Ward

**Staff in attendance:**

John Clark	Acting General Manager
Meredith Graham	Acting Director, Customer Service and Organisation Improvement
Tony Pavlovic	Director, Planning, Environment and Regulatory
Emily Scott	Director, Community, Assets and Operations
Karen Mobbs	General Counsel
Darren Smith	Chief Financial Officer

*At the commencement of proceedings at 7.01 pm, those present were as listed above.*

**PRAYER AND ACKNOWLEDGEMENT OF INDIGENOUS HERITAGE**

The Chair read the following Opening Prayer and Acknowledgement of Indigenous Heritage:

*God, we pray for wisdom to govern with justice and equity. That we may see clearly and speak the truth and that we work together in harmony and mutual respect. May our actions demonstrate courage and leadership so that in all our works thy will be done. Amen.*

*Waverley Council respectfully acknowledges our Indigenous heritage and recognises the ongoing Aboriginal traditional custodianship of the land which forms our Local Government Area.*

**1. Apologies/Leaves of Absence**

Apologies were received and accepted from Crs Betts and Wakefield.

**2. Declarations of Pecuniary and Non-Pecuniary Interests**

The Chair called for declarations of interest and the following were received:

- 2.1 Cr Wy Kanak declared a significant non-pecuniary interest in item OC/5.3/21.04 – Local Hero Awards 2021 and informed the meeting that he was a nominator and involved in the process and will leave the meeting for the consideration and vote on this item

**3. Addresses by Members of the Public**

There were no addresses by members of the public.

**4. Confirmation of Minutes**

**OC/4.1/21.04 Confirmation of Minutes - Operations and Community Services Committee Meeting - 2 March 2021 (SF21/280)**

**MOTION / UNANIMOUS DECISION**

Mover: Cr Copeland  
Seconder: Cr Masselos

That the minutes of the Operations and Community Services Committee meeting held on 2 March 2021 be received and noted, and that such minutes be confirmed as a true record of the proceedings of that meeting.

## 5. Reports

### OC/5.1/21.04 Public Art Policy - Adoption (A20/0106)

#### MOTION / UNANIMOUS DECISION

Mover: Cr Masselos

Seconder: Cr Keenan

That Council adopts the Public Art Policy attached to the report.

### OC/5.2/21.04 Access and Inclusion Advisory Panel - Councillor Membership (A21/0096)

#### MOTION / UNANIMOUS DECISION

Mover: Cr Keenan

Seconder: Cr Masselos

That Council appoints Cr Masselos (Mayor), Cr Keenan (Chair) and Crs Kay and Wy Kanak to the Access and Inclusion Advisory Panel.

### OC/5.3/21.04 Local Hero Awards 2021 (A21/0122)

*Cr Wy Kanak declared a significant non-pecuniary interest in this item and informed the meeting that he was a nominator and involved in the process. Cr Wy Kanak was not present at, or in sight of, the meeting for the consideration and vote on this item.*

#### MOTION / UNANIMOUS DECISION

Mover: Cr Masselos

Seconder: Cr Keenan

That Council:

1. Endorses the recommendations of the judging panel for the Waverley Local Hero Awards 2021 and Certificate of Commendation as detailed in the document circulated separately to Councillors.
2. Supports the recommendation of the panel to reconvene for a comprehensive program review following the awards event.

## 6. Urgent Business

### OC/6.1/21.04 CONFIDENTIAL REPORT - Switzerland Tourism Sponsorship Proposal (A02/0579)

#### MOTION / DECISION

Mover: Cr Masselos

Seconder: Cr Keenan

That Council deals with this matter as an item of urgent business.

*Cr Wy Kanak requested that it be recorded in the minutes that he voted against the motion.*

*Council moved into closed session to deal with this item (see OC/7.2/21.04 below).*

**7. Closed Session****OC/7/21.04 Closed Session**

*Before the motion to close the meeting was put, the Chair provided an opportunity for members of the public to make representations as to whether this part of the meeting should be closed. None were received.*

**MOTION / DECISION**

Mover: Cr Masselos

Seconder: Cr Lewis

That:

1. Council moves into closed session to deal with the matters listed below, which are classified as confidential under section 10A(2) of the *Local Government Act 1993* for the reasons specified:

OC/7.1/21.04      CONFIDENTIAL REPORT - Tea Gardens Hotel, 4A Bronte Road, Bondi Junction - Airspace Lease

This matter is considered to be confidential in accordance with section 10A(2)(c) of the *Local Government Act*, and Council is satisfied that discussion of the matter in an open meeting would, on balance, be contrary to the public interest as it deals with information that would, if disclosed, confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business.

OC/7.2/21.04      CONFIDENTIAL REPORT - Switzerland Tourism Sponsorship Proposal

This matter is considered to be confidential in accordance with section 10A(2)(d)(ii) of the *Local Government Act*, and Council is satisfied that discussion of the matter in an open meeting would, on balance, be contrary to the public interest as it deals with information that would, if disclosed, confer a commercial advantage on a competitor of Council.

2. Pursuant to sections 10A(1), 10(2) and 10A(3) of the *Local Government Act 1993*, the media and public be excluded from the meeting on the basis that the business to be considered is classified as confidential under section 10A(2) of the *Local Government Act 1993*.
3. The correspondence and reports relevant to the subject business be withheld from the media and public as provided by section 11(2) of the *Local Government Act 1993*.

*Cr Wy Kanak requested that it be recorded in the minutes that he voted against the motion.*

*At 7.23 pm, Council moved into closed session.*

**OC/7.1/21.04                    CONFIDENTIAL REPORT - Tea Gardens Hotel, 4A Bronte Road, Bondi Junction - Airspace Lease (A03/1730)****MOTION / DECISION**

Mover:        Cr Masselos  
Seconder:    Cr Keenan

That Council:

1. Treats the report as confidential in accordance with section 11(3) of the *Local Government Act 1993*, as it relates to a matter specified in section 10A(2)(c) of the *Local Government Act 1993*. The report contains information that would, if disclosed, confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business.
2. Enters into a five-year lease with Jonyear Pty Ltd and Flute Pty Ltd for the balcony air space of the Tea Gardens Hotel, 4A Bronte Road, Bondi Junction, on the terms and conditions contained in the report.
3. Authorises the General Manager to complete negotiations and execute all necessary documents to finalise the matter.

**Division**

**For the Motion:**        Crs Burrill, Copeland, Goltsman, Kay, Keenan, Lewis, Masselos and Nemesh.

**Against the Motion:**    Cr Wy Kanak.

**OC/7.2/21.04                    CONFIDENTIAL REPORT - Switzerland Tourism Sponsorship Proposal (A20/0579)****MOTION / DECISION**

Mover:        Cr Masselos  
Seconder:    Cr Goltsman

That:

1. Council treats the report as confidential in accordance with section 11(3) of the *Local Government Act 1993*, as it relates to a matter specified in section 10A(2)(d)(ii) of the *Local Government Act 1993*. The report contains information that would, if disclosed, confer a commercial advantage on a competitor of Council.
2. Council enters into a sponsorship agreement with Switzerland Tourism to support Bondi Festival in 2021 as detailed in the report.
3. The Mayor writes to Switzerland Tourism thanking them for their generous sponsorship of the Bondi Festival.

**Division**

**For the Motion:**        Crs Burrill, Copeland, Goltsman, Kay, Keenan, Lewis, Masselos and Nemesh.

**Against the Motion:**    Cr Wy Kanak.

**8. Resuming in Open Session****OC/8/21.04 Resuming in Open Session****MOTION / DECISION**

Mover: Cr Copeland

Seconder: Cr Lewis

That Council resumes in open session.

*At 7.41 pm, Council resumed in open session.*

***Resolutions from closed session made public***

*In accordance with clause 14.21 of the Waverley Code of Meeting Practice, when the meeting resumed in open session the chair announced the resolutions made by Council while the meeting was closed to members of the public and the media.*

**9. Meeting Closure****THE MEETING CLOSED AT 7.44 PM.**

.....  
**SIGNED AND CONFIRMED**  
**CHAIR**  
**4 MAY 2021**



**REPORT**  
**OC/5.1/21.06**

**Subject:** Draft Cultural Diversity Strategy

**TRIM No:** A15/0517

**Author:** Rebecca Rodwell, Manager, Community Planning and Partnerships

**Director:** Sharon Cassidy, Acting Director, Community, Assets and Operations

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**RECOMMENDATION:**

That Council:

1. Publicly exhibits the draft Cultural Diversity Strategy and associated documents attached to the report for 28 days.
2. Notes that a further report summarising consultation feedback will include a resourcing strategy to enable implementation of the Cultural Diversity Strategy.

**1. Executive Summary**

This report seeks Council endorsement to commence formal consultation on the draft Cultural Diversity Strategy for a period of 28 days. At the conclusion of the consultation period, Council will receive a summary of the consultation feedback, as well as a resourcing strategy for implementation.

**2. Introduction/Background**

The update of Council's Cultural Diversity Policy (2010–2015) has been delayed for a range of reasons including proposed amalgamations, COVID-19 and the development of the overarching Community Wellbeing strategy.

In past engagement activities with the Waverley community, diversity has been identified as a highly valued characteristic, contributing to local assets across social, cultural, and economic spheres and building community cohesion and resilience. Stakeholders also have indicated that diversity should be further promoted, celebrated and shared. However, global trends, particularly over the past 12 months have seen rising polarisation and intolerance, which has implications for Australia and Waverley's community. There have also been concerning local incidents of anti-Semitism. The review/development of the Cultural Diversity Strategy (Strategy) was therefore prioritised.

Cred Consulting, working with subject matter expert Professor Andrew Jakubowicz were appointed as consultants following Council's request for quotation in August 2020. The consultants have worked closely with the Community Programs team (Community Development Officer, Diversity, Manager, Community Planning and Partnerships and Executive Manager, Community Programs) to develop the draft document which has included comprehensive research and engagement with multiple internal and external stakeholders. Once finalised, the Strategy will provide a roadmap for Council to continue to develop an inclusive respectful and cohesive community.

### 3. Relevant Council Resolutions

Nil.

### 4. Discussion

The key stages in the development of the strategy to date included:

- Desktop data review – Demographic and place context analysis, and a strategic context review to ensure alignment with other government strategies. Review findings from other Council consultations (i.e. Community Strategic Plan)
- Best practice review – Identifying innovative best practise examples of programs, policies and events that support social cohesion in culturally diverse communities.
- Stakeholder and community engagement – An online community survey, staff survey, a focus group with community leaders and service providers, intercept surveys in the community and interviews with local stakeholders, industry and government experts
- Development of the draft Cultural Diversity Strategy and Action Plan

An internal project control group helped develop, monitor, integrate and champion the different stages of strategy development across Council. Multicultural Advisory Committee members were also consulted and provided feedback at various points. The Executive Leadership Team has been briefed about objective and anticipated outcomes of the strategy.

Several issues and opportunities were identified through the research and engagement phases. These include:

- Addressing challenges to social cohesion and build resilience.
- Increasing opportunities to learn from Aboriginal Cultures and People.
- Connecting and building on strengths of our community.
- Bridging and sharing cultures.
- Taking a strong stand against all forms of racism and discrimination.
- Sharing Waverley's diverse stories.
- Leadership.
- Supporting vulnerable community members.
- Sustainable visitation.
- Welcoming and safe public spaces.
- COVID-19 recovery.

From these priority issues, five focus areas were developed to drive our commitment to cultural diversity over the next ten years.

- Focus area 1 – Leadership and planning.
- Focus area 2 – Connected and welcoming.
- Focus area 3 – No place for racism.
- Focus area 4 – Inclusion and equity.
- Focus area 5 – Unlocking opportunities.

For each focus area we have developed a series of actions and opportunities, and through their implementation we will work toward our vision for diversity and inclusion:

*Waverley: Together by the sea*

*A welcoming, cohesive and resilient community where people of all cultural backgrounds can belong and participate in social, cultural, economic and civic life.*

The draft Strategy is included at Attachment 1.

## **5. Financial impact statement/Time frame/Consultation**

Once the draft Strategy has been endorsed for public exhibition, it will be placed on public exhibition for a 28-day consultation period. During the exhibition period, officers will seek feedback through:

- Have your Say.
- Posters at various locations throughout the local government area (i.e. train station, cafes, public notice boards).
- Mayor's Column in *The Beast*.
- Promote engagement opportunities in Council communication channels including social media, e-news, website
- Engaging with community members who contributed to the draft strategy.

A further report will be prepared for Council to summarise community feedback and present for endorsement a resourcing strategy for the Strategy.

The outcomes consultation process to date has been detailed in the Engagement Summary Report, included at Attachment 2. A summary version will be available to the public during the exhibition period.

## **6. Conclusion**

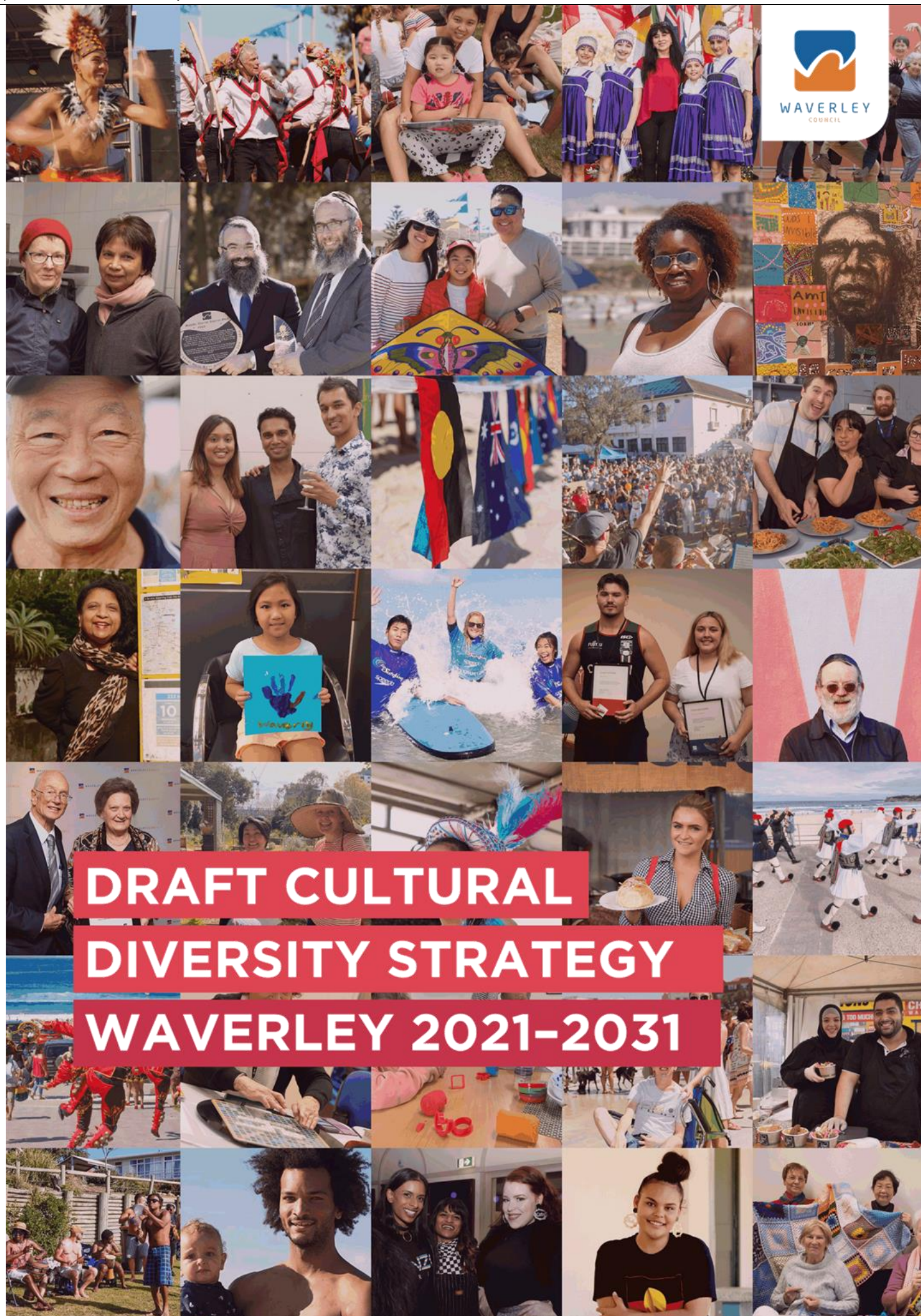
The Cultural Diversity Strategy will be a key organisational driver in ensuring Waverley is a welcoming, cohesive and resilient community where people of all cultural backgrounds can belong and participate in social, cultural, economic and civic life.

This report recommends that the draft Cultural Diversity Strategy is endorsed for public exhibition to allow for final feedback from stakeholders.

## **7. Attachments**

1. Cultural Diversity Strategy - Final draft [↓](#)
2. Cultural Diversity Strategy - Engagement report [↓](#)









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# ACKNOWLEDGEMENT OF COUNTRY

Waverley Council acknowledges the Bidjigal and Gadigal people, who traditionally occupied the Sydney Coast and we also acknowledge Aboriginal Elders both past and present.

Council would like to acknowledge all the Aboriginal and Torres Strait Islander Elders, community members, and service providers who support our work in Reconciliation.

This Cultural Diversity Strategy aligns with our Innovate Reconciliation Action Plan, and aims to increase the recognition, visibility and celebration of Aboriginal cultures and people.





# OUR VISION FOR CULTURAL DIVERSITY AND INCLUSION

Waverley: Together by the sea.

A welcoming, cohesive and resilient community where people of all cultural backgrounds can belong and participate in social, cultural, economic and civic life.





DRAFT Waverley Cultural Diversity Strategy, 2021-2031





# KEY DEFINITIONS

## Cultural diversity

We use the phrase culturally diverse to refer to people from culturally and linguistically diverse (CALD) backgrounds including those who speak a language other than English (LOTE), people from non-English speaking backgrounds (NESB), migrants, refugees, and people with culturally and linguistically diverse ancestry.

## Cohesion

The Scanlon Foundation defines social cohesion as “the willingness of members of a society to cooperate with each other in order to survive and prosper.” A cohesive society values the contributions of all its members, rejects prejudice and inter-group hostility, and builds commitment to core democratic values and wide participation in decision making.

## Inclusion

The Diversity Council of Australia defines inclusion as occurring when a diversity of people (e.g. of different ages, cultural backgrounds, genders) feel valued and respected, have access to opportunities and resources, and can contribute their perspectives and talents.

## Resilience

The 100 Resilient Cities program defines resilience as the capacity of individuals, communities, institutions, businesses and systems to survive, adapt and grow no matter what kinds of chronic stresses and acute shocks they experience. Research shows that communities that are more connected, inclusive and cohesive are also more resilient.

## Multicultural

Multiculturalism refers to the co-existence within one society of many different cultural groups that can be identified through differences in country of origin, language or culture. The multicultural world view is that people have a right to cultural expression and inter-generational transmission of culture within a national framework of rights and duties.

## Intercultural

Interculturalism focuses on fostering interaction between different cultural groups and the benefits that are produced in dialogue, exchange and collaboration for social cohesion.

# INTRODUCTION

The draft Waverley Cultural Diversity Strategy outlines Waverley Council's strong commitment to building an inclusive, cohesive and resilient community for people of all cultural backgrounds.

Located in the heart of Sydney's Eastern Suburbs, the Waverley Local Government Area (LGA) takes in some of Sydney's most beautiful coastline and, since European colonisation, has long attracted people from all over the globe to live, work and visit. Successive and ongoing waves of settlement, migration and visitation have shaped the culture and identity of Waverley throughout history, turning the community into a melting pot of traditions, interests, institutions and practices.

Today, the Waverley community is culturally diverse and includes First Nations people, and residents from many different backgrounds, speaking different languages, adhering to many different religious beliefs and maintaining various cultural practices. At the time of the 2016 census, almost 40% of Waverley residents were born overseas, and 21% spoke a language other than English at home. Waverley has the reputation of being a vibrant, caring, resilient and cosmopolitan community.

Waverley is also one of the most highly visited local government areas in Australia. Bondi Beach is a popular destination for both local and national visitors, as well as international visitors, including holiday makers, short term residents and back-packers. On hot days, our beaches are inhabited by people from many different cultural backgrounds – a reflection of multicultural Australia.

This Cultural Diversity Strategy 2021-2030 (the Strategy) sets out a vision and roadmap for Waverley Council, partners and our community to work together to build and maintain a welcoming and cohesive Waverley for people from culturally diverse backgrounds, recognising that this will benefit everyone in our community.

Importantly, this Strategy recognises that recent global trends and movements have local implications for the Waverley community, including rising polarisation and intolerance, as well as an increasing focus on the importance of planning for cities and communities that are socially just and resilient.

## How was the Strategy developed?

This Strategy was developed in collaboration with local stakeholders and partners and informed by input from the wider Waverley community and industry experts, including Council's Multicultural Advisory Committee. In total, more than 170 people contributed their feedback.

Research to support the development of the Strategy included demographic and place context analysis to understand the nature of cultural diversity in our community today, looking both at residents and visitors to Waverley.

We completed a strategic context review to make sure we are aligning with other government strategies. We also looked at innovative best practice examples of programs, policies and events that support social cohesion in culturally diverse communities from across the globe.

Community and stakeholder engagement included an online community survey, a focus group with community leaders and service providers and interviews with local stakeholders as well as industry and government experts across Australia.

We established an internal Council project control group to help develop, integrate and champion the Strategy across all Council teams.

We also reviewed findings from previous community consultation undertaken to inform other Council projects, including the Community Strategic Plan, the 2018 Community Satisfaction Survey and the Cultural Plan.





