

Multicultural Policy - June 2011

1. Introduction

ECLC is committed to ensuring that all residents receive equal access to its services and programs, regardless of their cultural background.

ECLC is committed to service excellence for all residents and demonstrates this commitment through its Multicultural Policy. This policy guides the development and delivery of ECLC's services to culturally and linguistically diverse (CALD) communities and enables access to ECLC services by all residents.

2. Principles

The overarching values that ECLC adhere to are: *Human Rights, Fairness and Justice*.

The Multicultural Policy also adopts the following principles:

- Shared responsibility of all staff and volunteers to promote the human rights of people from culturally and linguistically diverse backgrounds
- Equal opportunity and access regardless of race, age, gender, language, religion or beliefs
- Participation of people from diverse backgrounds in ECLC planning, coordination and management of services
- Identifying and removing barriers in the planning and delivery of services

3. Commitments

In recognition of these principles, ECLC makes the following commitments:

1. To develop the capacity and confidence of staff and volunteers to engage inclusively with CALD communities
2. Consider access and equity issues in the layout of the office and service areas
3. Provide effective and appropriate interpreting and translation services
4. Provide targeted information and service provision for CALD communities
5. Continue to develop partnerships and relationships with CALD community groups
6. Continue to develop strong relationships with CALD-related networks and organisations
7. Evaluate diversity in our community and identify new emerging groups in response to needs
8. Provide opportunities for people from CALD backgrounds to provide feedback and input into ECLC's provision of services.
9. Ensure that these commitments will be effectively actioned and sustainable.

4. Background to the Eastern region

ECLC provides services to six local government areas: City of Boroondara, City of Knox, City of Manningham, City of Maroondah, City of Whitehorse and the Shire of Yarra Ranges.

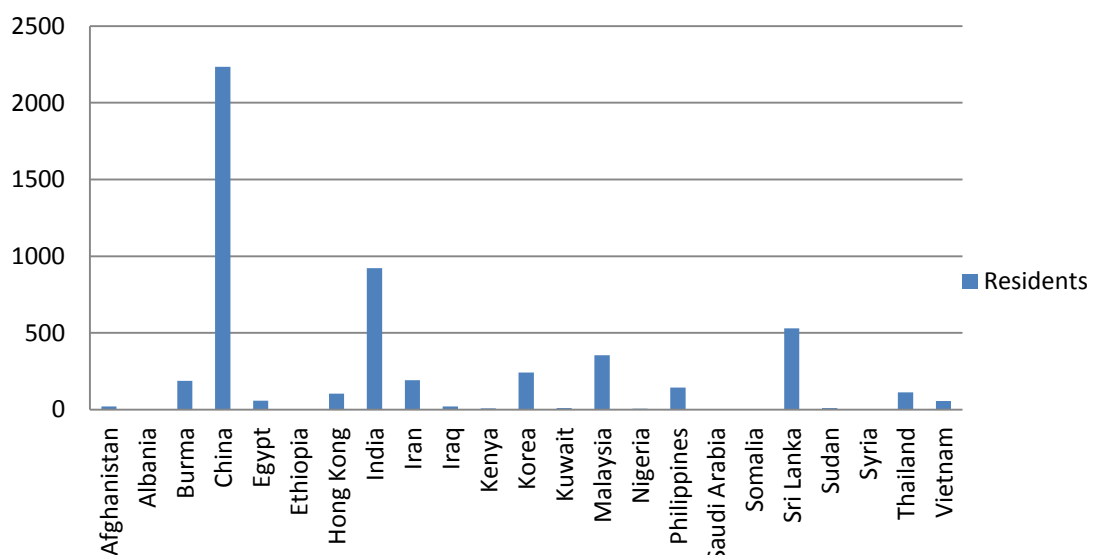
According to the Australian Bureau of Statistics 2006 Census data:

- 782,132 people live in these six local government areas
 - 195,077 (24%) of residents were born overseas
 - 17% (134,311) of the population come from non-English speaking backgrounds.
- The top 10 countries of birth were:

1. UK
2. China
3. India
4. Malaysia
5. NZ
6. Greece
7. Italy
8. Hong Kong
9. Vietnam
10. Sri Lanka

- The demographic profile of the Eastern region is constantly changing. Over the past 10 years there have been new communities settling. The post-World War II communities have settled and raised families and are now part of our ageing population.
- The chart below shows the recently settled communities in 2009-2010 (DIAC Settlement Database July 2010).
- Of the total, 3624 (53%) came on Skilled Migrant visas, 2883 (42%) came on Family visas and 309 (4.5%) came on Humanitarian visas. Those who came on humanitarian grounds only make up .03% of the entire population, though many who came on Family visas might be joining those who came on humanitarian grounds.

Settlement in the Eastern Region 2009-2010



5. Legislation and Policy

ECLC recognises the following legislation and policy to be relevant to this policy.

Federal Government

Multicultural Australia: United in Diversity, 2003

This policy is underpinned by four principles: responsibilities for all, respect for each person, fairness for each person: and benefits for all.

State Government

All of Us, 2009

This document is Victoria's Multicultural Policy, which has four themes: Multiculturalism advances equality and human rights; Multiculturalism supports our cultural, linguistic and religious diversity; Multiculturalism fosters unity and promotes harmony; and Multiculturalism boosts our economic advantage.

The Victorian Charter of Human Rights and Responsibilities, 2007

The charter requires that governments, police, local councils and other public authorities consider human rights when they make laws, develop policies or provide services. It gives people legal protection to twenty fundamental human rights, such as the right to a fair trial, the right to free speech, the right to meet and join groups, and the right to enjoy their culture.

Multicultural Victoria Act, 2004

This Act provides a framework for multicultural affairs in Victoria. It establishes several principles of multiculturalism, strengthens the Victoria Multicultural Commission and establishes reporting requirements for government departments in relation to multicultural affairs.

6. Methodology

The development of the Multicultural Policy involved a range of consultations with staff, volunteers, ECLC's Diversity Consultancy Panel, community representatives and members of the Migrant Settlement Committee (Eastern region).

7. Responsibilities

Approval authority:	CEO, Board
Persons affected:	All staff, volunteers & clients
Monitoring evaluation and implementation:	CEO
Development/ revision of Policy:	CEO/ People & Development Co-ordinator