



Australian Intercultural Standards and Index

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PREAMBLE

As society becomes increasingly diverse and complex, communities around the globe are exploring new ways to promote cultural and social cohesion.

Australian multiculturalism has a successful record, yet as global migration continues to generate increased cultural diversity, new tensions that have the potential to turn people against each other are emerging. Increasing inequality has fuelled the growth of disadvantage that cuts across cultural boundaries. Meanwhile, Australia's preference for skilled migration means that some members of minority groups possess high levels of cultural, economic and social capital. At the same time, more Australians than ever are proud of their mixed cultural heritage. Multiculturalism can therefore risk alienating people in its focus on fixed group identities.

One of the most exciting responses to these challenges in recent times is interculturalism. Building on the successes of multiculturalism, this movement puts interaction between individuals and cultural groups at the heart of diversity principles and policies. Intercultural practices strengthen mutual dialogue and equitable interaction between all of those feeling left behind and unheard, while building human competencies such as conviviality, reflexivity, adaptability and communication.

What is interculturalism?

Interculturalism is both a philosophy and a set of practices for building cohesive communities, protecting and accessing rights, and realising open collaboration in culturally diverse societies. It is based on the principle of 'equitable interaction of diverse cultures and the possibility of generating shared cultural expressions through dialogue and mutual respect' (UNESCO). To achieve this outcome,

it seeks to motivate change by building a new institutional and policy framework for relating to diversity.

By retooling multiculturalism for current social and political conditions, interculturalism prioritises active interaction and dialogue over passive tolerance, and promotes understanding of others. It links cultural minorities with majorities and with each other, encouraging inclusion and participation in the mainstream of society. It recognises that all forms of cultural identity, both personal and collective, will adapt through participation in such interactions, forging new relationships and a shared sense of community.

What are the Australian Intercultural Standards and Index?

The Australian Intercultural Standards and Index are an integrated set of documents and resources for promoting, implementing and evaluating intercultural practice in local government settings in Australia. They allow local governments to use a common set of criteria to evaluate their services, activities, community facilities, resources and leadership capabilities. They also enable benchmarking against regional, national and international local governments of similar size and cultural diversity.

The Australian Intercultural Standards outline the core principles of interculturalism, along with key indicators of best practice, based on international evidence and local social and political conditions.

The Australian Intercultural Index is a benchmarking tool derived from the Australian Intercultural Standards for local governments to evaluate and plot their progress towards intercultural practice.

The Australian Intercultural Standards share the principles of the UNESCO Universal Declaration on Cultural Diversity and the Council of Europe's Intercultural Cities Programme.

In incorporating these principles in the Australian context, the Australian Intercultural Standards build on key tenets of Australian multicultural policy to date, including the public recognition of diversity and difference, protection from discrimination, and the need for consultation across cultural divides.

The Standards have been shaped by discussions with elected members and officers from federal, state and local governments around Australia. They reflect discussions that occurred at 'InterculturAdelaide – Cultural Adaptability for the Asian Century,' supported by the Department of Premier and Cabinet in the Government of South Australia. They also draw on the Settlement Council of Australia's National Settlement Services Outcomes Standards, the Australian Government's Humanitarian Settlement Services Principles published by the Department of Social Services, and the Multicultural Youth Action Network's Youth Settlement Framework.

Both the Standards and the Index have been peer reviewed by Australian and European experts and practitioners in the field of intercultural policy and practice.

What underpins the Australian Intercultural Standards and Index?

The Australian Intercultural Standards and Index take no view on how many migrants should come to Australia – they do not advocate for more or less migration, or promote any particular migration stream – rather, they simply recognise diversity as a social fact. The Standards take a holistic and inclusive view of who belongs in the nation, from Indigenous people to generations of white settlers and all other groups of migrants, both old and new. For this reason, although they address settling new migrants arriving in a range of visa categories, the Standards are also aimed at ensuring that all Australians, and their diverse identities and practices, are included and recognised as part of a complete Australian society.