Latin American Festival at Bondi Beach

## The roles of Council in supporting cultural diversity and inclusion

There is increasing focus on the roles of local government in planning for culturally diverse communities. Recent challenges such as the COVID19 pandemic have further highlighted local governments' responsibilities and duty of care in supporting the resilience and wellbeing of people of all ages, abilities and cultural backgrounds.

Waverley Council (Council) has long been committed to strengthening and maintaining an inclusive and cohesive community in which all people from culturally diverse backgrounds are able to connect, participate and thrive free from discrimination. Council has provided leadership and planning, most recently through the Cultural Diversity Policy 2010-2014 which will be superseded by this Strategy.

Importantly, to deliver sustainable outcomes, Council needs to build capacity and work in close partnership with other levels of government, the community, private sector and other stakeholders.

We recognise that the Waverley community has many strengths to build on, including an engaged community that wants to share their skills. This Strategy outlines opportunities for collaboration and partnership, recognising that we all have a role to play in creating an inclusive, cohesive and resilient community.

### Lead and advocate

- Research and engage with diverse communities to understand needs, priorities and aspirations
- Advocate to other agencies and levels of government on behalf of our diverse community

### Plan and regulate

- Developing policies and plans that actively respond to diverse community needs
- Align decision-making to the values, needs and aspirations of our diverse community

### Build partnerships and capacity

- Coordinate and partner with organisations and our diverse community to achieve shared goals
- Unlocking capacity within our diverse community by equipping people with skills and resources

### Deliver infrastructure and services

- Directly support our diverse community with the services and programs they need
- Plan and deliver places and spaces that promote social cohesion and cultural inclusion
- Supporting diverse community groups and organisations through grants and in kind support





Seniors dance class at the Mill Hill Community and Seniors Centre

DRAFT Waverley Cultural Diversity Strategy, 2021-2031



## Building on our achievements

Waverley Council is proud of some of our ongoing initiatives and leadership in support of our culturally diverse community including:

- Convening the Multicultural Advisory Committee
- Employing a Community Worker, Diversity
- Maintaining community language collections in the library
- Grants and service development
- Translating key information
- Council is a member of the Welcoming Cities network and a signatory for the Refugee Welcome Zone with the Refugee Council of Australia
- Networking and representation at a number of regional multicultural forums and interagencies.

Council supports residents and visitors from culturally diverse backgrounds in various ways and directly provides services for people from culturally diverse backgrounds at all stages of life, from our early education and care centres through to senior's programs at the Mill Hill Community and Seniors Centre. We are committed to providing appropriate, equitable and accessible services for everyone.

Life stage	Council services
Children, families and young people	Provide early education and care services, our educational programs for children and young people and other social, recreational and cultural activities for families. Our Library provides children's and youth books in community languages.
Adults and workers	Support adults and workers from culturally diverse backgrounds by providing equitable access to Council services, including translated resources and services. We also connect people to volunteering opportunities and projects.
Older adults	Support of older people from culturally diverse backgrounds by providing social, recreational and cultural activities at the Waverley Community and Seniors Centre, Library and Home Library Service, Margaret Whitlam Recreation Centre and Bondi Pavilion arts and culture programs.



# OUR FOCUS AREAS

Our five focus areas will drive Council's decision-making over the next ten years to build a welcoming, cohesive and resilient Waverley for people of all cultural backgrounds. For each focus area, we have outlined a vision statement of where we want to be in the future.



## Focus area 1 Leadership and planning

Waverley Council will be an organisation that values, reflects and responds to the cultural diversity of our community and its aspirations. We will demonstrate leadership in promoting cultural inclusion and collaborating with our community, across levels of government and with other agencies to plan for a cohesive and resilient community.



## Focus area 2 Connected and welcoming

We will be a resilient community where residents of different cultural backgrounds have a sense of belonging and connection, where visitors and newcomers are welcomed and where people can exchange stories, cultures and traditions.



## Focus area 3 No place for racism

We will be a community where racial and religious discrimination and prejudice have no place, and those vulnerable to these threats are protected.



## Focus area 4 Inclusion and equity

Council coordinates, provides, facilitates and supports services that respond to and respect cultural differences, while ensuring equity and facilitating opportunity.



## Focus area 5 Unlocking opportunities

We will recognise and enhance the aspirations and contribution of its residents and visitors to the economic, civic, and cultural wellbeing of the community.





## The value of planning for cultural diversity and inclusion

Waverley has a deserved reputation for being a welcoming and cohesive community, yet we cannot take our social cohesion for granted. This Strategy provides a roadmap for Council with its community, government and business partners to continue to develop an inclusive, respectful and cohesive community.

When we recognise cultural diversity and inclusion, we all benefit, through:

### Social cohesion and resilience

Communities with strong social cohesion are more likely to be resilient and able to adapt to crises well since co-operation and trust are already well in place. Social cohesion appears clearly when the diverse community participates widely in civic affairs. Failure to ensure inclusion and cohesion means people will face barriers to participating and reaching their full potential which in turn undermines community harmony.

### Cultural richness

Cultural diversity brings a range of perspectives and experiences to local communities – enriching our local cultures and lifestyles. Opportunities to share culture – whether it be through programs, events, food or informal exchange – can increase a sense of belonging and add to the cultural richness of Waverley. Cultural richness underpins creative innovation.

### Stronger economies

Cultural diversity contributes to stronger economies. According to Multicultural NSW, diversity “gives us a creative edge, changes the way we do business, links us to global markets, expands our knowledge and capability and challenges us to think differently about each other and our world”. In Waverley, international education, tourism and visitation generate significant returns for our local economy.

Festival of the wind attendees



# STRATEGIC CONTEXT

Policies and research from across the globe and across levels of government in Australia recognise the importance of planning for culturally diverse, inclusive and resilient communities. In a changing world, with diaspora communities settling in large numbers over recent decades, a constantly evolving diversity has become a reality for societies like Australia.

## International

The rapidly evolving cultural diversity of countries and cities has stimulated widespread debate and innovation about how local areas should respond. Key concerns are expressed through global movements of Welcoming Cities which enhance multicultural approaches; Resilient Cities which stress the importance of cohesion and engagement; Intercultural Cities which focus on links between diverse communities; and Sustainability which explore the interaction between the natural environments and human populations, especially those impacted by immigration. Together they provide a broad picture of the issues that successful cities address and incorporate in engaging with cultural diversity.

## Federal and State

In Australia, at the Federal and State government level, there has been an increasing focus on the priorities of refugee and humanitarian settlement, while addressing perceived threats from violent extremism. Waverley, while once an area renowned for its acceptance of waves of refugees from the conflicts of Europe, has in recent years been more of an area of second settlement, with few contemporary humanitarian settlers. However it welcomes new arrivals from zones of conflict, as part of its large numbers of visitors each year.

### **The four Principles of Multiculturalism as set out in the Multicultural NSW Act 2000 are:**

- All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.
- All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.
- All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of New South Wales.
- All institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

## Local

Locally, the starting point for Waverley's Cultural Diversity Strategy is our Community Strategic Plan 2018-2029 (CSP), which out-lines the following community vision for the future of Waverley:

**"Waverley: connecting the city and the sea. A welcoming and cohesive community that celebrates and enhances our spectacular coastline, vibrant places and rich cultural heritage."**

The community told us during consultation for the CSP that they want Waverley to be a vibrant, caring, resilient and inclusive community.

This Strategy is also informed by our draft Community Wellbeing Strategy 2021-2025, which outlines Council's strategic direction to strengthen community connections and build resilience in the face of challenges.

The Cultural Diversity Strategy will also aligns with other key Council plans including the Arts and Culture Plan, Sustainable Visitation Strategy, Innovate Reconciliation Action Plan and Disability Inclusion Action Plan amongst others.

The Cultural Diversity Strategy will also seek to highlight opportunities to support cultural diversity and inclusion through major ongoing projects including the Bondi Pavilion Restoration and Upgrade and the development of the Boot Factory Knowledge and Innovation Hub projects.



Rabbis Dovid Slavin and Mendel Kastel,  
Waverley Council Local Hero Award winners



## Strategic context

### International

- The Universal Declaration of Human Rights (1948)
- The International Convention on the Elimination of all Forms of Racial Discrimination (1975)
- International Covenant on Civil and Political Rights (1966)
- International Covenant on Economic, Social and Cultural Rights (1966)

### Greater Sydney

- Resilient Sydney Strategy
- Greater Sydney Region Plan and Eastern City District Plan

### Waverley

- Community Strategic Plan 2018-2029
- Local Strategic Planning Statement 2020-2036
- Draft Community Wellbeing Strategy
- Waverley Cultural Plan
- Innovate Reconciliation Action Plan, 2019 – 2021
- Waverley Sustainable Visitation Strategy 2019-2024
- Library Strategic Plan 2014-2017
- Disability Inclusion Action Plan, 2017-2021

### NSW

- Charter of Principles for a Culturally Diverse society (1997)
- Multicultural NSW Act (2000)
- Multicultural NSW Strategic Plan (2021-2025)

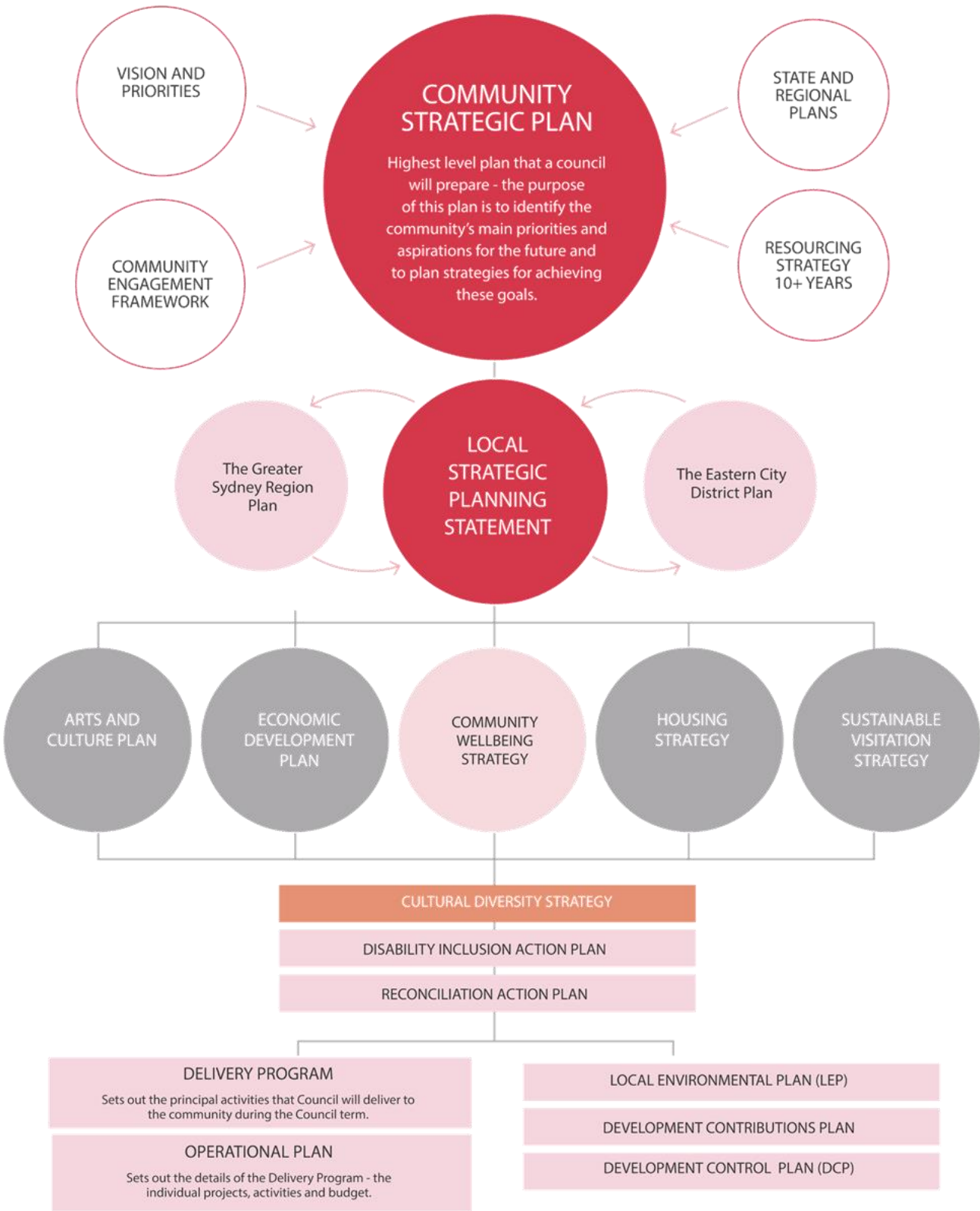
### National

- Racial Discrimination Act (1975)
- Human Rights and Equal Opportunity Act (1986)
- Australian Human Rights Framework (2010)
- Australian Multicultural Policy, The People of Australia (2011)

Morris dancing at Festival of the Winds

Strategic alignment

The key strategic drivers for the Cultural Diversity Strategy are the Waverley Community Strategic Plan, which sets out our community’s shared vision for the future, and the Draft Community Wellbeing Strategy, which provides an overarching framework for Council to strengthen community wellbeing and resilience.





# CULTURAL DIVERSITY IN WAVERLEY

We live cultural diversity everyday in Waverley: in our neighbourhoods and on our beaches, in our schools and workplaces, on our buses and trains. In all these places, we interact with people from different backgrounds.

## Waverley: together by the sea

Most Australians agree that cultural diversity has been good for our country. The Scanlon Foundation's annual survey of social cohesion has consistently found a high level of support among Australians for multiculturalism, acknowledging that diversity brings increased productivity, innovation and creative solutions.

Cultural diversity in Waverley predates European colonisation. According to the Gujaga Foundation, in traditional Aboriginal societies, boundaries were not defined the same way Western boundaries are defined and maintained. Aboriginal people's relationship with their country was spiritually motivated and connected to their dreaming. However, it is generally accepted that the Gadigal and Bidjigal are clan groups that occupied the area between Sydney Harbour and Botany Bay which include the Waverley LGA. Descendants of these nations represent the oldest surviving culture on the planet and have stories of times and places beyond the memory of any other people.

Since European colonisation, Waverley has long attracted people from all over the globe to live, work and visit. Successive and ongoing waves of settlement, migration and visitation have shaped the culture and identity of Waverley throughout history, turning the community into a melting pot of traditions, interests, institutions and practices. The timeline on pages XX and XX provide insight into the history of cultural diversity in Waverley.

Today, the Waverley community is culturally diverse

and includes First Nations people, and residents from many different backgrounds, speaking different languages, adhering to many different religious beliefs and maintaining various cultural practices.

## Born overseas

At the time of the 2016 census, almost 40% of Waverley residents were born overseas. The largest non-English speaking country of birth in Waverley Council area was Brazil. Of Waverley's overseas-born population, 29.5% arrived to Australia in the five years prior to 2016, a much higher proportion compared to Greater Sydney, reflecting our role as a popular 'port' for new overseas arrivals.

## Languages spoken

21% of Waverley residents speak a language other than English at home, which is a much lower proportion compared to the average across Greater Sydney (35.8%). Most but by no means all speak and read English well. The top non-English language spoken at home in Waverley are Russian, Spanish, Portuguese, French, Italian, Hebrew and Mandarin.

"Cultural diversity in human society is like species diversity in ecological systems – diversity builds resilience, adaptability, collaboration and sustainability. Starting from First Nations knowledge there is a lot to learn from each other about how we can best face the future together" - Survey respondent



## Religion

Waverley has the largest Jewish population of any LGA in NSW with over 10,000 people representing 15.1% of our total population and well over a quarter of all Jewish people in NSW. Many have migrated from Eastern European countries, the former USSR/ Russian Federation and Ukraine, South Africa, and Israel and there are also many second and third-generation Jewish people living in Waverley.

Waverley has a high proportion of Catholic adherents, reflecting a history of Irish, South American and Italian immigration. Other significant faiths include Greek Orthodox and Anglican.

## Refugees

Waverley, while once an area renowned for its acceptance of waves of refugees from the conflicts of Europe, has in recent years been more of an area of second settlement, with few contemporary humanitarian settlers. However, Waverley Council has been a signatory for the Refugee Welcome Zone with the Refugee Council of Australia since 2002.

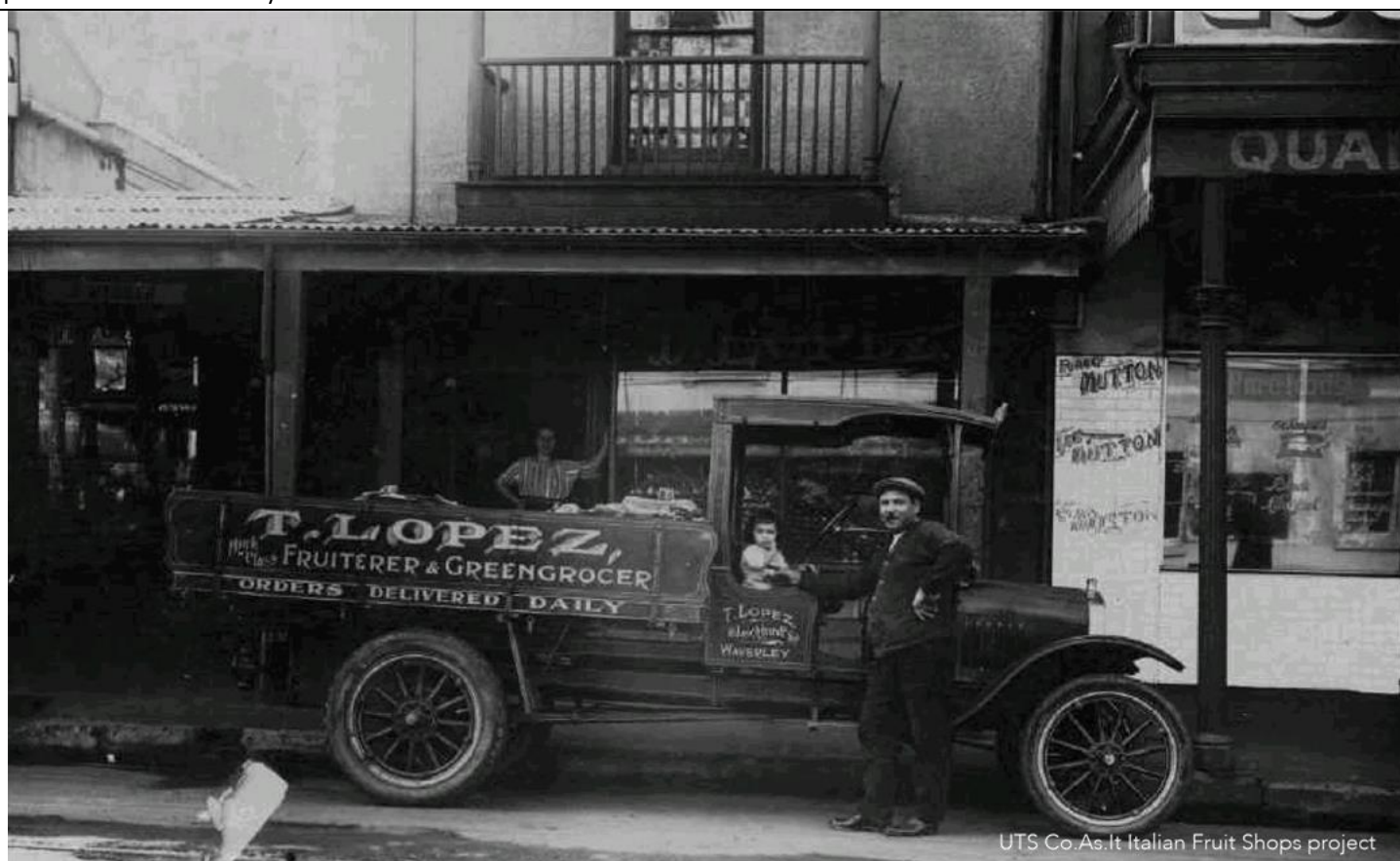
## Visitors to Waverley

Waverley is one of the most highly-visited local government areas in Australia, a popular destination for both local and national visitors, as well as international visitors, including holiday makers, short term residents and back-packers.

### Some of Waverley's unique demographic characteristics:

- Waverley is one of the most highly-visited LGAs in Australia, welcoming visitors from many different cultural backgrounds.
- Waverley LGA has the largest proportion of Russian speakers (and people indicating Russian ancestry) in NSW.
- Waverley has the largest Jewish population of any LGA in NSW.
- Waverley has the third largest population born in South Africa of any LGA in NSW.
- Waverley has the third largest population born in Brazil of any LGA in NSW.
- Waverley has ageing population particularly pronounced in post war immigrant communities.
- Waverley residents tend to be much more transient compared to other LGAs, and were much more likely to have moved address between the 2011 and 2016 census.