The Standards accept and expect that all Australians are entitled to assert their rights and express their individual and collective cultural identities in public without having to gain anyone's prior approval. Equally, the Standards accept that culture is a complex and dynamic field, and that all cultural groups are interconnected, overlapping, and transformed through interactions with one another. For this reason, they hold that Australian diversity policies should recognise mixed, hybrid and changing identities – and a dynamic, equitable, collective national identity.

The Standards recognise Australia's location in the Asia-Pacific region, within the world at large, which is increasingly multipolar.

For this reason, they acknowledge that flexibility and adaptability are key not only to creating equity within the nation, but also to enhancing Australia's capability to engage with Asian-Pacific nations and to collaborate internationally for a stable, democratic and equitable world.

How will the Australian Intercultural Standards and Index be used?

The Australian Intercultural Standards and Index are designed as actionable guidance for local governments in Australia seeking to meet the challenges of intensifying diversity. They are straightforward rather than onerous, and provide pathways to independent action by Councils.

The Australian Intercultural Standards outline key principles and policy directions for intercultural cities. They provide guidance on creating an ethos of inclusive national citizenship and civic solidarity, by emphasising everyday actions that can be carried out at the city level. The Standards will assist cities to build institutions and practices that will support the universal provision of council services and activities. **The Australian Intercultural Index** is a question-based guide to plan and implement action. It is designed to assist local governments in identifying internal resources and capabilities to service their entire resident population. It promotes the efficient use of existing resources by focusing on internal policies, procedures, structures, systems and activities that promote or impede the achievement of this goal. Local governments can use the Index for self-assessment, and for seamless benchmarking against cities both in Australia and across the Council of Europe's Intercultural Cities Programme.

Will any fees be required?

No fees are required from Councils to use the Australian Intercultural Standards or Index. Nor are Councils required to pay any fees to participate in benchmarking exercises.

To further assist Councils in enhancing their intercultural practice, Intercultural Cities Australasia has developed a range of state-of-the-art training materials, and can provide bespoke consultancy services based on its members' academic expertise and local government experience.

Councils that adopt the Australian Intercultural Standards and use the Index can also join the global Intercultural Cities Network, as well as a proposed Australian network, to share resources and examples of best practice, including expert analysis and benchmarking reports.

Fees will apply for consultancy services and membership of the Intercultural Cities Network.

Councils may also become designated Intercultural Cities by paying a subscription fee to the Council of Europe's Intercultural Cities Programme.

Who are the authors?

Intercultural Cities Australasia is an organisation devoted to fostering interculturalism in Australia and the Asia-Pacific region. It is a collaboration between academics and practitioners, and its work has been endorsed by the Council of Europe's Intercultural Cities Programme.



Dr Glenda Ballantyne is Senior Lecturer in Sociology and Deputy Chair of the Department of Social Science at Swinburne University, where she teaches and researches in the areas of migration and cultural diversity. Glenda's research is focused on interculturalism and multiculturalism; new media, ageing and migration; and the role of traditions in the contemporary world. Her latest project is a collaboration with Swinburne film students and the Victorian Multicultural Commission which is exploring 'next generation' perspectives on multiculturalism and the communication of its ideals to the Australian public. Glenda has been active in community-based initiatives to foster intercultural dialogue for many years.



Lynda Ford believes cultural diversity is Australia's greatest asset and greatest challenge. She believes harnessing this diversity advantage into the future will require an intercultural approach to social policy, economic development and local community harmony. She consults in Australia and internationally to government, industry, non-government organisations and communities on intercultural migrant settlement; is a Director of iGenFoundation.com; an Intercultural Cities Expert appointed by the Council of Europe's Intercultural Cities Programme; co-lead for the Australian chapter of Techfugees; co-creator of training videos including "How to work interculturally in your community;" co-editor of the Intercultural Cities magazine; and co-author of the Australian Intercultural Standards.



Dr Amrita Malhi is Director of Intercultural Futures – a social venture for advancing intercultural policy – and Visiting Fellow in the Coral Bell School of Asia Pacific Affairs at The Australian National University. In 2015, she convened a policy discussion and co-design workshop called InterculturAdelaide: Cultural Adaptivity for the Asian Century, in association with the Ninth International Convention of Asia Scholars in Adelaide and with the support of the Department of Premier and Cabinet in the Government of South Australia. From 2013 to 2016, Amrita was Secretary of the Asian Studies Association of Australia. Amrita is a historian of Southeast Asia.