### Timeline of cultural diversity in Waverley

<b>Ongoing</b>	The coastal lands of the Bidjigal and Gadigal people of the Eora nation, on which the colonial settlement of Waverley was to be located, had provided a place of life, economy and ceremony for thousands of years. The claiming by the British in 1788 of what is now Sydney led to the sustained decline of the tribes and clan groups and their cultures, though their descendants remain. Even so the land was never ceded and remains today Bidjigal and Gadigal land.
<b>1820s</b>	Barnett Levey, first free Jewish settler, builds and names Waverley House at Bondi Junction
<b>1840s</b>	First Chinese market gardens established – they continue in some places into the 1930s.
<b>1850s</b>	Waverley becomes location for Irish settlement with many Catholic churches built, including Franciscan mother church at Charing Cross.
<b>1870s-80s</b>	Mediterranean immigrants begin to arrive. Suburbanisation of Waverley and opening up of Bondi Beach for recreation. Eastern European Jewish immigrants arrive fleeing pogroms in Russia. Maori groups perform at Bondi Aquarium; 'foreign' camp established near Ben Buckler for workers, mainly Italian, building Bondi Sewer outlet.
<b>1900s</b>	Immigration Restriction Act limits settlement of Asians and non-Whites in Australia. Irish Catholic community expands, building and extending churches and schools. Immigration Restrictions in USA funnel many more Italian, Greek and Yugoslav migrants to Australia and the area, already recognised as cosmopolitan and diverse.
<b>1920s</b>	Jewish community firmly established. Refugees arrive from Poland, Russia and Ukraine driven by the impact of the Russian revolution, new nationalisms and antisemitism.

<b>1930s</b>	<p>Rise of Fascism in Italy drives renewed Italian immigration and settlement in the area.</p> <p>Rise of Nazism after 1931 generates further inflow by Jewish refugees, though resisted by Australian government. Many gravitate to Waverley.</p> <p>Surge of refugees from Austria and Germany after 1938 Anschluss, despite Australian Government limit on entry.</p>	
<b>WW2</b>	<p>Many blocks of flats are built across Waverley supplying demand by arriving migrants for affordable accommodation.</p> <p>During War after 1941 fear of Japanese invasion drives many longer-term residents to leave Waverley, to be replaced by immigrants and refugees.</p>	
<b>Post-War</b>	<p>Post War Waverley welcomes back returning service people, and also sees arrival of waves of refugees and immigrants. Jews from China arrive after 1946, though blocked after 1948 due to Chinese Revolution.</p> <p>European refugees, Holocaust survivors and Displaced Persons arrive. Many move into now available flats in Bondi and Waverley.</p> <p>European post war migration accelerates with Italians, Greeks, Dutch, Germans, British and Irish finding rental accommodation.</p>	
<b>1950s–60s</b>	<p>1956 Hungarian uprising against USSR triggers Hungarian refugee inflow; battle of Suez triggers exodus of Egyptian Jews, many settling in Waverley.</p> <p>1960s Post war migration continues, changing the face of Waverley into far more cosmopolitan and multicultural locality.</p> <p>1968 Czech uprising against USSR triggers another exodus, some to Sydney, paralleled by new Polish emigration as antisemitism increases in Poland.</p>	
<b>1970s</b>	<p>1971 New wave of Russian immigration as campaign to free Soviet Jewry grows</p> <p>1972 White Australia policy abolished.</p> <p>1973 Trans-Tasman Travel Agreement opens Australia to immigration of New Zealanders, with many Maori and Pasifika peoples arriving.</p>	
<b>1980s–90s</b>	<p>1984 Waitangi Day concert at Bondi, South Pacific festival in 1986 and Building Bridges concert at Bondi Pavilion with Aboriginal, Maori, Migrant and other musicians before Invasion Day 1988.</p> <p>1990s new waves of immigrants from the Pacific (Argentina, Brazil, Peru etc), French from Pacific, Israel, South Africa.</p>	
<b>2000s–Now</b>	<p>2010 Waverley Cultural Diversity plan sets agenda for next decade.</p> <p>Festivals established – Winds, Global Table, Jewish Writers, Shir music, Eat Pray Naches exhibition</p> <p>2016 New communities increasing while older communities in decline.</p>	



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# SNAPSHOT OF CULTURAL DIVERSITY IN WAVERLEY



**OUR LOCAL  
GOVERNMENT  
AREA**

**9.2km<sup>2</sup>**

**ABORIGINAL AND TORRES  
STRAIT ISLANDER PEOPLE**



**274**

## OUR SUBURBS

Bondi Beach, Bondi Junction, North Bondi, Bronte, Dover Heights, Queens Park, Rose Bay, Tamarama, Vaucluse and Waverley



**TOTAL  
POPULATION 2016**

**72,106**

**PROJECTED  
POPULATION 2031**

**80,100**

**MEDIAN AGE:**

**35 years**

- 16% of our residents are 0 - 14 years old
- 8.9% are 15 - 24 years old
- 33.4% are 25 - 39 years old
- 28.7% are 40 - 64 years old
- 12.7% are more than 65 years old

## BORN OVERSEAS

**39%**

slightly higher compared to the average in Greater Sydney (37%)

### PLACE OF BIRTH

**2011      2016**

**UNITED  
KINGDOM**



7.8% ▲ 8.1%

**SOUTH  
AFRICA**



4.3% ▼ 4.2%

**NEW  
ZEALAND**



3.0% ▼ 2.6%

**BRAZIL**



0.8% ▲ 1.7%

**IRELAND**

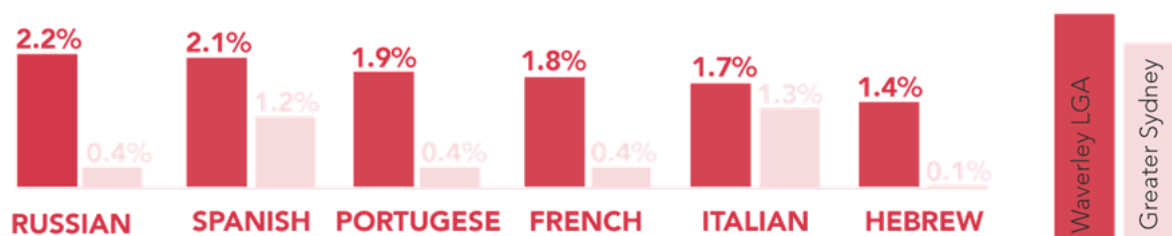


2.2% ▼ 1.5%

### YOUNG & SKILLED MIGRANTS

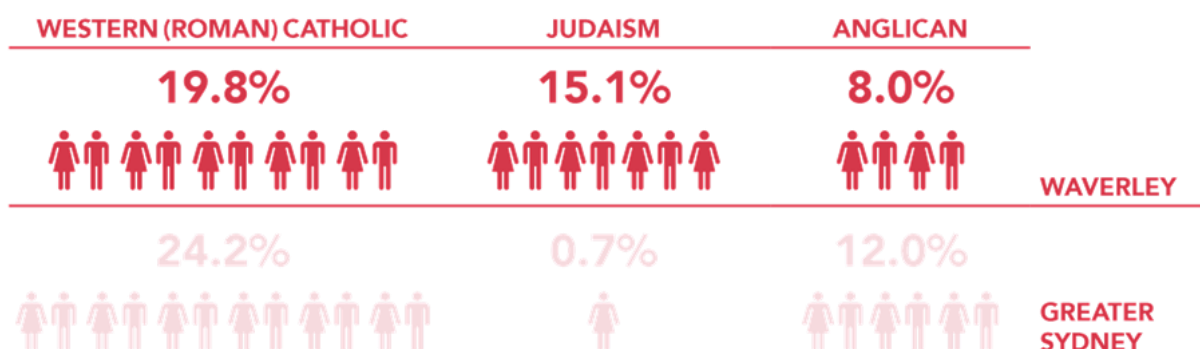
- 83% of migrants who arrived in the past 5 years had full or part-time employment
- Of recent new permanent settlement arrivals 71% were in the skilled visa stream and 29% in the family visa stream

## LANGUAGES SPOKEN



## RELIGION

Waverley has the largest Jewish population of any LGA in NSW with over 10,000 people



## VISITORS

There were

# 3.1million

**international visitor nights** in the Waverley Council area over 2018/2019 and

# 1.7million

**international** visitors to NSW came to dip their toes in at Bondi Beach. That's 38% of the total # of overseas visitors to NSW. They mostly travelled from China, USA, UK, Korea and Germany.

## INTERNATIONAL STUDENTS



Waverley is home to international students attending a range of higher education institutions and colleges. The COVID19 pandemic has seen a significant decline in international students in Waverley.

## A MORE TRANSIENT POPULATION



Waverly residents: **47%** moved between the 2011 and 2016 census.

Greater Sydney residents: **40.3%** moved between the 2011 and 2016 census.



### What did our community say about cultural diversity in Waverley?

"Waverley, because of its famous coastline, good public transport and proximity to the city, attracts people from all nationalities and all social classes. It is one of the very few communities in Sydney where less privileged people mingle with very wealthy people. Cultural diversity therefore is not a remote concept, it can be seen every day in our streets. The coastline, parks, outdoor sports facilities, and library also serve as greater equalizers where people can meet, with no paid membership/entry fee, and freely enjoy" – MAC member

"It's not just about welcoming people and its important to steer clear of motherhood statements. It's about supporting those who need it most." – Focus group participant

"I would like to see Waverley be an even more diverse community as it makes the community more friendly and accepting. I think maybe having more public awareness of different cultures would be good. There could be information sessions set up to make new community members feel welcome" - survey respondent

"I would like to see more proactive efforts to ensure that culturally diverse people are represented in all our public facing arenas - events, meetings, program delivery. I'd like to see diversity and inclusion embedded intrinsically into all activities, rather than purely at token moments like Harmony Day, etc" - Council staff survey respondent

"Music and food festivals bring people from diverse backgrounds together" – Survey respondent

"I'd like to see more signage on Bondi Beach in multiple languages - particularly the surf safety notices. I think there are only 2 at present and they are concerned with boardriding" – Survey respondent

"Rising religious intolerance is a challenge. Security is a huge issue for the Jewish community that is a burden" – Focus group participant



Family picnic at Bronte Beach



# OUR PRIORITIES

These priorities for cultural diversity and inclusion in Waverley express the needs and aspirations of Waverley residents and reflect findings from our research, community feedback and best practice.

They recognise that our LGA is a major destination for visitors from diverse cultural backgrounds across Sydney, NSW, Australia and overseas.

## Address challenges to social cohesion and build resilience

The Resilient Sydney Strategy identifies the level of connectedness and social inclusion as the leading factor in influencing how resilient cities and communities are to shocks and. Waverley, and Australia more broadly, is a diverse, multicultural society that is home to Indigenous Australians and people from across the globe. Our communities are home to people with a wide variety of cultural, ethnic, racial and religious backgrounds and traditions. Our cultural diversity contributes to the modern, cosmopolitan, world leading city-region that Sydney has become.

That diversity does bring challenges in terms of connectedness and inclusion within communities. If people are excluded from participation in social and economic life because of cultural differences, negative outcomes can occur. These outcomes can manifest in socio-economic, health and wellbeing indicators, crime and anti-social behaviour, a breaking down of accepted societal norms, and, in the extreme, violent extremism.

Connectedness and inclusion foster positive participation, a sense of belonging, and a commitment to social contribution.



## Increase opportunities to learn from Aboriginal cultures and people

Council's commitment to Aboriginal and Torres Strait Islander peoples is outlined in the Innovate Reconciliation Action Plan (RAP) and this Strategy will seek to align with and complement, rather than duplicate, the directions of the RAP. The Waverley community has expressed strong support for increasing visibility, celebration, and sharing of Aboriginal cultures in Waverley, including through events and activities, signage and interpretation, and public artworks incorporated into the landscape. There are also opportunities to further connect more recent arrivals to Australia with First Nations communities and culture.

## Connect and build on the strengths of our community

Waverley, home to a relatively well-resourced community with many passionate people and community organisations, has many strengths in relation to social cohesion. Our community already delivers many initiatives that support social cohesion and inclusion. Strong leadership and commitment from Council, a highly diverse community across cultures and income levels, great public and open spaces that support community connections across different backgrounds, all contribute to the capacity of the area to respond to and build on cultural diversity. They present Council today with the need to better explain its duty of care for its diverse community.

Waverley's citizens are active contributors to community well-being, with volunteers involved in many different aspects of community life. This participation mind-set continues as a key resource in building further connectivity, and welcoming visitors and newcomers to the area.

Council can play an important role in coordinating and connecting local service providers and community organisations to better meet the needs of culturally diverse residents. For example, during the COVID19 pandemic, Waverley Council connected local community organization 'Our Big Kitchen' with 'Viral Kindness Food Care' to distribute food to local people in need.

## Bridge and share cultures

Our community has told us they would like to see cultural diversity welcomed, celebrated and reflected in local events, programs and activities. They want to see more opportunities to share and exchange cultures and stories. Many suggested ideas for new cultural events, such as food, music and film festivals, that can bring people from diverse backgrounds together to share and learn from each other. Some indicated they would like to see Council more deeply embed recognition of and opportunities for cultural diversity across all their programs and activities.

## Take a strong stand against all forms of racism and discrimination

Global trends, including increasing polarisation and religious and cultural intolerance, have local implications for Waverley. Community members told us they want to see Council take a strong stand against racism and discrimination, and ensure that community members feel safe and supported. Members of the Jewish community pointed to incidences of antisemitism in Waverley, ranging from graffiti at Bondi Beach skatepark to assaults, as an ongoing issue of concern. Council's social media can be a strong weapon in facing down racist hate speech and harassment, though it requires a skilled understanding of racism on the Internet and how to defend its targets and erode its impact.

### Existing initiative: Anti-racism strategies

Council has long been committed to standing up against racism, hate and intolerance in our community, responding quickly to any local issues and referring to the police or other relevant agencies. Council also promotes the importance of community harmony, through initiatives such as the Walk For Respect and the recent the recent Council resolution to support the #Racismnotwelcome campaign.





## Share Waverley's diverse stories

Waverley as an area rich in cultural diversity has many stories of resilience. Sharing stories of the Indigenous people, of waves of immigrants and from a diversity of contemporary cultural groups, offers an avenue to building an understanding and interconnected community. A community focus on opportunities to celebrate Waverley's cultural diversity through the Bondi Story Room project at the Bondi Pavilion points to a desired central theme of cultural diversity. Story telling can occur for the youngest children, to our seniors, covering a world of experiences and learnings.

### Existing initiative: The Bondi Story Room

Responding to strong community desire for more opportunities to share Waverley's diverse stories, Council is currently planning the Bondi Story Room. This space in the upgraded Bondi Pavilion Community and Cultural Centre and online database will feature stories and histories from Waverley's diverse history.

## Leadership

You cannot be what you cannot see. Council's presentation and practices tell the community and the wider society a great deal about how cultural diversity is perceived, valued and supported. Across the LGA there are leaders in business, sport, the arts, education, religious and community organisations whose stance on issues associated with cultural diversity have great influence on the overall tone and shape of community temperament. Our community wants our leaders to lead in conjunction with the community, listening to their concerns and engaging them in solving our problems. This engagement for decisions should fully reflect and include the cultural diversity of the area and partners elsewhere.

## Support vulnerable community members

While in the majority the Waverley community is well-resourced, the LGA is also home to vulnerable community members, many made more so by the impact of the COVID pandemic. New or temporary residents may have difficulty accessing government supports; have limited English or understanding of Australian norms, services and practices when in trouble. Vulnerable groups identified by the community include international students, backpackers, gig workers with insecure employment, isolated elderly people, people with disability and those experiencing domestic or family violence.

Service providers highlighted opportunities for Council to raise awareness of available supports. Culturally appropriate services are crucial. Vulnerable people should have access to relevant and culturally appropriate information that recognises their sometimes transient situations – relating to homelessness, poverty, desperation and disability.



## Sustainable visitation

Waverley experiences high visitation from local, national and international tourists. Tourism is an extremely important contributor to the local economy and reduced tourism levels during the COVID19 pandemic have seen local businesses significantly impacted. However, increasing levels of international visitation and domestic visitation since 2014 has also resulted in additional strain and impact on local amenity in Waverley. The Draft Waverley Sustainable Visitation Strategy 2019- 2024 outlines Council's commitment to sustainable tourism, meaning a low impact on the environment and local culture while supporting future employment for local people. Cultural diversity offers real opportunities to create a more responsive and rich visitation landscape.

## Welcoming and safe public spaces

Community members recognise that people from across the city, country and internationally want to visit Waverley and enjoy its extraordinary natural features. A welcoming and safe experience for locals and visitors remains a key element of the Council's duty of care. Public places like parks and beaches can be made more welcoming and inclusive. Exploring how we can use innovative channels such as QR codes, colleges and uni's, transport hubs etc to provide messaging would better ensure safety. Newcomers to the area from diverse cultures who are unaware of beach, sun and water safety present particular challenges in providing accessible and engaging information.



## COVID-19 recovery

The COVID-19 pandemic has had a significant adverse impact (social, cultural and economic) on culturally diverse community members, some of whom could be less familiar with local services and community structures. Some groups who have been impacted include people on temporary visas who may have lost employment, international students, backpackers, older people and new arrivals. Multicultural Advisory Committee (MAC) members describe how Council has played an important role in ensuring that vulnerable CALD community members have access to information and resources in language, while also connecting them to the services if they are in need. The post-pandemic period will also offer opportunities in which cultural diversity approaches can reignite economic possibilities, while underpinning resilience and recovery planning.

# OUR ACTION PLAN

The five priority focus areas and the responding strategies and actions outlined in this section will provide a roadmap to guide future decision making to support cultural diversity and inclusion in Waverley for Council, partners and the wider community.

## How to read this Action Plan

Under each focus area, we have outlined actions that Council will commit to within an allocated timeframe. Recognising that Council has limited resources, we have also outlined “big ideas” that would be of benefit to Waverley however would rely on future funding sources to achieve.

### Definitions:

- Focus area: Priorities that we will focus on to support cultural diversity and inclusion in Waverley.
- Vision statement: The vision for the future we want to achieve related to each priority focus area.
- Why this is important: Evidence base including findings from community engagement and/or other research data.
- Strategies: The methods that will guide decision-making.
- Actions: Specific steps that will be taken within an allocated timeframe.
- Council’s role: Function Council will undertake to achieve an action.
- Partnerships: Waverley Council will need to work collaboratively with a broad range of stakeholders to the Plan.
- Timeframe: Timeframe within which the action/s will be completed.

## Measuring success

The vision statements and strategies outlined in this Strategy are also the framework for measuring success. Implementing tangible actions and initiatives is critical to achieving our community’s aspiration for cultural diversity and inclusion in Waverley.

This Strategy has a 10-year timeframe and will be reported through Council’s existing mechanisms, such as the 4-year Delivery Program and Operational Plans, and embedded in existing projects, activities, programs and budgets.





## Focus area 1: LEADERSHIP & PLANNING

### Where we want to be:

Waverley Council will be an organisation that values, reflects and responds to the cultural diversity of our community and its aspirations. We will demonstrate leadership in promoting cultural inclusion and collaborating with our community, across levels of government and with other agencies to plan for a cohesive and resilient community.

### Why is this important?

Waverley Council plays a critical and increasingly central role in identifying and responding to the challenges of changing social, cultural, economic and natural environments. Council's voice and actions on issues of cultural diversity both reflect and promote awareness and responsiveness, in the local community and among visitors. Council sets standards and helps to build capacity in the community for sustainability and resilience, in part by recognising and linking people of different cultural backgrounds across a range of groups and organisations.

**"Waverley Council can encourage its residents and visitors to appreciate how rich other cultures are through events, festivals, content at the library, tours that celebrate Australia's migration story/friendship with a country on specific national days"**

**Multicultural Advisory  
Committee member**

### What the community told us:

- Community members want to see Council support existing local cultural diversity initiatives. Some suggested Council can play a role in connecting groups to build strong networks of collaboration.
- Community members told us Council should play a role in promoting the value of cultural diversity and inclusion to Waverley residents and visitors.

### What we will do:

- Continue to demonstrate leadership, advocacy and commitment to cultural diversity and inclusion.
- Promote and raise awareness of the value of cultural diversity to Waverley and the importance of inclusion.
- Strengthen partnerships and collaboration with our community and across levels of government and non-government agencies to share information and good practice.
- Embed consideration of cultural diversity across decision-making, planning and engagement processes.

## Focus area 1: Leadership and planning



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Strategy / Actions	Team	Timeline (short/ medium/long)		
1.1. Continue to demonstrate leadership, advocacy and commitment to cultural diversity and inclusion				
1.1.1. Continue to convene the Multicultural Advisory Committee.	Community Programs			
1.1.2. Continue involvement in hosting Australian citizenship ceremonies.	Mayor's Office			
1.1.3. Benchmark Council's cultural diversity and inclusion practices against the national "Welcoming Cities" Standard to ensure ongoing best practice.	Community Programs			
1.1.4. When appropriate, advocate and provide submissions to State or Federal government on issues, policies or legislation related to culturally diverse resident needs, social cohesion and social justice.	Community Programs			
1.1.5 Continue to monitor social cohesion and attitudes towards cultural diversity in Waverley via Community Satisfaction Surveys.	Corporate Planning & Reporting			
1.2. Promote and raise awareness of the value of cultural diversity to Waverley and the importance of inclusion				
1.2.1. Monitor and report on data on cultural diversity demographic changes to Council staff and community.	Community Programs with support from Comms			
1.2.1. Ensure Council plans, publications, communications, and social media channels reflect the cultural diversity of Waverley residents, workers and visitors.  This to include: descriptions, stories and images that reflect Waverley's culturally diverse people.	Comms			
1.2.2. Continue to promote positive messages about cultural diversity and inclusion via Council's communications channels.  This includes: sharing messages supporting cultural diversity and inclusion; recognising significant community cultural days; promoting culturally diverse community events; and recognising cultural diversity as central to Australian culture in Australia day related media.	Comms with the support of Community Programs			

### 1.3. Embed consideration of cultural diversity across Council decision-making, planning and engagement processes

1.3.1. Continue to employ a Community Development Officer, Diversity to support and promote cultural diversity within the organisation and the community.	HR			
1.3.2. Identify and support Diversity Champions in each Council Directorate/program area (e.g. rangers, customer service, library, lifeguards) and at the Executive Leadership level, with the aim to raise awareness, support delivery, and stimulate ongoing review and refinement of the Strategy.	PCG			
1.3.3. Provide increased training and learning opportunities for Council staff with the aim to build knowledge and skills in working with residents and visitors from culturally diverse backgrounds. This to include an initial focus on delivering unconscious bias training to people leaders and hiring managers by May 2022.	Comms with the support of Community Programs  HR & PCG			
1.3.4. Explore opportunities to increase participation by people from culturally diverse backgrounds, including new and temporary residents, in Council's engagement processes including representation on Council's Have Your Say database.	Comms with the support of Community Programs			

### 1.4. Strengthen partnerships and collaboration with and within our community and across levels of government and with non-government agencies to share information and good practice

1.4.1. Continue to advocate and participate in forums, interagencies and working groups that build opportunities and support inclusion for culturally diverse communities and share good community partnership practices.	Community Programs			
1.4.2. Investigate partnership opportunities to promote multicultural services to ensure people from culturally diverse backgrounds can access appropriate services that meet their needs.	Community Programs			



## Ideas for future funding



### New Citizens Welcome

About 600 people a year are inducted as new Australian citizens in Waverley. Council leads by reflecting the values of the community – and introduces new citizens to the values, services, stories and networks of Waverley.