PART A

The Australian Intercultural Standards

The Australian Intercultural Standards

Connected Communities

Australian Intercultural Standard 1: Education

Australian intercultural cities reach out to state education departments to identify local issues in education access and inclusion. They form partnerships to improve student retention, increase parental involvement in school life and augment understanding of and access to post-school pathways.

Key Indicators

- Strategies to publicise the successes of schools with high levels of cultural diversity, and to highlight the benefits of intercultural interaction and cultural competence enjoyed by students and teachers.
- Efforts to operate homework clubs utilising volunteers from all cultural backgrounds via local libraries and other community facilities.
- Strategies to enable local community mentoring of young people in education, including migrant pupils, international students, and disadvantaged pupils of all cultural backgrounds, to encourage intercultural and intergenerational interaction.
- Strategies to include involvement of migrant parents in school governing committees and day to day school activities and events.
- Monitoring educational attainment across all cultural groups, ensuring

equity and providing positive interventions to tackle under performance.

Australian Intercultural Standard 2: Neighbourhoods

Australian intercultural cities recognise that while neighbourhood concentrations of residents from a single cultural background can in some cases promote cohesion, they can also sometimes act to decrease the flow of different people, ideas and opportunities into and out of the community. To balance these possibilities, intercultural cities actively promote interaction between residents from different cultural backgrounds.

Key Indicators

- Initiatives to encourage interaction between residents from different neighbourhoods.
- Strategies for encouraging interaction between residents from different cultural backgrounds within a single neighbourhood.
- Efforts to monitor and prevent exploitation and isolation in rental property markets.

Australian Intercultural Standard 3: Public Services

Australian intercultural cities ensure that the Council's workforce reflects the cultural diversity of its resident population at all levels of decision making. They recognise that intercultural innovation, rather than a "one size fits all" approach to service provision, is essential in the face of ongoing demographic change.

Key Indicators

- A recruitment plan that ensures that Council staff are as diverse as the local government area's resident population.
- Initiatives to encourage intercultural interaction and competence in private sector enterprises such as an Anti-discrimination Charter, an Enterprise, Diversity Charter and/or intercultural training for company managers.
- Provision of services such as culturally appropriate burial and cremation sites, and single gender areas or times in sporting facilities to meet the cultural needs of all residents.

Australian Intercultural Standard 4: Employment & Labour Market

Australian intercultural cities understand that culturally diverse workplaces enhance productivity and profitability, and employ more people from all backgrounds to meet increased demand for goods and services.

Key Indicators

- Advocacy for diverse work teams as a boost to problem-solving and product development capacity and profitability.
- Efforts to reduce unemployment and underemployment, and, therefore, dependency on public income support systems, across all cultural groups.
- Strategies to monitor and prevent labour exploitation and other forms of economic exploitation, across all cultural groups.

- Provision or advocacy for private and public programs in intercultural competence for managing diverse workforces.
- Efforts to inform young people across all cultural groups, including international students and refugees, of local employment programs, wage rights and conditions, and obligations for unemployed young people receiving income support.

Australian Intercultural Standard 5: Cultural Life

Australian intercultural cities recognise that they have distinct and dynamic cultures reflecting countless daily interactions between culturally diverse residents. Cultural life is not simply a product of 'official' multiculturalism, but reflects ordinary, everyday interactions including intercultural exchanges of all kinds.

Key Indicators

- Active promotion of intercultural interaction as a criterion when allocating grants to community associations and their initiatives.
- Support for a range of activities in the fields of arts, culture, recreation and sport aimed at encouraging inclusive teamwork among people from diverse cultural backgrounds.
- Encouraging all cultural organisations to actively plan for diverse content and audiences for their productions and scheduled activities, including festivals and other forms of entertainment supported by specific grants or incentives.

- A program of public debates or campaigns on cultural diversity and Australian values for living well with difference in Australia and in the world.

Australian Intercultural Standard 6: Public Space

Australian intercultural cities ensure that public institutions, neighbourhoods and public spaces are open and mixed, rather than closed and segregated. They ensure that place-making and community planning strategies are infused with an ethos of intercultural consultation and communication.