Our idea for future funding is to facilitate, in addition to regular citizenship ceremonies, an annual Welcome to Country celebration for new citizens, with a focus on sharing our Aboriginal inheritance, while also displaying culturally diverse performances, services, businesses and facilities, and opportunities for networking and volunteering. Open to a wider audience, this event would facilitate interaction between new and established Waverley community members from different cultural backgrounds.



### Mentoring leadership

Younger and emerging leaders from culturally diverse backgrounds can learn a great deal about the values of participation, operating in the Australian milieu, and the techniques for building networks and finding opportunities from internships and mentoring.

Drawing on the award-winning City of Sydney mentoring program for international students and new arrivals, and the Jewish Board of Deputies leadership development program “We are all Sydney”, Council could facilitate opportunities for young people from diverse backgrounds to be mentored by volunteer skilled practitioners and leaders as they develop their own trajectories and supports towards the realisation of their goals.



### Photography competition

It is important that Council's publications, strategies and communications channels including social media reflect the cultural diversity of our community to ensure everyone can feel welcome and represented. Council could further promote visual representation of Waverley's culturally diverse community through a photography competition with the theme “Together by the Sea: sharing diversity in Waverley”, including the potential for a prize associated with Head On Photo Head On Photo Festival, other external partners, or as a Council-run competition. Winning entries could be displayed in Council facilities, public spaces and used by Council in their communications materials.



### Digital signage in multiple languages

There is an increasing trend to provide digital information boards and signage in popular public spaces and at beaches. Should Council seek to install digital signage in the future, there are opportunities to provide information to people from culturally diverse backgrounds in multiple languages to support safety and welcoming (e.g. beach, sun and surf safety messages).

There may also be opportunities to promote information via QR codes in public spaces, recognising increasing use of this method during the COVID19 pandemic.



## Focus area 2: A CONNECTED, WELCOMING AND RESILIENT COMMUNITY

### Where we want to be:

Waverley will be a resilient community where residents of different cultural backgrounds have a sense of belonging and connection, that welcomes visitors and newcomers, and where people can exchange stories, cultures and traditions.

### Why is this important?

A resilient and sustainable community depends on residents and visitors feeling welcome and respected. Council, in crises such as the COVID pandemic, can collaborate with many community groups across many different cultures, to build linkages that stimulate volunteering and mutual support.

Understanding other people and building trust between them requires a sharing of stories, beginning with those of Aboriginal peoples. A regular program of welcome for new arrivals, celebration of diversity and recognition of the contribution of generations of culturally diverse Waverley residents, shapes a stronger sense of local identity.

**“Cultural diversity in human society is like species diversity in ecological systems – diversity builds resilience, adaptability, collaboration and sustainability. Starting from First Nations knowledge there is a lot to learn from each other about how we can best face the future together”**

***Multicultural Advisory Committee member***

### What the community told us:

- Community members want to see Aboriginal people, culture, traditions, knowledge and stories be acknowledged and more visible in Waverley
- Many suggested ideas for new cultural events, such as food, music and film festivals, that can bring people from diverse backgrounds together to share and learn from each other.
- Community members want to see Council go beyond ‘tokenistic’ events, towards embedding diversity across programs and activities

### What we will do:

- Work with Aboriginal groups and organisations to increase recognition of First Nations communities and the sharing of cultures, including for visitors and newcomers.
- Provide, support and promote programs that encourage intercultural connections, build respect and understanding of different cultures and help people to maintain their cultural heritage and identity.
- Support the collecting, sharing and exchanging of stories by residents from culturally and linguistically diverse backgrounds

## Focus area 2: Connected, welcoming and resilient community



Strategy / Actions	Team	Timeline (short/ medium/long)		
2.1. Work with Aboriginal groups and organisations to increase recognition of First Nations communities and the sharing of cultures, including amongst visitors and newcomers				
2.1.1. Investigate feasibility of establishing an annual New Citizen Welcome event, inviting everyone who achieved citizenship in the previous year, with the aim to offer welcome and introduce new citizens to Indigenous stories, public representatives, civic and service groups and other communities and activities.	Office of the Mayor in partnership with Community Programs			
2.1.2. Investigate feasibility of translating the key principles and actions from the Waverley Innovate Reconciliation Action Plan into main community and visitor languages and promote on Council's website, social media and other channels.	Community Programs with support of Comms			
2.2. Provide, support and promote programs that encourage intercultural connections, build social cohesion and help maintain people's cultural heritage and identity				
2.2.1. Work in partnership with community and cultural organisations to deliver and support programs, events and festivals that encourage intercultural connections and support understanding of different cultures.	Arts and culture Library Community Programs Events			
2.2.2. Through future programming of Bondi Pavilion and Boot Factory Knowledge and Innovation Hub, deliver and support programs that support intercultural connections, cultural expression, and dialogue.  This to include continued engagement of artists from diverse cultural backgrounds across Council's community events, festivals and programs.	Arts and culture			



2.2.3. Continue to promote relevant programs, events and engagement opportunities through Council's communications channels and ethnic media, and investigate feasibility of establishing online events listing on Council's website to enable community groups to promote their events.	Comms			
2.2.4. Promote the Community Connections Volunteering program to culturally diverse volunteers and partners, through Council and other channels with the aim to increase diverse participation and find additional opportunities for volunteers to play a supporting role in Council led events and festivals.	Community Programs			
<b>2.3. Support the collecting, sharing and exchanging of stories by residents from culturally and linguistically diverse backgrounds</b>				
2.3.1. Develop social media campaign sharing stories about culturally diverse community members and intercultural friendships and initiatives in Waverley via Council's communications channels, including stories collected through the Bondi Story Room.	Comms Community Programs Arts and Culture			
2.3.2. Continue to collect and share research and information about the multicultural history of Waverley.	Library			
2.3.3. Building on the Bondi Story Room project, explore funding and opportunities to share local stories of Waverley's culturally and linguistically diverse residents, for example through heritage walking tours, interpretive heritage signage and storytelling programs. (see examples).	Urban design and heritage Arts and Culture			

## Ideas for future funding



### Welcome 2 Waverley

While Waverley is renowned as a place people love to visit, many newer arrivals in other parts of Sydney have never been and cannot easily navigate the ways to get here safely and enjoyably.

Our idea for future funding is to deliver a program (Welcome2Waverley), in partnership with Settlement Services International, that provides local guides from Waverley with similar interests as the visitor, to meet, greet and facilitate visits to the Waverley area. This program would build intercultural engagement while developing confidence among newcomers and understanding among longer established groups.



### Waverley's diverse heritage walking tour

There are many stories in Waverley – from the first Jewish resident from 1827, through the Irish settlers, post war Greeks and Italians, to the contemporary world of South Americans, African and Middle Easterners.

Our idea for future funding is to develop walking tours, accessible through self-guided apps, and also offered as guided walking tours by local people. Local businesses could be tagged which would allow for way stops at related cafes, restaurants, food stores, book and curio shops. There is opportunity for tours to originate at the forthcoming Visitor Information Centre at Bondi Pavilion, complementing the Bondi Story Room.

## Ideas for future funding



### Building bridges event

Bondi Pavilion served in the 1980s as the location for the famous Building Bridges concerts, which brought together Aboriginal Australians, Maori from Aotearoa New Zealand, and the cultural diversity of modern Australia.

As an iconic place within Waverley and across Australia, Bondi is uniquely situated to provide a focal point in the cultural diversity space that can resonate nationally and internationally. There are significant opportunities through the renewal of the Bondi Pavilion to continue to provide pathways for cultural expression with a focus on celebrating the diversity that continues to bring strength to Waverley.

Our idea for future funding is to work collaboratively with partners to support delivery of a concert foregrounding Aboriginal, Pasifika, other migrant and wider music themed around reconciliation.



### Bondi Pointers

There is a strong desire in the Waverley community to increase opportunities to share local (hi)stories for both residents and visitors, including in the public domain.

Our idea for future funding is to develop a heritage interpretation signage program marking important sites in Waverley's history - including telling the stories of Indigenous and culturally diverse people in our community. This can help to create a sense of welcoming, belonging, place and build awareness of our rich multicultural history.



### Micromuseums

Our idea for future funding is for Council to facilitate temporary "pop up" micro-museums in conjunction with existing museums such as the new Museum of Chinese Australia (Haymarket), the Sydney Jewish Museum, the National Maritime Museum, and Sydney Living Museums.

These micro-museums can stimulate the telling of local stories, and engage with local schools in ways that stimulate both knowledge acquisition and communication skills development (e.g. drawing, audio, video etc) Any travelling exhibition could be included in the Library's gallery program.



### Tamarama flax weaving

There are already great intercultural and storytelling programs happening in Waverley that Council can support in partnership with other government organisations, such as the Harakeke flax weaving program at Tamarama Beach. An initiative of WEAVE Parramatta (an initiative of Parramatta Artist Studios), this program brings together local Aboriginal elders and Maori weavers to support and assist with maintenance and weaving of the harakeke (flax) plants growing at Tamarama, whilst also hearing local history and stories to keep in mind with bush care in this environment. Our idea for future funding is to support and promote this program and stories.



## Focus area 3: NO PLACE FOR RACISM

### Where we want to be:

Waverley will be a community where racial and religious discrimination and prejudice have no place, and those vulnerable to these threats are protected.

### Why is this important?

A strong local stand against racism and expressions of prejudice and hate underpins a resilient and trusting community. At times of crisis identifiable minorities can become the targets for both random and planned racism, ranging from graffiti to verbal abuse to physical assault. Council can show the way in rejecting racism, demonstrating antiracist values, and defending and supporting those who may become targets of racist abuse. Council can ensure its communication and public security pushes back against racism, while protecting its own diverse staff against racist abuse and public harassment.

**“Globally and in Waverley we are seeing increasing polarisation and normalisation of hate speech. This is a global challenge with local implications”**

**“Rising religious intolerance is a challenge. Security is a huge issue for the Jewish community in Waverley”**

*Community focus group participants*

### What the community told us:

- Community members identified that global trends, including increasing polarisation and religious and cultural intolerance, have local implications for Waverley that need to be considered.
- The community want to see Council take a strong stand against racism and discrimination, and ensure that community members feel safe and supported.
- Members of the Jewish community pointed to incidences of anti-semitism in Waverley, for example recent acts of graffiti at Bondi Beach skatepark, as an ongoing issue of concern.

### What we will do:

- Work with community organisations and other agencies to educate and raise awareness to promote inclusion and the importance of standing up to racism and discrimination.
- Identify and respond to issues and needs related to discrimination and racism in our community in a respectful and timely manner.
- Promote a working environment for Council employees that is free of discrimination and harassment



### Focus area 3: No place for racism



Harmony Concert at Oxford St Mall

Strategy / Actions	Team	Timeline (short/ medium/long)		
3.1. Work with community organisations and other agencies to educate and raise awareness to promote harmony, inclusion and promote the importance of standing up to racism and discrimination				
3.1.1. When relevant, Council continue to publish media statements condemning racism, discrimination and intolerance in the Waverley community and Australian society.	Mayor's Office			
3.1.1. Implement a public space campaign to share positive messages that condemn racism.	Community Programs			
3.2. Identify and respond to community issues and needs in a respectful and timely manner				
3.2.1. Share information about racism and discrimination reporting via Council's events and communication channels (e.g. links to Anti-Discrimination Board, Human Rights Commission).	Community Programs with the support of Comms			
3.2.2. Continue to ensure that racist graffiti and posters etc. are identified and removed with urgency.	Waste and Cleansing			
3.2.3. Explore opportunities to partner with government and community organisations to collect and share data on racism incidents that occur in the Waverley local government area and improve Council's anti-racism strategy over time.	Community Programs			
3.2.4. Develop internal procedures to manage racism, discrimination and intolerance on Council social media channels.	Comms			
3.3. Provide a safe and inclusive workplace for Council employees				
3.3.1. Establish and support a working group comprising of employee representatives from across the organisation to review policies and procedures that ensure a safe and inclusive work environment for everyone when reporting conducts of concern, including conducts related to discrimination.	HR			

## Ideas for future funding



### **Racism not welcome here streetsigns**

In February 2021, Council passed a resolution to refer to the Multicultural Advisory Committee for discussion and guidance on ways to implement the 'Racism Not Welcome' street sign and associated campaign in the Waverley local government area, with support from Council and its officers. Our idea is to implement the campaign in busy places in Waverley, including opportunities for community sponsorship of translations and ongoing care, into one of the languages spoken in Waverley by its residents and visitor. Each sign could have English on one side and a language, from Aboriginal through the range of other tongues spoken, on the other side. Over time Waverley would become populated with dozens of languages on signs speaking the same message of welcome and peace.



### **Building cultural tolerance with young people**

Drawing on learnings from the Different People Different Voices Project developed by Burwood Council with NSW government funding in 2013, Waverley can explore opportunities to facilitate projects and share resources and information with local young people, schools and service providers to raise awareness of issues related to cultural inclusion, bullying, racism, discrimination and bystander action.



## Focus area 4: INCLUSION AND EQUITY

### Where we want to be:

Waverley coordinates, provides, facilitates and supports services that respond to and respect cultural differences, while ensuring equity and facilitating opportunity.

### Why is this important?

When the community recognises, understands and acts on its diversity, the process strengthens resilience, ensures trust and contributes to well-being.

Waverley can better understand how gender, culture, age, income and disability can impact on people. Access to services and facilities that respond to diverse needs across the range of programs and services, directly delivered by Council or through other organisations, helps to ensure no one, resident or visitor, is left out.

**"It's not just about welcoming people and its important to steer clear of motherhood statements. It's about supporting those who need it most."**

*Community focus group participant*

**"International students are struggling with issues due to COVID19 and are constantly under immense pressure, especially those who have lost their jobs and/or housing"**

*Multicultural Advisory Committee member*

### What the community told us:

- Vulnerable groups identified by the community include international students, backpackers, gig workers with insecure employment, isolated elderly people, people with disability and those experiencing domestic or family violence.
- Service providers highlighted opportunities for Council to raise awareness of available supports, and emphasised the importance of providing services that are culturally appropriate and, if required, translated.

### What we will do:

- Ensure Council services, information and resources responds to the cultural diversity of the Waverley community and visitors, are accessible and, where relevant, available in community languages
- Work in partnership to identify and support groups and individuals from culturally diverse backgrounds (residents and visitors) that are more vulnerable
- Continue to promote and provide accessible and appropriate services, resources, venues and facilities to CALD communities
- Waverley understands it is a highly desirable location for visitations from outside the area, and ensures an equitable and safe experience for residents, workers and visitors



## Focus area 4: Inclusion and equity



Strategy / Actions	Team	Timeline (short/ medium/long)		
4.1. Ensure Council services, information and resources respond to the cultural diversity of the Waverley community and visitors, are accessible and, where relevant, available in community languages				
4.1.1. Explore opportunities to better utilise the existing multilingual language skills within Council and provide skill development and support relevant staff to make it easier for our multi-cultural community to fully participate in the civic life of Waverley.	Community Programs with support of HR and Comms			
4.1.2. As part of Council's communication and engagement activities, ensure that the use of translated materials is considered as part of the development of the communications and/or engagement strategy to ensure that language is not a significant barrier to participation.	Comms with support of Community Programs			
4.1.3. Continue to provide library collections and resources in a range of community languages responding to utilisation and demand, recognising that our collection services a regional catchment, and promote these via Library website, social media channels and via other cultural organisations channels.	Library			
4.1.4. Explore opportunities to improve cultural awareness, education and resources within all of Council's early education and family day care services to support families from culturally and linguistically diverse backgrounds and seek opportunities to increase greater cultural inclusion so everyone in our community feels welcome.	Families & Children			
4.1.5. Ensure that emergency preparedness and resilience planning methodologies are inclusive of culturally and linguistically diverse people in Waverley, including visitors, workers and residents, and available in languages other than English where relevant.	Sustainability and resilience			
4.1.6. Investigate feasibility of reviewing public applications and forms to ensure they are comprehensible in Clear English, and translated or available through translation, and can be submitted in languages where at all possible.	ICT			
4.2. Work in partnership to identify and support groups and individuals from culturally diverse backgrounds (residents and visitors) that are more vulnerable				
4.2.1. Work in partnership to identify issues and explore opportunities to support safety of vulnerable culturally diverse residents, workers and visitors in Waverley, including gig economy workers, sex workers, international students, backpackers, older people, people with disability.	Community Programs			

### 4.3. Waverley understands it is a highly desirable location for visitations from outside the area, and ensures an equitable and safe experience for residents, workers and visitors

4.3.1. Explore opportunities through forthcoming Visitor Information Centre at Bondi Pavilion to welcome visitors different culturally diverse backgrounds and connect people to information about Council, services and safety. This could include information, programs and signage available in key community and visitor languages.	Economic Development			
4.3.2. Continue to deliver and promote beach, sun and water safety programs and resources to culturally diverse people, through online information, (digital) signage, and on site orientation talks.	Lifeguards with the support of Comms			
4.3.3. Explore opportunities to raise awareness of key emergency, safety and support resources and information to temporary residents and visitors, liaising with key institutions such as backpackers' hostels, international student accommodation, and gig economy employers.	Community Programs			
4.3.4. Review and provide universal signage to improve access and information in public areas, particularly on the beaches.	Infrastructure services and Comms			

## Ideas for future funding



### Safe spaces, safe places

Many members of the Waverley community live and work precariously, never more than now as the ongoing impact of the pandemic isolates people whose families are elsewhere and whose opportunities for education and employment have been reduced. People with limited experience of Australia, even if their primary language is English, can find themselves exposed to exploitation, harassment, intimidation and violence, suffering mental health and related issues. Often though they have no firm sense of their rights or how to gain the protection of authorities. Our idea for future funding is an information project that raises awareness of safety resources and, in conjunction with NSW Police, state human rights agencies, relevant trade unions, and non-government organisations, reaches out to these people, through electronic signage in a range of languages, online referral and leafleting of key locations such as those relevant to the gig economy, the sex industry and backpackers accommodation.



### Enabling a diverse Waverley

People with disabilities from culturally and linguistically diverse backgrounds can find themselves more excluded from and isolated in seeking services that meet their needs. While Waverley has a good network of disability services, key services that work with culturally diverse communities are not well represented in the area and many people may be missing out and remaining unheard. Our idea for future funding is for a project that helps identify a wider range of people with disabilities who need culturally appropriate services, and ensures locally information and support is provided in ways that allow people to take full advantage of the services, and avoid the dangers of exclusion.



## Focus area 5: Enabling opportunities

### Where we want to be:

Waverley recognises and enhances the aspirations and contribution of its residents and visitors to the economic, civic, and cultural wellbeing of the community.

### Why is this important?

Cultural diversity contributes to productivity and opportunity, by enabling the application of different perspectives, skills and capacities. Initiatives that link aspects of the Waverley situation can generate new opportunities for enjoyment, social and cultural engagement and economic sustainability, while addressing the needs of more marginalised or vulnerable groups. We are committed to leading and contributing to initiatives that can generate new opportunities for ideas that break “out of the box” and can capture the imagination and involvement of residents and visitors and add to long term sustainability, while creating new links and partnerships.

**“I am a new immigrant. I want to be involved, recognised, respected and feel part of the community. I want a strong community of people who came from my country to help overcome isolation, and I want to be a full participant in the community I have joined here, sharing in decision making”**

***Multicultural Advisory  
Committee member***

### What the community told us:

- Local business networks told us that Waverley’s local economy depends heavily on short, medium and longer term visitations from culturally diverse people.

### What we will do:

- Work in partnership with local business community to respond to issues and opportunities related to cultural diversity
- Deliver and supports programs, projects and events showcasing our cultural diversity to encourage sustainable visitation to Waverley
- Support and build capacity [for participation and contribution] across our culturally diverse communities, especially young people (traineeship etc)
- Improve Council’s practices so that people from diverse backgrounds have opportunities to fulfill their work potential.