Key Indicators

- Strategies that encourage intercultural interaction in public libraries, playgrounds, squares and museums, parks, streets, malls, and any other public facilities.
- Guidelines for taking population diversity into account in designing and managing new public buildings and spaces.
- Methods for consultation around city development so that consultation processes are relevant and accessible for people of different cultural, linguistic and socio-economic backgrounds.

Public Culture

Australian Intercultural Standard 7: Intercultural Mediation

Australian intercultural cities actively build trust between members of diverse cultural identity groups and foster shared values by promoting reciprocity and symmetry in intercultural relations. They also anticipate, identify, address and resolve conflicts to demonstrate they value dialogue and collaboration over competition for resources and prestige.

Key Indicators

- Provision or advocacy for private and public intercultural mediation services.
- Provision or advocacy for private and public interfaith organisations and gatherings.
- Provision for public gatherings that allow residents to meet each other and discuss local issues of potential or actual conflict, to avoid larger-scale public displays of disharmony.
- Where necessary, provision for anti-rumour initiatives to promote fact-based debate of local issues relating to culture, language or faith.
- Provision or advocacy for private and public training in minority and international languages as part of the regular curriculum at every level of education and training.

Australian Intercultural Standard 8: Language

Australian intercultural cities encourage multilingual participation in public and civic life, and do not limit access to services or representation on the basis of language. At the same time, they take a broad and open view on language to avoid making assumptions about residents' language preferences based on any other physical or cultural characteristics. They also recognise that proficiency in English underpins participation in Australian social life.

Key Indicators

- Provision or advocacy for private and public English-language training for all who seek it.
- Provision or advocacy for private and public training in minority and international languages as part of the regular curriculum at every level of education and training.
- Support for publicly available media sources covering Australian minority stories and Australian content in languages other than English, including print, audio and video content for all age groups.
- Support for projects that present positive images of minority languages and/or minority cultural production in English, within broader event and festival programming.
- Programs that encourage established minorities and members of the majority culture to buddy new arrivals, and actively support learning from one another.

Australian Intercultural Standard 9: Public Sphere

Australian intercultural cities recognise their own agency in relation to how they represent themselves – to their own residents, the rest of the nation, and the rest of the world. Cities that are recognised – and that recognise themselves – as diverse, dynamic and equitable are better equipped to support intercultural collaboration and protect social cohesion.

Key Indicators

- Strategies that improve the visibility of old and new minorities, and under-represented members of the majority culture, in media, council marketing collateral and public relations and promotional events. All kinds of people should be represented as producers of media content, as media talent in TV or radio campaigns, in targeted media briefings, in joint public events with media, and as lists of experts available for interview, etc.
- Education to sensitise council communications teams to the importance of actively reflecting diversity – including within the majority culture – in all public communications.
- Activities to support and mentor people from minority and under-represented backgrounds so as to strengthen their skills in advocacy and media presentation, better enabling their participation in mainstream media outlets.

- Commitment to monitoring the way in which local media portrays and caters for minorities and other under-represented people, and willingness to approach the media for opportunities where appropriate.

engagement exercises, to access emerging economies and grow the local economy for all.

Australian Intercultural Standard 10: Open and International Outlook

Australian intercultural cities actively seek to make connections with other places for economic, cultural and knowledge exchange. They work to be places that strangers (whether business people, tourists or new migrants) find friendly and accessible, with opportunities to belong to business, professional and social networks.

Key Indicators

- Policies to encourage international collaboration to encourage sustained scientific, economic, cultural and other projects.
- A dedicated department or committee with responsibility for monitoring and developing the city's openness to international connections.
- Initiatives to support international students to remain in the city and participate in city life after graduation, such as fairs and events connecting international students with existing residents, and/or support in seeking jobs and housing.
- Initiatives to encourage business owners to participate in international trade delegations or activate minorities' diaspora connections in international

Australian Intercultural Standard 11: Intercultural Competence

Australian intercultural cities actively promote intercultural competence and intelligence among residents and council officials, as well as private and public organisations.

Key Indicators

- Data on diversity and intercultural relations is used to inform policy formulation in all contexts, not only within designated 'multicultural' spheres.
- Data is gathered on public perceptions of migrants and minorities, and all data gathering tools are rigorous and peer-reviewed or benchmarked, along with reports and recommendations based on this data.
- Training and peer support initiatives are developed to promote intercultural competence among officials and staff.

Australian Intercultural Standard 12: Welcoming New Arrivals

Australian intercultural cities have co-ordinated mechanisms in place for welcoming and settling new arrivals, including measures to inform and prepare the host community and the provision of quality support services for new arrivals.

Key Indicators

- Provision of a designated facility or initiative for welcoming newcomers, regardless of the migration stream that has brought them to Australia.
- Provision of a comprehensive, city-specific package of information for newly-arrived residents, available in key community languages to assist integrated settlement.
- Information on the community's settlement ecosystem and settlement framework to ensure new arrivals are included in everyday social, educational, economic and political life.
- Community services and agencies provide welcome support for family members, students, refugees and migrants from all migration streams, as part of integrated service provision.
- Training and support is provided to established Australian residents to build their capacity to welcome, interact with, and participate in buddying programs with new arrivals.

Open Governance, Open Economy

Australian Intercultural Standard 13: Leadership

Australian intercultural cities recognise the value of leadership and open advocacy for intercultural principles, and acknowledge their successes in implementing such principles.

Key Indicators

- Public initiatives to adopt and publicise an intercultural strategy for the community.
- Public statements by Mayors or equivalent officers committing the council or equivalent authority to intercultural principles and recognising the value of cultural diversity.
- Encouragement to civic leaders in all fields – faith/business/sport etc. – to promote the value of diverse and cohesive communities.
- Public initiatives to ensure access to local and regional leadership programs to draw on new arrivals' existing leadership capabilities and enhance their understanding of leadership in the Australian context.
- Provision of buddying programs for new arrivals and established Australian residents to interact and form social and economic relationships.

Australian Intercultural Standard 14: Citizenship & Representation

Australian intercultural cities find ways to diversify the notion of active citizenship so that minorities are present, visible and heard in all forms of civic participation and political representation, including in government and public service operations.

Key Indicators

- Strategies to enable the cultural backgrounds of elected representatives to reflect the composition of the city's population.
- Creation of an advisory body aimed at guiding intercultural policy, which is independent of the local governing authority and/or its dominant political affiliation, and which actively seeks out members from a wide range of backgrounds, not limited to long-term leaders of community organisations.
- Initiatives to encourage minorities and other under-represented people, including young people, to engage in public life, both inside and outside advisory bodies designated for this purpose, so that these bodies are not incentivised to rely on the same individuals for extended periods.
- Time-bound requirements for increased cultural diversity on boards in receipt of local government funding or which use community facilities such as sporting clubs, arts organisations and neighbourhood houses.

- Strategies to include foreign nationals – e.g. international students and new and old permanent residents, refugees and temporary migrants – in the community's representative structures.
- Programs that encourage established minorities and members of the majority culture to buddy new arrivals, and actively support learning from one another.

Australian Intercultural Standard 15: Economic Collaboration

Australian intercultural cities recognise the value of collaboration and joint problem-solving as a foundation for economic development, growing access to local and international markets, and attracting diverse sources of local and international investment.

Key Indicators

- Strategies for connecting business owners from diverse cultural, language and religious backgrounds, including introducing migrant business owners into broader business networks to enable collaboration.
- Efforts to monitor attendance at council business events, with initiatives to encourage intercultural interaction at such events.
- Initiatives to promote active professional networks with counterparts from diverse cultural backgrounds to support intercultural competence and strengthen service provision to all community residents.

- Initiatives to actively encourage participation in international trade delegations by local business owners.
- Provision or advocacy for private and public support for developing intercultural competence in language, culture and religion for successful international trade.
- Initiatives to encourage sharing of migrant business owners' international business networks to grow the local economy for all.

Australian Intercultural Standard 16: Entrepreneurship

Australian intercultural cities are committed to supporting entrepreneurs from all cultural groups to innovate and create new business opportunities with the potential to service and employ diverse members of the community.