## Focus area 4: Enabling opportunities



Strategy / Actions	Team	Timeline (short/ medium/long)		
5.1. Work in partnership with local business community to respond to issues and opportunities related to cultural diversity				
5.1.1. Provide briefings and other information to the members of the chambers of commerce and other businesses on the cultural diversity situation in Waverley, to enable them to better respond to the cultural diversity of residents, workers and visitors.	Community programs			
5.2. Deliver and support programs, projects and events showcasing our cultural diversity to encourage visitation to Waverley				
5.2.1. Investigate feasibility of key new initiatives (programs, events, festivals) that will contribute to productive diversity opportunities (see ideas for future funding overpage).	Cultural Diversity PCG			
5.3. Reflect cultural diversity of society in Waverley Council's employment practices				
5.3.1. Review and revise Council's Recruitment guidelines and processes to encourage applications from people of diverse backgrounds.	HR			
5.4. Support and build capacity of culturally diverse communities and organisations				
5.4.1. Provide funding through the Small Grants program to community groups delivering cultural, recreational and social outcomes.	Community programs			
5.4.2. Continue to provide and promote support to community groups including information and advice on demographics, local issues and grant opportunities.	Community Programs			

## Ideas for future funding



### Waverley Board Walk

While most people think of Waverley and particularly Bondi as a summer place, the winter months also call forth visitors.

Our idea for future funding is to develop a program that draws people from across the area and the city to a time of intercultural game playing – board games from many cultures played throughout the area. This program would create many opportunities for intercultural engagement through chess, backgammon, mah jong, Go and other games pop up at cafes, clubs and indoor and outdoor venues. For a period of a month or more in Winter an online games schedule would enable players from many cultures and from beginner to expert skill to learn and then compete in friendly games and sponsored competitions.



### Waverley on a plate

With the pandemic locking down international travel, attention has shifted to ways in which the world exists on our doorstep. Our idea for future funding is for a project in conjunction with local business groups, to create a network of food related businesses, from retail restaurants to food delivery, to food products, to food preparation classes, to menus. The focus is on both building a network and building an app that foregrounds Waverley's food opportunities, while backgrounding culture, entrepreneurship and innovation. Delivery companies that ensure work rights and protections for their riders/drivers will be given special access, and their staff acknowledged by Council in regular updates on rights information and other work opportunities.



**WAVERLEY**  
COUNCIL

**Waverley Council**

**55 Spring Street, Bondi Junction, NSW 2022**

**PO Box 9 Bondi Junction NSW 1355**

**[info@waverley.nsw.gov.au](mailto:info@waverley.nsw.gov.au)**

**[www.waverley.nsw.gov.au](http://www.waverley.nsw.gov.au)**

**Telephone enquiries**

**General business 9083 8000**

**General fax 9387 1820**

**TTY/voice calls for hearing/speech impaired 133 677**

**After hours emergencies 9083 8000**





# Waverley Cultural Diversity Strategy and Action Plan - Engagement Summary Report

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**Waverley Council**

April 2021



Cultural diversity in human society is like species diversity in ecological systems – diversity builds resilience, adaptability, collaboration and sustainability. Starting from First Nations knowledge there is a lot to learn from each other about how we can best face the future together”

- Waverley Multicultural Advisory Committee member



**Report title:** Waverley Cultural Diversity Strategy - Engagement Outcomes Summary Report

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## Summary of findings

This report provides a summary of findings from community and stakeholder engagement to inform the development of the Waverley Cultural Diversity Strategy.

In total, more than 177 people contributed their feedback, including residents, community groups and organisations, local service providers, industry experts and Council's Multicultural Advisory Committee.

The following key themes have emerged from community engagement, including the survey, the community leaders focus group and conversations with local community groups and organisations. Findings from engagement with the Multicultural Advisory Committee, Council staff and other stakeholders are shown overpage.



### Theme 2.

#### Increase the recognition and visibility of Aboriginal culture and people

The Waverley community has expressed strong support for increasing visibility and sharing of Aboriginal culture in Waverley. The community would like to see Aboriginal people, culture, traditions, knowledge and stories be acknowledged and more visible in their local area, including through events and activities, signage and interpretation, and public artworks. Some also suggested ideas for increased opportunities for interaction between new migrants and Aboriginal people and culture.



### Theme 1.

#### Waverley residents recognise the benefits of living in a culturally diverse community

Waverley residents told us that they value living in a culturally diverse community, including because it brings a diversity of people, experiences, perspectives and skills to the community. This is demonstrated by responses to the survey (65 responses), which found that 85% agree that cultural diversity has been good for Waverley.

Community members described their aspiration for the future of Waverley as being diverse, welcoming and inclusive. While community members told us that they think Waverley is already a relatively inclusive place to live for people from culturally diverse background, survey responses indicate there is still work to be done to strengthen cohesion with 70% of respondents agreeing that people from different cultures get on well together in Waverley and 75% agreeing that people from different cultural backgrounds are made to feel welcome in Waverley.



### Theme 3.

#### Increase opportunities to celebrate and share Waverley's diversity

Community members want to see cultural diversity welcomed, celebrated and reflected in local events, programs and activities. In particular, people would like to see more opportunities to share Waverley's unique stories, including the waves of immigration that have shaped the area over time as well as the current cultural diversity of the community.

Many suggested ideas for new cultural events, such as food, music and film festivals, that can bring people from diverse backgrounds together to share and learn from each other.

Some indicated they would like to see Council go beyond 'tokenistic' events, towards embedding opportunities for cultural diversity across all their programs and activities.



#### Theme 4.

#### Take a strong stand against all forms of racism and discrimination

Community members identified that global trends, including increasing polarisation and religious and cultural intolerance, have local implications for Waverley that need to be considered. The community want to see Council take a strong stand against racism and discrimination, and ensure that community members feel safe and supported. In particular, members of the Jewish community pointed to incidences of anti-semitism in Waverley, for example recent acts of graffiti at Bondi Beach skatepark, as an ongoing issue of concern.



#### Theme 6.

#### Connect and build the capacity of our diverse community

Community members told us that Waverley is home to a relatively well-resourced community with many passionate people and community organisations that are already delivering initiatives that support social cohesion and inclusion. Some indicated they would like to see Council support existing local initiatives and groups, for example to deliver cross-cultural events and activities. Others suggested Council can play a role in connecting groups to build strong networks of collaboration.



#### Theme 5.

#### Support Waverley's vulnerable and transient community members

Community members told us that while Waverley is generally perceived to be a well-off community, there are vulnerable people, including those from culturally diverse backgrounds, living in Waverley that need extra support. This may include new or temporary residents that may not be able to access government supports such as centrelink; have limited English; or be unfamiliar with the Australian services environment. Vulnerable groups identified by the community include international students, backpackers, gig workers with insecure employment, isolated elderly people, people with disability and those experiencing domestic or family violence.

Service providers highlighted opportunities for Council to raise awareness of available supports, and emphasised the importance of providing services that are culturally appropriate and, if required,



#### Theme 7.

#### Welcome visitors to Waverley

Community members recognise that Waverley is visited by people from diverse backgrounds from across Sydney, Australia and the Globe and understand the importance of providing a welcoming and safe experience. Some survey respondents suggested opportunities to make public spaces and beaches, which are highly utilised, more welcoming and inclusive for everyone including people from diverse backgrounds, including with signage in multiple languages and opportunities for multilingual beach and surf safety information available.



## What the MAC said...

Members of Council's Multicultural Advisory Committee (MAC) told us that:

- Current strengths for Waverley include strong leadership and commitment from Council, highly diverse community across cultures and income levels, great public and open spaces that support community connections across different backgrounds
- Most urgent challenges include addressing racism and discrimination, supporting and providing information and services for vulnerable and transient community members (e.g. gig workers, international students, backpackers)
- Ideas to promote community inclusion include increasing diversity of Council staff, raising awareness of the value of diversity in the community, and building capacity within cultural groups
- MAC members think the role of Council is to:
  - Provide strong leadership in strengthening support for cultural diversity in the community
  - Provide, promote and support access to appropriate services for culturally diverse community members, including those who are most vulnerable
  - Support, connect and build capacity of cultural community groups
  - Share relevant information with residents, business owners, representatives of community organisations, and visitors relating to CALD people
  - Encourage intercultural connections and exchange
  - Provide opportunities for culturally diverse people including work experience, procurement processes
- Expectations for the Strategy are to:
  - Provide practical ideas and initiatives to promote cultural diversity and bring different groups together to encourage greater social cohesion
  - Give effective tools to reach the goal of a more interconnected and resilient community
  - Ensure that all relevant communities are acknowledged, participate in the decision making process and are readily able to provide relevant feedback
  - Identify highest priority needs, potential service/information gaps and develop initiatives that address needs identified
  - Foster partnership and collaboration within the community



## What stakeholders said...

The following key findings have emerged from stakeholder interviews:

- Increased expectation that local government will facilitate engagement between First Australians and the wider community, including Newer Australians.
- Cultural diversity in Waverley includes English speaking visitors who may not know about how to find help in a crisis.
- Cultural diversity in Waverley includes English speakers who have continuing cultures they want to sustain – eg NZ/Pakeha and Maori, English, Scots, Irish, North American.
- Cultural diversity in Waverley includes many groups made more vulnerable by COVID – international students, sex workers, gig-economy workers, backpackers.
- Waverley's residents are very positive about the benefits of cultural diversity and want to reach out to people from diverse backgrounds.
- Waverley's local economy depends heavily on short, medium and longer term visitations from culturally diverse people.
- Increased expectation from customers, agencies and layers of government that Council will be professional and capable in responding to the cultural diversity of its residents, workers and visitors, and provide local leadership.
- Rapidly changing situation for culturally diverse elders as cost of staying in their own homes rise, and incomes fall, challenges Council social wellbeing strategy.
- Strong interest from business, agencies, NGOs and residents to partner with council on culturally diverse programs and projects.
- Strong capacity and interest in volunteering can be harnessed to improve intercultural connections in Waverley and between Waverley and the wider community.
- Waverley Council needs to raise its priority awareness about cultural diversity in its employment, service delivery, communication and leadership roles
- Cultural diversity implies both equity and opportunity, and has to entail and show evidence of respect, inclusion, connection, social cohesion and resilience.





## What Council staff said...

78% of Council staff survey respondents indicated their role involves regular interaction with the community. Of these respondents:

- 96% agreed that they *"have the skills and support to engage with people from culturally and linguistically diverse backgrounds in the community."*
- 45% had used their language skills or called on a colleague's language skills in their interactions with culturally and linguistically diverse people, while 33% has used a Google Translate website.
- 31% indicated that they had experienced or witnessed discriminatory behaviours or attitudes in their role with Council, including racist or discriminatory comments from community members

Council staff suggested a range of ideas to strengthen support for multicultural community including:

- Improvements to Council operations, including increased translated materials, embedding cultural diversity actions across teams, increased training for staff on how to deal with challenging situations of discriminatory behaviours
- Deliver increased multicultural festivals, events and activities that bring the community together and ensure culturally diverse representation
- Improved communications and engagement with culturally diverse community members, including representation of diverse people in communications materials, increased engagement through community leaders, and raising awareness of the role of Council
- Increased employment of people from culturally diverse background at all levels including in customer facing roles
- Encourage and promote positive attitudes and behaviours in the community
- Consider the needs of transient population and disadvantaged community members

### Quotes from engagement:

*"It's not just about welcoming people and its important to steer clear of motherhood statements. It's about supporting those who need it most" - focus group participant*

*"Cultural diversity in human society is like species diversity in ecological systems - diversity builds resilience, adaptability, collaboration and sustainability. Starting from First Nations knowledge there is a lot to learn from each other about how we can best face the future together" - MAC member*

*"I would like to see Waverley be an even more diverse community as it makes the community more friendly and accepting. I think maybe having more public awareness of different cultures would be good. There could be information sessions set up to make new community members feel welcome" - survey respondent*

*"Globally and in Waverley we are seeing increasing polarisation and normalisation of hate speech. This is a global challenge with local implications" - focus group participant*

*"I would like to see more proactive efforts to ensure that culturally diverse people are represented in all our public facing arenas - events, meetings, program delivery. I'd like to see diversity and inclusion embedded intrinsically into all activities, rather than purely at token moments like Harmony Day, etc" - Council staff survey respondent*

# 1. Introduction

This report provides a summary of findings and implications from research and analysis conducted to inform the development of the Waverley Cultural Diversity Strategy.

## 1.1. Background & purpose

Waverley Council (Council) has engaged Cred Consulting with subconsultant Andrew Jakubowicz to work collaboratively with Council staff, the community and stakeholders to develop a Cultural Diversity Strategy and Action Plan (the Strategy) for the Waverley local government area (LGA).

Waverley Council has long been committed to issues of social justice and equity, recognising the value of cultural diversity to the social, educational, economic and civic cohesion and development of the municipality. While the Council has initiated new policies around inclusion and resilience, its Cultural Diversity planning has not been updated for some years. Now, Council is developing in a new Cultural Diversity Strategy that will be based on contemporary research enlivened by community engagement and consultation.

This report provides a summary and implications of community and stakeholder engagement undertaken from December - April 2021. The purpose of community and stakeholder engagement was to:

- Ensure council elected officials, officers and customer/ citizens understand Waverley community's strengths, challenges, priorities and aspirations for social inclusion and cohesion in the context of Waverley's culturally and linguistically diverse community, and the resilience required to overcome post-COVID challenges.
- Build the relationship between Council and key stakeholders (e.g. representatives from a diverse range of existing and emerging cultural groups, local service providers, government agencies and peak bodies).
- Increase Council's engagement with CALD community members of and visitors to Waverley.

### 1.1.1. Project timeline



Figure 1 - Project timeline

## 1.2. Summary of engagement activities

The following table provides a summary of the engagement activities undertaken for this project. In total, more than 177 people and organisations contributed their feedback.

Table 1 - Overview of consultation activities

Type	Details	Participants
<b>Workshops and surveys</b>		
Online community survey	Available via Council's Have Your Say page	65 responses
Intercept surveys	To deliver the online survey at Bronte Beach (13 March), Bondi Beach and during Harmony Concert at Bondi Junction (11 April)	-
Community leaders and service providers workshop	Online via Zoom (16 March)	8 participants
Multicultural Advisory Committee meetings	Online via Zoom (18 November, 28 April)	-
<b>Council staff engagement</b>		
Council staff survey	Written and distributed by Council with analysis by consultant team	63 responses
Project Control Group meetings	Online via Zoom (4 February, 9 March, 29 April)	-
<b>Stakeholder interviews</b>		
Interviews with stakeholders representing:		
<ul style="list-style-type: none"> <li>Local residents, community groups and organisations</li> <li>Government agencies and peak bodies</li> <li>Service providers</li> <li>Industry organisations and exports</li> <li>Other local councils.</li> </ul>	See list at Chapter 5 for full list	37 interviews



## 2. Community survey findings

### 2.1. Purpose of the community survey

The purpose of the community survey was to understand strengths, challenges, priorities and aspirations for social inclusion and cohesion in the context of Waverley's culturally and linguistically diverse community.

The survey also included a number of questions from the Scanlon Foundation Social Cohesion Survey, with the aim to benchmark responses against a national cohort.

The survey was available online via Council's Have Your Say Page between 1 March and 11 April 2021. It was promoted to the community via Council's email directory, Facebook page and via a segment on local radio by the Mayor.

In addition, the survey was delivered to the community at intercept surveys at Bronte Beach (13 March), Bondi Beach and during the Harmony Concert at Bondi Junction (11 April). The purpose of the intercept surveys was to capture responses from passersby whom might otherwise not engage with Council's channels. Intercept surveys were conducted with Waverley residents as well as to people who visit the LGA regularly.

### 2.2. Respondent profile

In total, 65 survey responses were received.

Overall, survey respondents were characterised by:

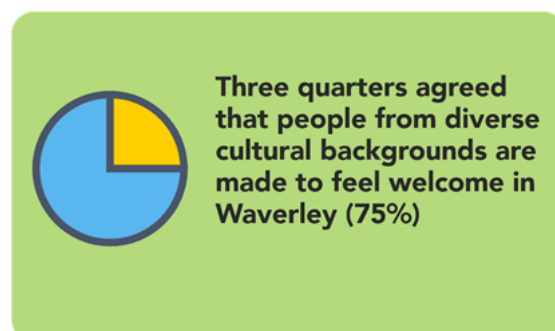
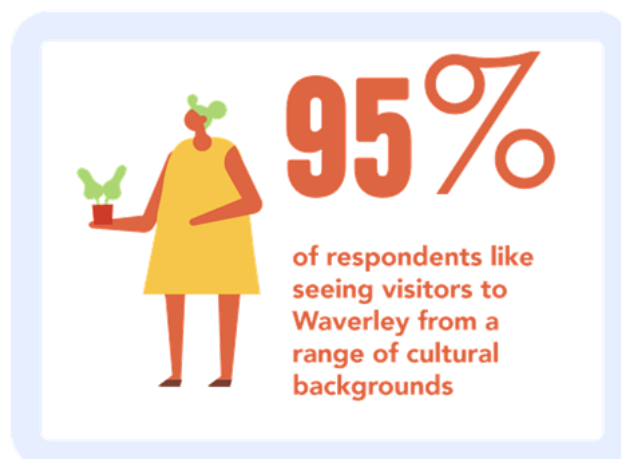
- 52 were Waverley residents, 10 regularly visit the Waverley Council area, 7 work/study in the Waverley Council area
- 31 were male, 26 were female, 3 prefer not to say
- 51 were permanent residents or citizens, 3 were temporary visa holder and 5 prefer not to say
- 29 speak English only at home, with other languages including Mandarin, Italian, German, Yiddish, Spanish, Portuguese, Japanese and Arabic.
- 16 identified with no faith community, 7 with Judaism, 6 with Catholicism, 2 with Islam, 1 with Buddhism.

### 2.3. Attitudes and values

Survey respondents were asked to indicate their level of agreement with various statements about their own personal attitudes towards cultural diversity, and generally about the value of cultural diversity to the Waverley LGA.

Overall, respondents had very positive attitudes towards cultural diversity and recognise the value of cultural diversity to the community, with at least 70% of respondents selecting 'agree' or 'strongly agree' with each statement.

Respondents were least likely to agree that 'new arrivals should make every effort to adopt Australian values and behaviours' (68%) and most likely to agree that they like seeing visitors to Waverley from a range of cultural backgrounds (95%).



Respondents were asked to comment on why they did or did not agree with the statements about cultural diversity.

Most comments related to the statement *'New arrivals should make every effort to adopt Australian values and behaviours'* and the statement *'Cultural groups should be supported to maintain their customs and traditions'*.

Survey respondents commented on the importance of finding a nuanced middle ground between these two statements, with a need for mutual respect between people from different cultural backgrounds.

Respondents noted that it is more important that new migrants understand, respect and contribute to Australian values, rather than 'adopt' them.

These statements were included for benchmarking purposes and originated in the Scanlon Foundation National Social Cohesion Survey.



### What the community said:

*"Cultural diversity enriches Waverley's life."*

*"My whole life is multicultural, with doctors, family and friends coming from a range of culturally diverse backgrounds"*

*"I think new arrivals should make every attempt to contribute to Australian society rather than trying to mimic the dominant culture exactly"*

*"It is important for new arrivals to maintain their values and behaviors as this is an intrinsic part of their identity"*

*"This is traditionally a "Euro" area but i like seeing people from different cultural backgrounds. People from Muslim backgrounds should feel welcome and not ashamed of how they dress"*

*"Friends of mine have been physically attacked in Waverley for being Jewish, which does not engender a sense of safety"*

*"I think [new migrants] need to adopt Australian values like tolerance, mateship, and environmentalism, but they don't necessarily need to adopt typically Australian behaviours in order to demonstrate those values. They should still embrace their native culture, be that clothing or food"*



## 2.4. Discriminatory attitudes and behaviours

33% of survey respondents indicated they had witnessed or experienced discriminatory attitudes or behaviours in the Waverley LGA.

Respondents were asked to comment on their experience and described incidences of:

- Antisemitic behaviours and graffiti (3)
- So-called “casual” [verbatim comment] racism on the street and on public transport (2)
- Racist comments on public transport
- Unwelcoming neighbours
- Sexism (2)
- Men’s March on the beach

Others noted that they feel discrimination occurs everywhere and is not specific to Waverley.



### What the community said:

*“I haven’t witnessed but often hear stories from friends that they get negative comments on the street when wearing a yarmulke”*

*“As a woman with Asian heritage, I have experienced casual racism & sexism occasionally on the street and public transport generally from white male strangers by themselves or in groups. This has included abusive remarks, shouted insults, spitting in my direction or in front of me”*

*“I don’t think there is anymore in Waverley than compared to other areas”*

*“Not in person but on social media”*

*“In Bondi Beach where kid playground is, on a table someone drew a Nazi symbol and wrote “kill all Jews”. I called the police straight away however not much came from it. I was mostly scared for my family and others in my community”*

*“I hear passing comments, talking badly about certain cultural groups. Mainly casual racism but is not subjective just to Waverley”*

## 2.5. Ideas and vision for the future

Survey respondents were asked to share their vision, aspirations and ideas for the future of cultural diversity, and how Council can better celebrate and strengthen support for our multicultural community, demonstrate our desire to be a welcoming community, and improve community cohesion and resilience.

Respondents suggested a range of ideas including:

- Increased acknowledgement, respect and celebration of First Nations culture (3)
- More events and festivals that support cultural sharing and exchange
- More awareness raising and education about the value of multiculturalism for Waverley



### What the community said:

*"Hold some events and programs that are multi-cultural in nature but not necessarily advertised as multicultural. For instance, integrate multicultural celebrations into the Festival of the Winds. This way all sorts of people will attend and be exposed to many different cultures, as opposed to celebrations focusing on just one culture or cultural celebration"*

*"The Council should provide affordable housing for migrants and refugees, and support organisations that provide services to these groups. Until then, Waverley will remain a suburbs for the wealthy and backpackers"*

*"I would like to see Waverley be an even more diverse community as it makes the community more friendly and accepting. I think maybe having more public awareness of different cultures would be good. There could be information sessions set up to make new community members feel welcome"*

*"More respect for indigenous culture that goes beyond just tokenistic gestures"*

*"I'd like to see more signage on Bondi Beach in multiple languages - particularly the surf safety notices. I think there are only 2 at present and they are concerned with boardriding"*

*"Proper acknowledgement of aboriginal lands (with signage, stories, etc.) in the area, online, in communications, etc"*

*"It would be nice and fun to have multicultural events (something like the Parramasala in Parramatta, for example) on a regular basis"*

*"Public multicultural events with locals food and music is always a happy way to introduce and share new culture habits. Once people understand that Australia is a multicultural country, people will give value to the differences. It's a long process and education at school is the best solution looking forward 20 years"*

*"More music, dance and food events to support affordable cultural exchange experiences"*



## 2.6. Barriers and issues

Survey respondents were asked a number of questions about their barriers to and priorities for service delivery to culturally and linguistically diverse community members.

### 2.6.1. Barriers to community participation

Most survey respondents indicated that they couldn't think of any barriers to participating in community life in Waverley for people from culturally diverse backgrounds. Those who did identified the following barriers:

- Too expensive (18 people)
- Language barriers (17)
- Don't know many people in the community (9).

This was followed by transport challenges, don't feel welcome and don't have time (6 each).

### 2.6.2. Most important issues

Survey respondents selected the following issues as most important for the Waverley area, based on their experience and that of the people they know:

- Accessibility and transport (23 people)
- Cost of living and housing, tenants' rights (21)
- Mental health (14)
- Services and places for young people (11)
- Services and places for older people (10), and
- Access to local information easy to understand (10).

#### What the community said:

*"There is also antisemitism in our area, which means it is harder for Jewish people to feel safe participating"*

*"Cost of living is very high here, meaning many CALD people don't have a lot of discretionary income, and often events are expensive. Council does run many free programs, though, which is great."*

*"The Waverley community welcomes new arrivals as long as they can speak good English. There is still discrimination and maybe even generally a lack of patience towards people who struggle with the language"*

*"Some people (from diverse backgrounds) who have been here for generations have never been engaged culturally in Waverley. You have to have a better reach-out (not just social media or the website) to attract these people. You have to nurture them though the network contacted you have."*

*"Speaking of not having family around, I sometimes find it difficult to provide "emergency contact details" when applying for rental property or other services. (For which I need to ask for my friends' help in turn!)"*

*"I can imagine the difficulties that new arrivals might encounter if they can't speak English well enough or they don't have any family / relatives here"*



## 3. Community leaders focus group

### 3.1. About the focus group

The community leaders focus group was targeted at representatives from local community groups and organisations and local service providers.

The aim of the focus group was to understand key strengths, challenges, priorities and opportunities relating to cultural diversity in Waverley.

It was held online via Zoom on 16 March 2021. A total of 8 people attended representing the following organisations:

- Bondi Beach Cottage
- Brazilian Refugees
- NSW Jewish Board of Deputies
- The Central Synagogue
- The Jewish benevolence society / israeli tourist chabad
- The Junction Neighbourhood Centre
- Waverley Randwick Philharmonic Society Inc.

### 3.2. Summary of findings

#### Challenges, issues and priorities

Focus group participants identified the following challenges, issues and priorities for cultural diversity in Waverley:

- Providing support and safety nets for vulnerable community members from culturally diverse background including:
  - People experiencing domestic or family violence
  - Gig workers with insecure employment
  - People on temporary visas who don't have access to government supports such as centrelink.
- Ensuring the provision of culturally appropriate services to encourage people from culturally diverse backgrounds to access support when required
- Addressing the regional lack of affordable and crisis housing in the region
- Responding to increasing polarisation and rising cultural and religious intolerance
- For the Jewish community, safety is a major concern and need for security a drain on resources
- Ensuring beach and surf safety for culturally diverse visitors to Waverley from Western Sydney.

## Ideas and opportunities

Focus group participants identified the following ideas opportunities to improve social inclusion and cohesion in Waverley:

- Provide increased opportunities to collect and share Waverley's diverse stories and multicultural history.
  - These stories could be about individual people or cultural groups (e.g. Brazilian, Irish) or even focus on the diversity within cultural groups (e.g. the Jewish community)
- Provide increased opportunities for intercultural connections between people from different cultural backgrounds (e.g. festivals, events, programs)
- Leverage the existing skills and resources within the Waverley Community (e.g. support community volunteers to drive and deliver intercultural initiatives themselves)
- Involve community members, groups and organisations and get their buy-in for any new initiatives proposed.
- Consider the needs of vulnerable, isolated and marginalised people in social services planning (e.g. people on temporary visas) For example, review service intake questionnaires – do we really need to ask people about their residency status before we help them?



### What workshop participants said:

*"We work with many women who have come to Australia to be with their partner and are very vulnerable when their relationship falls apart"*

*"In some tight knit cultural communities in Waverley there is a tendency to solve issues internally – but we want these people to feel safe to reach out to us"*

*"Globally and in Waverley we are seeing increasing polarisation and normalisation of hate speech. This is a global challenge with local implications"*

*"Rising religious intolerance is a challenge. Security is a huge issue for the Jewish community that is a financial burden"*

*"Music and food festivals bring people from diverse backgrounds together"*

*"I would like to see a 'human library' in Waverley, where you can hear someone's life story"*

*"It's not just about welcoming people and its important to steer clear of motherhood statements. It's about supporting those who need it most."*

## 4. Multicultural Advisory Committee workshops

### 4.1. About the MAC meetings

Council's Multicultural Advisory Committee (MAC) provides a forum for people to:

- Find out what's happening in the Waverley community in regard to diverse communities
- Tackle broad local issues
- Help improve Council's access and inclusion strategies
- Participate in activities and events that promote community harmony and social cohesion, and
- Develop networks and community partnerships.

The MAC has provided significant input into the development of the Cultural Diversity Strategy, including through meetings held in November 2020 and April 2021 and through submitted comments.

This chapter summarises their feedback.

#### What MAC members said:

*"Cultural diversity in human society is like species diversity in ecological systems – diversity builds resilience, adaptability, collaboration and sustainability. Starting from First Nations knowledge there is a lot to learn from each other about how we can best face the future together"*

*"I am a new immigrant. I want to be involved, recognised, respected and feel part of the community. I want a strong community of people who came from my country to help overcome isolation, and I want to be a full participant in the community I have joined here, sharing in decision making"*

*"Our future should be one where people recognise the common challenges we face, and come together to deal with them – central is sustainability, based on the principles of sustainable development"*

*"We want to be welcomed into the community, made to feel we have a part here to play. Not be kept silent and on the outside."*



## 4.2. Findings

### Current strengths for Waverley

MAC members said that some of the strengths for Waverley are:

- Strong leadership and commitment of Waverley Council to social inclusion for culturally diverse community members, including:
  - Commitment to providing equitable, accessible and culturally appropriate services, facilities, information and opportunities
  - Recognising and promoting the value of cultural diversity to the community through education, art, social media tools and the library resources.
- Attractive place to live for people from all nationalities and all social classes, making Waverley one of the few communities in Sydney where less privileged people mingle with very wealthy people
- Great range of public and open spaces, from beaches to parks to sporting facilities and libraries, where people from all background can meet and enjoy freely
- Economic hubs at Bondi Beach and Bondi Junction provide employment opportunities for diverse people.

### Most pressing challenges for Waverley

MAC members said that some of the most urgent challenges for Waverley are:

- Addressing racism, intolerance, stereotyping and unconscious bias within the community, with a need to encourage acceptance and intercultural connections
- Transitory population is a challenge to keeping up to date with issues that can arise from change
- Increase opportunities for professional knowledge sharing and networking activities
- Impact on COVID-19 on culturally diverse communities and social cohesion and connection, including:
  - Support for international students who have lost their jobs and/or housing
  - Need to ensure that people have the correct information in a language they understand, are safe and are able to seek assistance if needed.
- Embedding an awareness of cultural diversity across everything we do, doing more than acknowledging key holidays and celebrations
- Providing increased affordable housing, better living conditions for the lower end of the rental market
- Encouraging more opportunities to connect with others so that people feel part of the community.
- 'Uberisation' of the economy – workers are independent and have fewer opportunities to connect
- "Ghettoization and gentrification" of certain parts of Waverley, creating 'two city experiences'.



### What MAC members said about Waverley's strengths:

*"Waverley, because of its famous coastline, good public transport and proximity to the city, attracts people from all nationalities and all social classes. It is one of the very few communities in Sydney where less privileged people mingle with very wealthy people. Cultural diversity therefore is not a remote concept, it can be seen every day in our streets. The coastline, parks, outdoor sports facilities, and library also serve as greater equalizers where people can meet, with no paid membership/entry fee, and freely enjoy"*

*"Waverley's unique strengths is that Council takes a strong stand on equity and fairness. It is committed to demonstrating community support for diversity by providing equitable, accessible and culturally appropriate services, facilities, information and opportunities to adequately support the needs of people from a range culturally and linguistically diverse backgrounds"*

*"Waverley thrives as a richly cosmopolitan community where different groups are readily recognised/accepted and the progressive Council values what cultures can bring to the table"*

### What MAC members said about Waverley's challenges:

*"Sadly, as in all communities, there is an element of racism and intolerance within Waverley. This includes misconceptions, stereotyping and lack of understanding of other cultures and religions as well as unconscious bias"*

*"International students are also struggling with issues due to COVID19 and are constantly under immense pressure, especially those who have lost their jobs and/or housing"*

*"Encouraging friendships across generations and cultures so that there is more community resilience"*



### Aspiration and focus areas for the future

MAC members outlined the following aspirations for the future of cultural diversity in Waverley:

- Cultural diversity to continue to be a key focus area for Council
- Increased collaboration between Council and community cultural groups
- People from various cultural groups feel represented and have opportunities to engage if they wish to do so.

They had the following ideas to promote community cohesion, inclusion and resilience:

- Promote greater representation of different cultures in senior positions at Council
- Challenge public and private sector organisations within Waverley to look at their diversity and inclusion policies
- Deliver workshops and seminars to assist the community in understanding cultural value diversity
- Enable information sharing between cultural community groups to support capacity building
- Use local radio to give a voice to different cultural groups in weekly programs
- Share statistical data and analysis on different cultural groups with the whole community.

### The role of Council

MAC members said that they think the role of Council in addressing issues related to cultural diversity is:

- Taking the lead and initiative in promoting cultural diversity
- Positive action regarding social inclusion and acceptance of all groups within the community
- Providing opportunities for different groups to come together and allow for cultural exchange and understanding
- Raising awareness about the services Council provides and promoting policies and programs far and wide
- Supporting cultural diversity, social cohesion and community resilience
- Implementing strategies in consultation with the community to target and respond to activities and/or urgent matters appropriately
- Support the formation and consolidation of community groups, then help to integrate them in Council policies and management
- Sharing information about local demographics and issues with the community
- Waverley Council also offers a neutral space to
  - Support organisations and community groups with by offering subsidised rent for relevant projects, approving grants for projects related to CALD people.
- Support participation in community groups/committees/events
- Provide English methods and learning resources to support people with obtaining qualifications in Australia
- Offer work experiences through Council
- Procuring some services from businesses led/supporting CALD people
- Inspire residents by sharing the stories of other CALD people
- Make services more accessible by using plain English
- Connect people to some support at vulnerable points in lives (e.g. a death, a birth)

### What MAC members said about Waverley's future priorities:

*"My hopes in twenty years from now, is that at Council, the Cultural Diversity Program stands as an important, separate and vital component and doesn't get diluted or subsumed by other competing priorities, fluffy wording or political agendas"*

### What MAC members said about the role of Council:

*"Waverley Council should be the most knowledgeable organisation about Waverley. Being the 'local information expert', Waverley has a duty to share relevant information with residents, business owners, representatives of community organisations, and visitors when it comes to CALD people"*

*"Waverley Council can encourage its residents and visitors to appreciate how rich other cultures are through events, festivals, content at the library, tours that celebrate Australia's migration story/ friendship with a country on specific national days"*

## Expectations for the Strategy

MAC members said that they expect the Cultural Diversity Strategy to:

- Provide practical ideas and initiatives to promote cultural diversity and bring different groups together to encourage greater social cohesion
- Ensure that all groups and individuals feel that they are valued members of the one community and feel confident that their voices will be valued and heard
- Utilise the Sustainable Development goals framework
- Help to realize our vision for the future and will give effective tools to reach the goal of a more interconnected and resilient community
- Stating that improving inclusion for people with a CALD background will lead to better inclusion for everyone in the community
- Going beyond aspirational statements related to inclusion, acceptance, non-discrimination
- Mapping out the diverse types of needs of people from diverse backgrounds (e.g. employment, housing, home care)
- Identifying service/information gaps (e.g. temporary visa holders with housing stress)
- Identifying touch points and partnerships through which CALD people can access information when they need it
- Developing relevant initiatives that truly address the needs identified
- Using existing and encouraging/creating new communications channels and partnerships to reach CALD people who may need support
- Making an inventory of successful types of initiatives – in Australia and overseas – that are more likely to be sustainable with limited/no funding (e.g. by leveraging existing initiatives and encouraging new volunteer initiatives)

## What MAC members said about their expectation for the Cultural Diversity Strategy:

*"I have high expectations for the Cultural Diversity Strategy to engage with communities and highlight the unique nature of this part of the Sydney coast-line. Just because our % Language Background is low, it is all the more reason to light up our histories around eg migration and at the same time, glean the ideas and dreams of our local communities to deliver a CD strategy that tells a story about our community and at the same time, inform everyone about the amazingly talented and resilient people who live here"*





## 5. Stakeholder interviews

### 5.1. About the stakeholder interviews

Stakeholder interviews were outside of the scope of this project, however were undertaken on an informal, exploratory basis to further enrich community and Council staff engagement.

Stakeholder interviews were conducted by the consultant team with the aim to:

- Understand perspectives on key issues and challenges in relation to cultural diversity within local government generally and Waverley specifically
- Identify perceived opportunities and ideas for the Waverley area to improve social cohesion, wellbeing and resilience
- Explore opportunities for partnership with relevant organisations.

Please note that the stakeholder interviews were outside of consultants scope as an additional value add.

### 5.2. Represented organisations

Stakeholders interviewed for this project represented a diverse range of organisations, groups and agencies including:

#### Government agencies and peak bodies

- Multicultural NSW
- NSW Antidiscrimination Board
- Office of Local Government NSW
- Crown lands NSW
- Settlement coordinator general NSW
- Executive Council of Australian Jewry
- Australian Council of Christians and Jews
- Australian Jewish Historical Society (NSW)

#### Local residents, community groups and organisations

- Bondi and District Chamber of Commerce
- Jewish House, Bondi

- Curator Eat Pray Naches exhibition 2015-16
- Our Big Kitchen
- Building Bridges project: Maori community: Tranby College
- Sydney Jewish Museum
- Bondi and District Chamber of Commerce (BaDCoC)
- Jewish Tours

#### Service providers

- Sydney Multicultural Services
- Settlement Services International: Welcome2Sydney (W2S)project
- Police: Cultural Diversity Sponsor
- La Trobe Health Community Services (NDIS LAC)
- Connectivity, Opportunity, Activity (COA Rowe St Woollahra)
- Sydney Alliance
- Irish Support Agency

#### Industry organisations and experts

- Welcoming Cities
- Intercultural Cities
- Deakin Uni: UNESCO cultural dialogue
- UNSW
- UTS– Italian fruit shop history
- University of Sydney Jewish historian
- Together for Humanity
- Sydney Statement

#### Other local government areas

- City of Sydney
- Ethnic Communities Council of Victoria (ECCV)
- Whittlesea City Council

#### Other

- Chess NSW
-

### 5.3. Key findings across stakeholder interviews

The following key findings have emerged from stakeholder interviews undertaken by the consultants:

1. Increased expectation that local government will facilitate engagement between First Australians and the wider community, including Newer Australians.
2. Cultural diversity in Waverley includes English speaking visitors who may not know about how to find help in a crisis.
3. Cultural diversity in Waverley includes English speakers who have continuing cultures they want to sustain – eg NZ/Pakeha and Maori, English, Scots, Irish, North American.
4. Cultural diversity in Waverley includes many groups made more vulnerable by COVID – international students, sex workers, gig-economy workers, backpackers.
5. Waverley's residents are very positive about the benefits of cultural diversity and want to reach out to people from diverse backgrounds.
6. Waverley's local economy depends heavily on short, medium and longer term visitations from culturally diverse people.
7. Increased expectation from customers, agencies and layers of government that Council will be professional and capable in responding to the cultural diversity of its residents, workers and visitors, and provide local leadership.
8. Rapidly changing situation for culturally diverse elders as cost of staying in their own homes rise, and incomes fall, challenges Council social wellbeing strategy.
9. Strong interest from business, agencies, NGOs and residents to partner with council on culturally diverse programs and projects.
10. Strong capacity and interest in volunteering can be harnessed to improve intercultural connections in Waverley and between Waverley and the wider community.
11. Waverley Council needs to raise its priority awareness about cultural diversity in its employment, service delivery, communication and leadership roles
12. Cultural diversity implies both equity and opportunity, and has to entail and show evidence of respect, inclusion, connection, social cohesion and resilience.

## 5.4. Findings by stakeholder interviewee

Table 2 - Overview of consultation activities

Stakeholder organisation	Brief summary of findings	Opportunities identified for Waverley
<b>Government agencies and peak bodies</b>		
Multicultural NSW	MNSW does not have a general strategy related to local government – focuses on provision of language services, state government agencies (ie LG is province of OLG), regional resettlement with local champions, first Australians and recent Australians, better community engagement practices, review of community sponsorship model, clarify reporting lines in LG, and development of Community relations index (see Strategy Plan 2021-2026)	Advocates that Waverley creates cultural diversity champions across and throughout Council, support for development of Community Sponsorship opportunities, and effective and sustained First Nations/ New Settlers interactions.
NSW Antidiscrimination Board	<p>Top 3 challenges – role of local government in anti-discrimination, what approaches locally have best effect and outcomes? How to deal with local hate crime?</p> <p>Key targets are at-risk communities residing in WCC, which may include Aboriginal community members and Muslim women. LG can be the system in place to protect local people.</p> <p>Key recent change is ADA provisions moved to Crimes Act 93Z. Important to contact and interact with LG Multicultural Network in NSW and to establish and maintain relationships with local multicultural and faith organisations.</p> <p>Continued COVID-19 related issues and the local government elections Sept 21 likely to see local racism spikes, for which WC should be prepared.</p>	<p>Suggests that WMC develops local campaigns to consult with local communities about their experiences of discrimination. Strategies to deal with racism could include local expression of “Racism It Stops With Me/ Racism No Way” campaigns; create/ adapt / disseminate bystander guides; improve awareness of ADNSW and AHRC pathways among Council staff, for own protection, information for local service delivery and business, and for protection of public.</p> <p>Suggests LG Multicultural Network as group to develop best practice forums and to engage with other local councils on the topic of anti-racism etc.</p> <p>WCC could explore support for a local stakeholders’ antiracism network in Waverley and adjacent or join the City of Sydney-led anti-racism working group.</p>
Office of Local Government NSW	2015 OLG report and guidelines on cultural diversity planning in local government, set framework. Provides reporting framework but cultural diversity not high priority for OLG in monitoring reports. No recent update or review in relation to impact/implications of COVID crisis.	<p>Advocates that WC should adapt local circumstances to broad guidelines in OLG recs.</p> <p>Invites WC to provide feedback to OLG on how recs could now be refined and developed, with emphasis on identified resources.</p>
Crown lands NSW	Crown lands is looking towards increasing sustainable visitation approaches which maximise the cultural value of its holdings, of which there are a number in Waverley.	Willing to collaborate with WC to utilise spaces and places in terms of sustainable visitation.



Settlement coordinator general NSW	Key issues relate to temporary work, need for local experience (esp. for refugee business people). During COVID \$5mill NSW gvt special package for food, accom, support for unsupported residents. NSW forced to act where Cwlth refused re support, outside identified industries and citizens etc. Attempts to get refugee asylum seekers to work in rural sector rejected by Cwlth. Community sponsorship cf Canada would be good, but Cwlth refuses.	Suggests that WC explores with its MAC if there is potential for community sponsorship of refugees, noting that Waverley does not have many contemporary priority refugee and asylum settler residents.
Executive Council of Australian Jewry	ECAJ prepares annual reports on incidences and patterns of antisemitic prejudice and violence, including providing a base to track impacts on localities. Research points to both White power and Islamist hostilities increasing, and also occasional hostility from non-Muslim people of colour.	Supports "RacismNotWelcome" signs in English and community languages throughout the municipality. Advocates that Council pushes back against racist graffiti etc. through delegitimising prejudicial language.
Australian Council of Christians and Jews	Described the various subcommunities, their trajectories and their interactions or avoidances. Provided further contacts.	Proposes that Council should be active in promoting story telling between communities around shared themes.
Australian Jewish Historical Society (NSW)	Great interest in local Jewish histories – happy to post short pieces to web site, happy to facilitate contacts as required.	Supports the development of a "Jewish Waverley, Waverley's Jews" project as an online and ongoing set of stories building on the Eat Pray Naches project. Offers to link any Waverley Jewish Bondi stories to AJHS website.

### Local residents, community groups and organisations

Bondi and District Chamber of Commerce	President Emmanuel Constantinou (Greek Cypriot, Egyptian background) : advocate, educate, connect, grow local businesses. Runs ShopLocal/Keep ItLocal. Supported by Waverley MC. Reviewed issues of opportunity and equity. Discussed possible hero projects – Meeting Waverley on a Plate (cf Eat Local), Walking tours, Waverley Board Walk, Intercultural Seniors Event during Seniors Week. Also discussed Safety and the dangers of antisemitic expressions on well being; Racism No Way street signs in languages. BaDCoC Board interested in ideas of productive diversity, sustainability, and intercultural connection.	WC to liaise closely with the Chamber and seek to integrate initiatives with Chamber projects: Meet Waverley on a Plate; Waverley board Walk; Walking Tours; Seniors Intercultural Event – performance, food, meeting etc;
Jewish House, Bondi: Kastell, Mendel	Wideranging community mental health and homelessness service, extreme shortage of emergency housing	Proposes that the WC homelessness fund be also used to subsidise short term rented accommodation.  Proposes that Homebase (CC) be extended into Waverley to identify and support local people.

Our Big Kitchen	OBK is unique institution that could offer many opportunities for Council to advance a cultural diversity agenda, both in terms of understanding specific cultures, and building opportunities for intercultural interaction. Use requires recognition of kosher parameters of facility, with details to be identified in each case. Could be part of a link between Welcome2Waverley, Jewish Museum Jews from Arab Lands, and Oriental Jewish cookery classes. Also available for cooking classes for all cuisines that can operate in a kosher environment, perhaps in conjunction with Eastern Suburbs Community College. Waverley could partner with OBK and BaDCoC as part of an annual welcome to new citizens event.	Affirms OBK is very willing to collaborate with Council on a range of activities as agreed, seeing itself as a wider community resource.
Building Bridges project: Maori community: Tranby College	1988 major Bondi Beach concert with Indigenous, Maori and Pasifika, and Migrant and wider communities near Australia/Invasion Day.	Suggest that Council should learn from Building Bridges and consider undertaking a contemporary event which build partnerships with Indigenous people culminating in a first peoples "welcome the world" concert.
Sydney Jewish Museum	Has standing and occasional exhibitions; offers both local and international Jewish stories.	Agrees to consider a partnership between SJM and WC that foregrounds the interaction of institutions and people in Local area over time, and/or supports smaller exhibitions in Waverley based on SJM collections/projects.  Supports concept of intercultural story telling, which require awareness of the implications of differing world views.
Bondi and District Chamber of Commerce (BaDCoC)	President Emmanuel Constantinou (Greek Cypriot, Egyptian background) : "advocate, educate, connect, grow local businesses". Runs ShopLocal/Keep ItLocal. Supported by Waverley MC. Reviewed issues of opportunity and equity. Discussed possible hero projects – Meeting Waverley on a Plate (cf Eat Local), Walking tours, Waverley Board Walk, Intercultural Seniors Event during Seniors Week. Also discussed Safety and the dangers of antisemitic expressions on well being; Racism No Way street signs in languages. BaDCoC Board interested in ideas of productive diversity, sustainability, and intercultural connection.	Endorses the review and reshaping of Cultural Diversity Strategy. Affirms that WC should liaise closely with the Chamber and seek to integrate initiatives with Chamber projects: Meet Waverley on a Plate; Waverley Board Walk; Walking Tours; Seniors Intercultural Event – performance, food, meeting etc;
Jewish Tours	Darryl Schlossberg: commercial activity for Jewish groups and groups interested in Jewish Sydney. Primarily international in past, but wants to increase local visitations; willing to look at some sort of partnership/association with Council to promote local visitation. Supportive of intercultural communication goal, especially introducing Jewish communities to indigenous culture and other cultures they don't know.	Advocates that Council explore development of cultural tourism in conjunction with community and or commercial groups, with some internally crosssubsidised elements, including diversity in Jewish community.

## Service providers

Sydney Multicultural Services	Small settlement program; end of block grants means strategic work stops unless good collaboration eg as in Randwick, North Sydney. Elders carers for elderly, home visits etc; outings, exercise, day activities; a lot of isolation and most services in area not cater to NESB. Waverley Council projects died off when worker retired. NDIS started 2018 – was SVdP now LaTrobe. Waverley fragmented competitive, mainly mainstream. Disability often masked for CALD clients. Junction Centre had a GIA once now not. Council needs to get serious about these issues. Perhaps a casework role? Perhaps a student unit? Students scared to work with CALD clients.	Advocates that WC should appoint a case worker in relation to CALD clients.
Settlement Services International: Welcome2Sydney (W2S)project	In CoS W2S bridges new arrivals with older residents; volunteers welcome visitors into the city and help them navigate an unknown place depending on their interests and capacities. While WMC already has the Tamarama learn to surf project this would be more extensive and focussed, with potential engagement pathways opened up.	Proposes that WC in conjunction with SSI, and as a key element in its Welcoming Cities posture, establish a Welcome2Waverley program, recruiting volunteers to be local guides depending on languages and mutual interests, and SSI to recruit visitors from areas of first settlement who have never been to Waverley.
Police: Cult Div Sponsor	Police have regional sponsor for cultural diversity. She identified Council having a “duty of care” for all groups in its area – residents, visitors, workers. Two major “CALD” segments are Jewish community and backpackers, as well as international students. Often English speaking foreigners do not know anything about how to contact Australian services in an emergency, Issues include safety, fraud, cultural differences about information and responses to various threats (domestic violence, theft, fraud, extortion, sexual exploitation, antisemitic hostility and violence, racism). Police often called in on mental health issues that might have been diverted earlier to medical support if appropriate information available.  She noted Jewish community has very well organised security and support services, and liaise closely with police.	Advocates that Council define and adopt a duty of care plan, that specifies how it relates to each segment of the CALD population. Advocates that Council ensure backpacker hostels have detailed information for visitors in trouble, in major languages – how to use 000, local police contact, other key services, consulates, domestic violence, extortion etc. Advocates that Council use key hubs such as Westfield Bondi Junction to have information about safety etc in languages displayed (e.g. changing through key visitor and community languages – Portuguese, Spanish, Arabic, Chinese, Japanese, etc as determined).
La Trobe Health Community Services (NDIS LAC):	LaTrobe took over NDIS role from StVdP in July 2020. COVID has been hard and online not successful. Community Connectors organise referrals to service providers. Use ESCS a lot for CALD but not in Waverley. Use of TIS to work with CALD otherwise. In regular contact with Jewish Care. Close relation with Randwick not replicated in Waverley. Increasingly LAC will focus on follow through with utilising Plans, and therefore CALD links crucial.	Advocates that Waverley Council should organise a NDIS for CALD session and invite La Trobe, other services etc to attend. Affirms that La Trobe would like to establish a collaborative relationship with Council and identify how to facilitate access to NDIS for CALD.



Sydney Alliance	During COVID but also evident beforehand, gig economy precarious workers are vulnerable to exploitation, sexual harassment, unsafe road practices, and mental health issues. The SA is exploring how to develop more inclusive and welcoming policies for foreign workers who are often very isolated, and seeks to partner with unions and local government.	Proposes that Waverley collaborate with the Sydney Alliance in recognising the work of culturally diverse gig workers and organise a welcome for these workers, to help them overcome their isolation, ensure they have safety information, and put them in contact with support networks they may need.
Irish Support Agency	Has many clients/members in Waverley, which is a locus for Irish culture.	Affirms that is happy to collaborate with Waverley on issues and projects of value to Irish residents.
Connectivity, Opportunity, Activity (COA Rowe St Woollahra)	<p>CEO Rachel Tanny: COA is in Bondi Junction, about 50% members from Waverley, 45% from Woollahra. Older people may have own homes but low income due to collapse in investment returns, high rates for expensive land. Forced out of home means mental and physical decline. COA supports people to stay healthy and mentally safe. Has Chess, Bridge, Art, Seniors' computing, etc.</p> <p>Offers centre based, in home, and home care packages with Jewish Care, and with Jewish house. (cf Berger centre high care). Does social work, outreach, Jewish residents of non Jewish nursing homes, Kosher meals on wheels. During COVID (1000 packages a week) partnered with Harris Farm to create COAFresh, now funded by donor (250 packages). Donations from Jewish food companies, Food Bank etc. Food insecurity now a major issue for elderly. Not only Jewish members also Asian. Interested in intercultural engagement, especially with indigenous, but Indigenous elders wary of cultural appropriation. Welcome idea of Seniors cultural Festival.</p>	<p>Proposes that Council in conjunction with COA, neighbourhood centres and BaDCoC facilitate a Intercultural Seniors Festival with food, interaction, story telling groups and performances, possibly during Seniors Week.</p> <p>Proposes that Council explore follow up by promoting visits from other communities to COA, and by COA to other communities and locations.</p> <p>COA would be happy to be a participating locale for the Waverley Board Walk event, dependent on availability.</p>

### Industry organisations and experts

Welcoming Cities	Welcoming Cities covered by the WC website and reports. Sets benchmarking standards and increases levels as performance improves over time.	Proposes that key priorities for Waverley should include: First Nations and inclusion; Council employment; exclusion/ selfseparation. Council needs to understand the full diversity of the locality, and the way it is changing locally, and remain up to date. Council needs to develop ongoing mental health practice with NGOs and Health to reach out to isolated CALD people and ensure they are OK. Council needs to look at its strengths as the base for ways forward, to ensure welcoming is belonging. Waverley can particularly leverage its benefits (recreation etc) to offer opportunities to vulnerable and isolated in western suburbs etc. Waverley should ensure it has identified pathway to progress up through levels of Welcoming Cities recognition and certification.
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Intercultural Cities	Provided insight to the Intercultural Cities project, based on EU initiatives to stress interaction rather than isolation for different communities. Has three members in Vic plus Logan in Qld. Identifies fragmentation as a challenge and overcoming fear of others. Dangers of keeping groups apart undermines social cohesion; better to focus on community partnerships (eg Melton between Iraqi and Nepalese) and build opportunities for Aboriginal interaction;	Advocates that Council ensures both intercultural and multicultural elements are both identified, understood and implemented as complements in building social capital – bond, bridge, link.
Deakin Uni: UNESCO cultural dialogue	A leading centre on the Multicultural/ Intercultural debate and an advisor to UNESCO, Deakin seeks a synthesis of both which both supports the deepening of bonding social capital, while extending the reach of bridging social capital.	Advises that WC stress that Intercultural/ Multicultural are complementary ideas, not competitors, with WC having a role in facilitating social capital formation for social cohesion, through enhancing intercultural communication and supporting constituent cultural communities.
UNSW	A leading scholar on the Multicultural/ Intercultural debate, Levey seeks a synthesis of both approaches, that supports the deepening of bonding social capital, while extending the reach of bridging social capital.	Advocates that a simply written but robust “concepts” piece needed for final WC cultural diversity report, associated with a clear glossary.
UTS– Italian fruit shop history	Local histories (eg Randwick) and histories of diverse cultures in industries (eg Italian fruit shops, the Jewish rag trade) both exist, but good local multicultural histories do not. However methodologies are well developed to take things further.	Suggests that WC consider a wider though complementary scope to that the Bondi Story Room, while reflecting the 2013 Council discussion paper on migration histories in Waverley, the Council can plan to commission and implement in partnerships a long term online project “Making Multicultural Waverley”. A model for this approach can be found in “Making Multicultural Australia” ( <a href="http://multiculturalaustralia.edu.au">http://multiculturalaustralia.edu.au</a> ).
University of Sydney Jewish historian	Many written sources and research which can be drawn on to develop an accessible narrative. Provided articles and contacts.	Supports value of telling a community story – how history, families, and institutions interact to produce the face of the everyday world of diversity.
Together for Humanity	Intercultural understanding partnerships, respond to ghettoisation of students in single faith schools, build citizenship skills for cooperative resilient future.	Proposes that WC help facilitate and promote interfaith workshops/youth summits, and build youth assemblies focussed on intercultural engagement.

WMC curator Eat Pray Naches exhibition 2015-16: (document archive provided in support)	EPN was the first of planned stream of projects on Waverley migrant stories; Jewish community enthusiastic; developed in context of wider antisemitism; 120 community volunteers, most not Orthodox.	Advocates that Council invigorate EPN on line and as part of Bondi Story room. Affirms that Council should recognise EPN was one of a number of originally scoped possibilities, and explore how to extend 2013 proposal for a "Making Multicultural Waverley" project.
Sydney Statement	Sydney statement adopted early in 2021 was developed by interfaith group of young people associated with World parliament of religions. It speaks to tolerance and understanding of all religions and believers, without judgement about veracity of religious beliefs. It requires openness to engagement in shared areas of interest.	Advocates that Waverley Council evaluate the commitments of the Sydney Statement, identify the critical commitments relevant for the LGA and translate these into practical/actionable initiatives. If accepted WC should invite other organisations in area (service clubs, religious, secular, educational etc) to also endorse the statement.
<b>Other local government areas</b>		
City of Sydney	CoS has concentrated on international students and recent graduates etc. to build a mentoring and ambassador program. This focuses on building linkage social capital so that participants have both group experience but also build their own portfolio of capabilities and leadership. Also notes critical role for isolated immigrants of proper welcome to country	Willing to advise, how to initiate with existing TAFE resources and project, and build a mentoring and ambassadors program that allows local interning/work experience and employment opportunities.
Ethnic Communities Council of Victoria (ECCV)	Provided overview of Victorian situation and key developments in Victorian local government – now in a new stage with strong antiracism plank (eg Whittlesea, Bendigo etc).	Suggests Council should review best practice examples from recommended Victorian local governments.



## 6. Council staff survey

### 6.1. About the Council staff survey

The Waverley Council staff survey was designed and delivered by Council early 2021. The purpose was to understand Council staff perspectives on their ability and support to engage with culturally and linguistically diverse community members; their current use of available resources and support; whether they had witnessed or experienced any discriminatory behaviours and attitudes; and their ideas for the future.

In total, 63 responses were received.

### 6.2. Respondent profile

#### Areas of Council

As shown in Table XX, respondents were most likely to work in HR, Safety and Wellbeing, Organisation Improvement, Information Technology, Customer Service, Cemetery, Lifeguard & Beach Safety, and Communications Culture & Events (54%).

#### Role at Council

The majority of respondents were Staff members (68%), followed by Supervisor/Coordinator/Team Leader (17%) and Managers (14%).

#### Duration of employment at Council

Most respondents had been working for Waverley Council for less than 3 years (43%), followed by those who has worked at Council 3-10 years (35%) and More than 10 years (22%).

#### Identified cultural background

Most respondents identified with no cultural background other than Australian (32%). Other identified cultural backgrounds included Italian (10%), Chinese (8%), English (5%), Irish (5%), Jewish (5%), Russian (5%), French (5%), Greek (3%), Indian (3%), New Zealander (3%), Aboriginal or Torres Strait Islander, Filipino, Hungarian, Lebanese, Polish, South Africa, Spanish (2% each).

#### Non-English languages spoken at home

The majority of respondents spoke only English at home (70%). Other non-English languages spoken at home included Italian (6%), Mandarin (3%), French (3%), Russian (2%), Spanish (2%).

#### Country of birth

The majority of respondents were born in Australia (67%). Other countries of birth included the United Kingdom (6%), New Zealand (3%), South Africa (3%), and Canada, Chile, China, France, India, Ireland, Israel, and Philippines (2% each).

## 6.3. Findings

### 6.3.1. Level of interaction with community

The majority of respondents indicated that their role involves regular or frequent interactions with the community (78%).

### 6.3.2. Engaging with culturally and linguistically diverse community members

Respondents whose role involved regular interaction with the community were asked to indicate their level of agreement with the following statement:

*"I have the skills and support to engage with people from culturally and linguistically diverse backgrounds in the community."*

The majority of respondents indicated that they agreed with the statement (96%, with 55% indicating extremely true and 41% indicating true).

Just 4% (or 2 people) indicated that they disagreed with the statement.

Respondents commented that:

- Some customers speak little to no English which is a barrier to service provision, with a desire for more information about who to contact when engaging with people that might not speak English
- Desire to do IAP2 training to improve communications with CALD customers
- Desire for more cultural competency training around engaging with First Nations people
- Own life experience in multicultural community has enabled sense of preparedness, not Council training
- Unaware of any support tools available
- Perception that this is not a focus of Waverley Council with desire for more strategic thinking in this space
- Perception that there is a lack of awareness amongst Council staff of community values and customs (e.g. Jewish holidays and First Nations protocols)
- Unsure of how to contact translators

#### What Council staff said:

*"It would be great to know more about indigenous protocols or who to contact within Council when needing to engage with people that might not speak English"*

*"It is through my own awareness growing up in a multicultural environment that I feel prepared and not because of any work related endorsement."*

*"We can all do with more support/education when engaging with people from different backgrounds to ourselves."*

*"I don't think it is a key focus of our organisation so it does not filter down to me. I think it would be a good thing if we were more accessible in all aspects but we are always chasing our tails to start with it gets overlooked. Would be great to have a clear strategy. So this is awesome!"*

*"Despite self educating, I feel a knowledge gap between the values and customs of some members of our community. Jewish holidays and indigenous protocols are two areas which come to mind"*

*"It is true though that failing my own knowledge and those around me, I have no idea who to contact if I need to better understand a specific culture that I am not familiar with."*

*"There's always more to understand, learn and know. And 'in the community' is very broad and includes a whole range of different cultures."*

*"There are so many different people you can interact with in a day, it is difficult to find/have tools for every scenario. I think I do pretty well and it isn't a huge issue"*

*"Whilst cultural diversity is celebrated and the funding for my role has increased, I believe there is a lack of information/data available on how Council connects with CALD people, let alone how we reach them in our large community. The lack of data makes it hard to understand gaps and launch programs with specific targets"*

*"I have a good ability, aptitude and experience for communication and customer service. I have done some cultural training in the past with a previous government department/employer but this was some time ago and specific to indigenous Australians. No current or recent CALD training"*

### 6.3.3. Accessing support and resources

Respondents whose role involved regular interaction with the community were asked which support or resources they had accessed in their interactions with culturally and linguistically diverse people.

Respondents were most likely to have accessed:

- Used your language skills or called on a colleague's language skills (45%)
- Google Translate website (33%)
- Translating and Interpreting Service (TIS) (24%)
- Called on the language skills of a customer's relative/ friend (20%)
- Council Language Aides (14%)
- Translated Council forms and leaflets (10%).

### 6.3.4. Discriminatory behaviours and attitudes

The majority of respondents indicated they had not experienced or witnessed any discriminatory behaviours or attitudes in their role with Council (69%).

However, 31% indicated they had, providing the following details of their experience:

- Racist comments by library users towards both staff and other patrons
- Lack of tolerance by library patrons towards other patrons who have mental illness
- Discriminatory comments from customers at customer service centre counter
- Rise in discrimination against staff with an Asian background in respect to COVID19
- Comments from residents against people who are born overseas, overseas travellers and Jewish groups
- Comments from fellow Council staff about certain communities "including accents".



#### What Council staff said:

*"Council needs to work on is culturally inclusive marketing/ media. Include images that represent the diversity that is our community, not just a blonde hair and blue eyes monoculture"*

*"This was towards staff, not the other way around. Often if someone has an accent they are targeted by unpleasant people. There was also a rise in this towards staff with an Asian background in response to COVID. It is disgusting, and I do my best to handle the situations and explain appropriate behaviours to the offending person"*

*"At the front counter customer service center, on some occasions staff members who have been advising of council and state government rules to customers have been responded too in a discriminatory manner such as "what do you know, you weren't even born here" or "i cannot understand your accent, i do not want to speak to you"*

*"Language from fellow council staff about certain communities, including 'accents'"*

*"Racist comments by library users towards both staff and other patrons. Lack of tolerance by library patrons towards other patrons who have mental illness"*

*"Discrimination against backpackers especially during COVID"*



### 6.3.5. Ideas for the future

Respondents were asked to share the ideas to: better celebrate and strengthen support for our multicultural community; demonstrate our aspirations as a welcoming community; and improve community cohesion and resilience?

#### Council operations and leadership (10 comments)

- Increased translation of Council forms and website (5)
- Embed planning for cultural diversity across all Council teams and within daily remit
- Deliver more multicultural events in Council office environment to boost employee's morale
- Apply more budget to the teams already doing great work in this area.
- Clarity around staff using their language skills to assist residents
- Engage a translation company to help service customers with language barriers  
Have regular training for staff on how to deal with challenging situations of discriminatory behaviour

#### Deliver festivals, events and activities (7 comments)

- Deliver more cultural festivals and events (e.g. food, music, outdoor film) (3)
- Deliver more multicultural and interfaith events
- Promote community gardening and verge gardening opportunities
- Ensure representation of culturally diverse people at events, activities and programs (e.g. not just on Harmony Day)
- Fund and support capacity of community to deliver their own cultural events (e.g. The Bondi Latin American Festival) in addition to generic multicultural "Harmony Day" & "Big Table" events
- Low-cost language classes for Council staff and community
- "Focus cultural events on what people want to engage with instead of what we think they want or what we have always been doing. More neighbourhood / street parties?"

#### What Council staff said:

*"I would like to see more proactive efforts to ensure that culturally diverse people are represented in all our public facing arenas - events, meetings, program delivery. I'd like to see diversity and inclusion embedded intrinsically into all activities, rather than purely at token moments like Harmony Day, etc"*

*"Celebrate diverse communities through openly recognising their customs and celebrations"*

*"To improve community cohesion and resilience, we could work more closely with our local schools - our children learn and take that back into their homes - they become our teachers"*

*"Cultural diversity is not the remit of community programs, it is everyone's business. I think we need some strong actions from the leadership team so that staff members consider cultural diversity in their day-to-day work"*

*"I suggest possibly having some council workers as interpreters or have a contract with a translation company to help service customers with language barriers. Providing Sign language courses to help better understand customer's with hearing issues"*

*"Better employment of CALD individuals so that multicultural engagement becomes for effortless and everyday and less tokenistic"*

*"Create opportunities for people from different cultures to meet and talk. One finds more similarities than differences through conversations with others. Increased use of storytelling as a way of inviting people into the lives and cultures of others"*

**Communications and engagement (6 comments)**

- Council open day, invite the community show people what Council does
- In communications materials, represent universal ideas or metaphors rather than 'person' representing cultural and other social connotations
- Consider building a library of images of actual culturally diverse people in the community. Consider building collaged images that demonstrate cultural diversity
- Engage with and listen to multicultural community and then act upon this to deliver
- Utilise social media more broadly to engage with the multicultural community
- Bring groups together for different kinds of Council planning. Aggressively engage and pick out people who are formal and informal leaders from schools and clubs to be involved in round table discussions making council strategies.

**Council employment (5 comments)**

- Increased employment of people from culturally diverse background to improve multicultural engagement (2)
- Increased employment of people from culturally diverse background at all levels (including Managers, EMs and Directors) (2)
- Encouragement of multi-language candidates for front facing roles (customer service, library, rangers etc)  
Badges on uniforms to indicate language spoken (like Flight Attendants)

**Encouraging positive attitudes and behaviours (3 comments)**

- Work more closely with local schools to educate children about the value of cultural diversity
- Promote and embrace sharing of knowledge, stories and exchange of ideas
- Focus on being a welcoming community

**Other ideas**

- Use demographics to understand community make up and concentrate efforts accordingly
- Consider the needs of transient population and disadvantaged community members
- Co-name places with Aboriginal names where possible
- provide more interpretive signage with stories of aboriginal and multicultural history with links to translations into several languages

### 6.3.6. What's already working well

Respondents were asked to comment on what they think Council is already doing well:

- Community diversity, inclusion and harmony
- Acknowledgement of cultural festivals and events (2 comments)
- Developing Cultural Diversity staff survey and strategy
- Cultural events including art events, Global Table,
- MAC is great forum to keep Council accountable
- Relative cultural diversity and inclusion of Council staff
- Lots of wonderful events celebrating diversity in the community (although these have been impacted by COVID)
- Strong commitment and effort by Council in this area
- Council workers are interacting with the public.
- Assisting broad community with events that celebrate and showcase how culturally inclusive we are
- Started to create a photo library in community programs
- Strong Code of Conduct for staff and awareness of bullying and discriminatory behaviours  
Council makes an effort to be culturally diverse included in the hiring processes and events
- Council is very conscious of multicultural issues and tries hard in this area
- The Rangers program is an important link to the people using the public domain in the LGA
- Support of local culturally diverse groups, organisations and networks
- Language cards available for beach safety
- Prompt service with a smile and patience
- Translations on website/communication material,
- Doing the best we can to resolve any issues at the front line.
- Opportunity for training
- Providing free services to ensure there is no inequity in relation to access to services where possible
- Welcoming environment and service provided in various facilities such as the Library.



#### What Council staff said:

*"Lots of wonderful events celebrating diversity in the community (although these have been impacted by COVID)"*

*"I think the council makes an effort to be culturally diverse included in the hiring processes and events"*

*"I think Waverley's staff is reasonably culturally diverse, as far as I can tell, and that its culture is supportive and inclusive (from my perspective - this may not be everyone's experience)"*

*"Welcoming environment and service provided in various facilities such as the Library"*

*"Support of local culturally diverse groups, organisations and networks"*

*"Council is very conscious of multicultural issues and tries hard in this area. I feel things improve over time"*



## REPORT

### OC/5.2/21.06



**Subject:** Reconciliation Action Plan (RAP) Advisory Committee - Councillor Membership

**TRIM No:** A14/0173

**Author:** Rebecca Rodwell, Manager, Community Planning and Partnerships

**Director:** Sharon Cassidy, Acting Director, Community, Assets and Operations

#### RECOMMENDATION:

That Council appoints the Mayor or Mayor's delegate and three Councillors to the Reconciliation Action Plan Advisory Committee.

#### 1. Executive Summary

This report seeks the appointment of the Mayor (or Mayor's delegate) and three Councillors to the Reconciliation Action Plan Advisory Committee to enable the first committee meeting to take place on 23 June.

#### 2. Introduction/Background

At its meeting on 16 March 2021, Council adopted the Terms of Reference (ToR) for the Reconciliation Action Plan Advisory Committee (see Attachment 1). The ToR stipulate that the Panel membership will comprise:

- The Mayor or Mayor's delegate and three Councillors.
- Up to eight community members (a community member may be an individual from the community or a representative of a community organisation).

The six community members who applied for the committee were appointed by Council on 25 May 2021.

#### 3. Relevant Council Resolutions

Meeting and date	Item No.	Resolution
Council 25 May 2021	CM/7.10/21.05	<p>That Council appoints the following individuals to the Reconciliation Action Plan (RAP) Advisory Committee for a two-year term from June 2021 to June 2023:</p> <ol style="list-style-type: none"> <li>1. Chris Bonney.</li> <li>2. Peter Cooley.</li> <li>3. Walangari Karntawarra.</li> <li>4. Michael Mahoney.</li> <li>5. Barbara Simms.</li> </ol>

		6. Sally Walker.
Council 16 March 2021	CM/7.2/21.03	<p>That Council:</p> <ol style="list-style-type: none"> <li>1. Establishes a Reconciliation Action Plan Advisory Committee.</li> <li>2. Adopts the Terms of Reference for the Committee attached to the report.</li> <li>3. Sets a fee of \$200 per meeting to be paid to community members and community organisations/groups for attendance.</li> <li>4. Notes that funding of up to \$5,000 for the payment of the fees referred to in clause 3 above has been included in the draft 2021–22 Operational budget. This is to acknowledge the significant demands placed on Aboriginal and Torres Strait Islander people to share their knowledge, information, expertise and culture on an ongoing basis.</li> </ol>
Council 10 October 2019	CM/7.1/19.10	That Council adopts the Innovate Reconciliation Action Plan 2019–2021 attached to this report, noting that forwards from the Mayor and RAP Champion are still to be included.
Council 20 August 2019	CM/7.6/19.08	<p>That Council:</p> <ol style="list-style-type: none"> <li>1. Endorses the draft Innovate Reconciliation Action Plan 2019–2021 (RAP) attached to this report for public exhibition.</li> <li>2. Notes that the draft RAP has been endorsed by Reconciliation Australia.</li> <li>3. Notes that a further report summarising consultation feedback will include a resourcing strategy to enable implementation of the RAP.</li> <li>4. Notes that preliminary costing of cross organisation delivery of proposed RAP actions is estimated to be \$79,000.</li> <li>5. Calls for expressions of interest for an artwork from an Indigenous artist to be featured on the cover of the RAP, and that the Public Art Committee review and choose the successful applicant and artwork.</li> </ol>
Council 14 October 2014	CM/7.6/14.10	<p>That Council:</p> <ol style="list-style-type: none"> <li>1. Receives and notes the consultation feedback Council has received on the draft RAP together with Council officers' suggested responses included in the Consultation Summary (Attachment 1).</li> </ol>

		<ol style="list-style-type: none"> <li>2. Endorses the Reconciliation Action Plan as detailed in Attachment 3.</li> <li>1. Uses its professional photographs of the representatives of La Perouse Local Aboriginal Land Council in compiling the final version of the RAP, with any relevant permissions obtained.</li> </ol>
Operations Committee 6 May 2014	OCRD.13/14	<p>That the Committee endorses the Draft Reconciliation Action Plan for consultation, subject to the following:</p> <ol style="list-style-type: none"> <li>1. The last paragraph of the section headed 'Background and Definitions' be amended to read: <p>'Waverley Council acknowledges that the La Perouse Local Aboriginal Land Council is the elected body under the NSW Aboriginal Land Rights Act 1983 for Aboriginal Land, culture, heritage and housing in the Waverley LGA. The La Perouse Local Aboriginal Land Council extends from Dover Heights to the Sutherland Shire.'</p> </li> <li>2. The following paragraph being added to the end of the section headed 'About Waverley': <p>'In 2013 11 staff members, or 2% of Council's workforce of 583 people, identified themselves as being from Aboriginal or Torres Strait Islander background. Waverley Council has had one Indigenous Councillor since 1999. Indigenous staff members are entitled to one day leave during NAIDOC week to enable them to participate in National Aboriginal and Islander Day (NAIDOC) celebrations and four staff used their 2013 NAIDOC entitlement as a public holiday.'</p> </li> </ol>

#### 4. Discussion

The objective of the Committee is to provide cultural advice, guidance, feedback and support around the implementation and monitoring of actions, projects and commitments identified in the RAP.

The role of the Committee is to support the implementation of Council's RAP by:

- Providing support to engage the community and facilitate connections.
- Providing cultural advice (where appropriate).
- Promoting a shared knowledge and understanding of Council's commitment to Reconciliation.
- Providing feedback and suggestions around events, activities, projects and documents.
- Identifying suitable funding sources and potential partnership opportunities
- Providing input into the development of Council's Reconciliation Action Plans.

The General Manager may also place before the Committee such other matters as they think fit where the Committee's input may add value.



The successful committee members were notified of their appointment, coinciding with National Reconciliation Week. It is proposed that the committee will hold its first meeting on 23 June 2021.

**5. Financial impact statement/Time frame/Consultation**

The budget to facilitate and support committee meetings has been included in the draft 2021–22 Operational Budget.

The first meeting is scheduled for 23 June 2021 at 6 pm.

**6. Conclusion**

This report seeks the appointment of Councillor members to the Reconciliation Action Plan Advisory Committee.

**7. Attachments**

1. RAP Advisory Committee - Terms of Reference [↓](#)



WAVERLEY  
COUNCIL

# **Reconciliation Action Plan Advisory Committee**

## **Terms of Reference**

## RAP Advisory Committee Terms of Reference

Policy owner	Executive Manager, Community Programs
Approved by	Council
Date approved	16 March 2021
Commencement date	16 March 2021
TRIM Reference	A14/0173
Next revision date	March 2023
Relevant legislation/codes	Waverley Code of Conduct for Council Committee Members and Other Council Officials.  Waverley Code of Meeting Practice
Related policies/procedures/guidelines	Waverley Reconciliation Action Plan
Related forms	



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## **1. Acknowledgement**

Waverley Council acknowledges the Bidjigal and Gadigal people, who traditionally occupied the Sydney Coast and we also acknowledge Aboriginal Elders both past and present.

Council also acknowledges all the Aboriginal and Torres Strait Islander Elders, community members, and service providers who support our work in Reconciliation.

## **2. Vision for Reconciliation**

The Committee supports Waverley Council's vision for reconciliation where Waverley is to be a vibrant, resilient, caring, and inclusive community where Aboriginal and Torres Strait Islander peoples:

- Practice and celebrate their culture and heritage proudly
- Are honoured for their survival and resilience, and supported to continue to overcome adversity
- Are respected and acknowledged as First Nations peoples with the right to determine their own futures

The Committee supports Waverley Council's commitment to continue to value and protect our environment with respect to Aboriginal and Torres Strait Islander peoples' intrinsic relationship with the land and waters.

## **3. Background**

Council adopted its current Reconciliation Action Plan (RAP) in November 2019. The RAP strives to further strengthen and build on the progress and achievements Waverley has made since adopting a Statement of Commitment to Reconciliation in 2000 and its first Reconciliation Action Plan in 2014.

A key deliverable in the current RAP is to establish a collaborative group of external stakeholders, the Reconciliation Action Plan Advisory Committee ('the Committee').

## **4. Objective**

The objective of the Committee is to provide cultural advice, guidance, feedback and support around implementation and monitoring of actions, projects and commitments identified in the RAP.

## 5. Authority

The Committee is an advisory body to Council that assists the Council to fulfil the actions and deliverables in the RAP. The Committee does not have any delegated authority to act on behalf of Council. The advisory status of the Committee means that it may provide input to Council officers and make recommendations to Council or its Standing Committees.

The Committee is not authorised to:

- Make decisions on behalf of Council
- Expend money on behalf of Council
- Commit the Council to any actions or arrangements
- Direct Council officers in the performance of their duties, or
- Represent the Council in any communication with the public or media.

## 6. Membership

Committee membership will comprise:

- The Mayor and three Councillors.
- Up to eight community members (a community member may be an individual from the community or a representative of a community organisation).

Should the Mayor decline membership of the Committee, a Councillor nominated by the Mayor shall be appointed to the Committee for the councillor term.

### 6.1 Appointment of Councillor members

The Mayor, or the Mayor's nominee, and the three councillor members must be appointed by resolution of the Council.

The Council may resolve to appoint an alternate Councillor member to the Committee to attend meetings in the absence of one of the Councillor members. The alternate Councillor member will have the same voting rights as the Councillor member being replaced.

### 6.2 Appointment of community members

The community members may only be appointed to the Committee by resolution of the Council.

The community members shall be sought by way of public advertisement inviting expressions of interest for assessment by a selection panel comprising the Mayor (or the Mayor's delegate) and the Director or officer assigned by the General Manager.

The selection panel will evaluate candidates against the following criteria:

- Traditional Custodians and Elders of the Waverley area
- Aboriginal Peoples and Torres Strait Islander Peoples who live, work or have a connection to the Waverley and surrounding areas.



- Representatives from Aboriginal and Torres Strait Islander community groups and organisations that operate and/or are located within the jurisdiction of the La Perouse Local Aboriginal Land Council.

The selection panel will recommend the community membership to Council for its determination.

### **6.3 Chair of the Committee**

The Mayor (or the Mayor's nominee) is the Chair of the Committee.

The Chair is to have precedence over the control and management of the meetings. In relation to any procedural matter, the ruling of the Chair shall be final.

The Chair may call any member to order whenever in the opinion of the Chair it is necessary to do so.

Should the Chair be unable to chair a meeting or part of a meeting, prior to the meeting the Chair will nominate a councillor member of the Panel to chair the meeting. In the case that the nominated Chair does not attend, Council's most senior Officer in attendance will chair the meeting, or that part of the meeting as the case may be.

### **6.4 Non-voting Invitees**

The Committee will issue a standing invitation to the following people to attend meetings of the Committee as non-voting invitees:

- All non-member Councillors
- The General Manager
- All Directors
- The Chief Financial Officer
- The General Counsel

Other Council staff may be invited by the Chair of the Committee to attend meetings as observers, advisors or to provide information and presentations as required.

The Committee may also invite other external parties to provide expert advice, information or presentations as the Committee deems necessary.

Councillors who are not Committee members may attend meetings of the Committee. However, they are not entitled to:

- Give notice of business for inclusion on the agenda of the meeting;
- Move a motion at the meeting; or
- Vote at the meeting.

## **6.5 Vacancies**

A vacancy for a community member of the Committee will occur upon the resignation of the member, expiry of a term of appointment as outlined in Section 7 of this Terms of Reference, failure to attend without cause for three consecutive meetings, or removal of the member by resolution of the Council.

Following an expression of interest process for community membership of the Committee, Council may establish a pool of suitable candidates to fill vacancies on the Committee. A candidate may be a member of the pool for a maximum period of 12-months.

Where no pool of suitable candidates is established, vacant community member positions on the Committee must be filled by way of public advertisement inviting expressions of interest for assessment by the selection panel, who will recommend a new member to Council. This will occur as soon as practical within the period of two Panel meetings.

## **7. Term of Office**

Councillor members of the Committee shall hold office for a 12-month term, as determined by Council in September each year.

Community members (individuals and representatives of community organisations) shall hold office for a two-year term (or such other period of appointment) or when reviewed by Council. Where possible the term is to coincide with the Council term.

Representatives of community organisations are members of the Committee while they are assigned by their organisation and hold their position with the organisation.

Community members may reapply for a second two-year term through the expression of interest process outlined in section 6.2 of this Terms of Reference, provided the total time served on the Committee does not exceed four years.

An individual member will cease to be a member of the Committee if the member has been absent from three consecutive meetings without having given reasons acceptable to the Chair for their absence.

## **8. Role and Responsibilities**

The role of the Committee is to support the implementation of Council's RAP by:

- Providing support to engage the community and facilitate connections.
- Providing cultural advice (where appropriate).
- Promoting a shared knowledge and understanding of Council's commitment to Reconciliation.
- Providing feedback and suggestions around events, activities, projects and documents.

- Identifying suitable funding sources and potential partnership opportunities
- Providing input into the development of Council's Reconciliation Action Plans.

The General Manager may also place before the Committee such other matters as they think fit where the Committee's input may add value.

## **9. Responsibility of Committee Members**

### **9.1 Code of Conduct**

Members of the Committee must comply with Council's *Code of Conduct for Council Committee Members and Other Council Officials* in carrying out their functions as Committee members.

It is the personal responsibility of each Committee member to comply with the standards in the code of conduct and regularly review their personal circumstances with this in mind.

### **9.2 Conflict of Interests**

Committee members must declare any conflict of interests at the start of each meeting or before discussion of a relevant agenda item or topic. Details of any conflicts of interest should be recorded in the minutes.

Where Committee members at Committee meetings are deemed to have a real or perceived conflict of interest, it may be appropriate they be excused from Committee deliberations on the issue where the conflict of interest may exist.

For the avoidance of doubt, non-councillor members of the Committee are not 'designated persons'.

### **9.3 Confidential and Personal Information**

In the course of their work on the Committee, Committee members may be entrusted with sensitive or confidential information about Council's operations.

Committee members must maintain the integrity and security of confidential and personal information in their possession, or for which they are responsible.

Provisions concerning the use and security of confidential and personal information are set out in Part 7 of Council's *Code of Conduct for Council Committee Members and Other Council Officials*.

Should a Committee member become aware of any breach of security, or misuse of Council's confidential or personal information, they should inform the General Manager immediately.

### **9.4 Media Protocol**

Committee members must not make public comment, including to the media and on social



media, on any matter related to Waverley Council.

### **9.5 Responsibilities of Non-voting Invitees, Observers and Non-member Councillors**

All non-voting invitees, observers and non-member Councillors must comply with sections 9.1-9.4 of this Terms of Reference.

## **10. Establishment of Working Groups**

Working groups may be established at the direction of the Chair to address specific issues, or work out the detail of specific initiatives. The Committee may develop briefs for working groups and co-opt people with the necessary knowledge and skills to contribute as needed.

Working groups will report back to the Committee about action taken, progress made, and recommendations to Council where relevant.

## **11 Review of the Terms of Reference**

The Committee will review its Terms of Reference at least once every two years to ensure it remains current, relevant, and accurately reflects the Committee's composition, role, and responsibilities.

The Committee may make recommendations to the Council to change aspects of the Terms of Reference. However, the adoption of the Terms of Reference is the responsibility of the Council.

## **12. Administrative Arrangements**

### **12.1 Committee Support**

The Committee and its Working Groups will be supported by relevant Officers assigned by the General Manager.

### **12.2 Meetings**

The Committee will meet four times per year. The meeting dates for the year shall be set at the beginning of each year.

Meetings may be held outside normal business hours.

Regular meetings may be deferred if the Chair considers them not necessary at that time.

Meetings of the Committee are not open to the public. However, members of the public may be invited to speak at a meeting on the issues being considered by the Committee at the discretion of the Chair.

Meetings may be held in person, by telephone or video conference.

Meetings of the Committee will take place without strict adherence to the rules of debate and other procedural requirements. Recommendations at meetings will be made by way of consensus. In cases where consensus cannot be reached recommendations will be made by majority vote (see section 12.5 of this Terms of Reference).

Where these Terms of Reference do not address the conduct of a meeting, Council's Code of Meeting Practice will apply.

### **12.3 Agendas and Minutes**

Council officers will provide agenda items and reports for committee meetings in consultation with the Chair of the Committee.

Members may raise other matters within the terms of reference for the Committee for consideration, discussion and comment. Where practicable, members should notify the Director or officer assigned to support the Committee of an item at least 21 days prior to a scheduled meeting to enable its inclusion in the agenda. Agenda items put forward must be aligned with the Reconciliation Action Plan.

The assigned support officer will ensure meeting agendas and associated documents will be issued to Committee members, all councillors and non-voting invitees at least seven days before the meeting.

The General Manager, through the assigned support officer, must ensure that full and accurate minutes of the proceedings of Committee meetings are kept. The minutes must record:

- The date and start time of meetings, attendees and any apologies.
- Any conflict of interests declared at the meeting.
- The confirmation of the minutes from previous the meeting.
- The Committee's recommendation on each item.
- The time the meeting closed.

The draft minutes must be approved by the Chair of the Committee. The assigned support officer will then circulate the draft minutes to all Committee members, Councillors and relevant staff within 10 business days of the meeting being held.

Draft minutes are not publicly available.

The draft minutes must be confirmed by the Committee at the next available Committee meeting, and subsequently reported to Council for noting and published on Council's website.

If the Committee wishes to recommend to the elected Council that it takes action on a particular matter, officers must write a report to the Council with details of the background and the issues and include the Committee's recommendation for Council's consideration.

## **12.4 Quorum**

A quorum for a meeting of the Committee will be a majority of Committee members, at least two of whom must be a Councillor.

## **12.5 Voting**

In cases where consensus cannot be reached recommendations will be made by majority vote.

A motion supported by the majority of Committee members, by means of a vote, at a meeting of the Committee at which a quorum is present is a recommendation of the Committee.

Voting at a Committee meeting is to be by a show of hands or on the voices.

A member of the Committee is entitled to one vote only on each matter.

In the case of an equality of votes, the Chair of the Committee has a casting vote. Where the Chair decides not to exercise their casting vote, the motion being voted upon is lost.

Whether or not the Chair used their casting vote shall be recorded in the minutes.

## **12.6 Induction**

New members will receive information packs and briefings upon their appointment to assist them to meet their Committee responsibilities.

## **12.7 Remuneration**

Community members of the Committee shall be remunerated for participating on the Committee on a per meeting attended basis at the remuneration level adopted by Council.