Key Indicators

- Efforts to collate statistics on the number of migrants who were entrepreneurs prior to arrival, and to harness their entrepreneurialism to improve productivity in the local economy.
- Provision of information to migrant business owners about entrepreneurship programs, business incubators and business accelerator programs.
- Strategies for local government business incubators to ensure a diverse range of businesses is represented in every new intake.

Australian Intercultural Standard 17: Economic Development

Australian intercultural cities harness assets and advantages related to diversity to actively foster social and economic networks, creating opportunities for international trade, partnerships and cultural exchange.

Key Indicators

- Strategies for growing migrant-owned businesses, including information sessions in languages other than English.
- Efforts to articulate the economic, social and cultural value of migrant-owned businesses to the local economy.
- Mentoring initiatives for migrant business owners to grow and diversify their businesses, and to better understand Australian regulations and trading systems.
- Initiatives to inform migrant business owners of government grants and business development support, including the benefits of hiring interculturally.
- Skills training programs for all cultural groups, developed on a needs basis and ensuring intercultural interaction.

Anti-Discrimination

Australian Intercultural Standard 18: Anti-Discrimination

Australian intercultural cities are proactive in detecting and countering discrimination based on cultural, racial or religious difference.

Key Indicators

- Initiatives to monitor the extent and character of discrimination and to respond with positive action programs.
- Provision of training and information relating to government and non-government anti-discrimination agencies that advise and support victims of discrimination.
- Campaigns to raise awareness about discrimination and to encourage anti-discrimination.
- Initiatives to work with media producers to build knowledge and interest in under-represented people and to resist stereotypes.
- Monitoring and active engagement of social media to promote positive messages and neutralise malicious portrayals.

PART B

The Australian Intercultural Index

The Australian Intercultural Index

It is important not to assume that our cities and local authorities are ready to implement the Australian Intercultural Standards. Many people hold moral and intellectual commitments to equity and diversity, but they do not necessarily possess the right skills for supporting intercultural practice.

The Australian Intercultural Index is a benchmarking tool for local governments to assess themselves. The Index is the Australian equivalent of the Council of Europe's Intercultural Cities Index, and has been adapted for Australian conditions.

Section 1: Demographic and socio-economic data

1. City and Size

- a. What is the name of the local government area for which you are responding to this questionnaire?
- b. What is the population of this local government area?

2. Cultural Composition

- a. In Census and other population data (if available) what cultural, language or religious categories are used to identify groups of people? What categories do people use to identify themselves?
- b. What is the majority cultural group in this local government area and what percentage of its population does it represent?

- c. What is the percentage of residents who are not Australian citizens in the local government area (if available)?
- d. What is the percentage of overseas-born residents who are Australian citizens in the local government area? In which countries were they born?
- e. What is the percentage of residents who are second or third generation migrants (i.e. their parents or grandparents were born overseas)?
- f. Which cultural groups represent more than 5 per cent of the overall population?

3. Economy & Demography

- a. What is the per capita GDP of the community? Is this relatively equitably distributed or do particular cultural groups appear to be disadvantaged?
- b. If one exists, what is the department within your Council with leading responsibility for intercultural interaction?
- c. Is your Council willing and able to recruit staff who are not Australian citizens?
- d. If you use the SEIFA Index, what is the SEIFA Index for your local government area?

Section 2: Preparing for practice

Councils in the Intercultural City

4. Has your Council publicly declared its commitment to making this local government area an Intercultural City?
5. Has your Council adopted an intercultural interaction strategy, or a diversity/inclusion strategy?
 - A. Yes, an intercultural strategy;
 - B. Yes, a diversity/inclusion strategy with intercultural elements;
 - C. Yes, a diversity/inclusion strategy without intercultural elements;
 - D. No.
6. Has your Council adopted an intercultural action plan?
 - a. Does your Council have a specific strategy for including indigenous residents in its initiatives to enhance its intercultural practice?
7. Has your Council allocated a budget for implementing the intercultural strategy and/or action plan?
8. Has your Council adopted a process of policy consultation and/or co-design involving residents from all kinds of cultural backgrounds?
 - A. Yes, we systematically carry out public consultations which effectively involve all kinds of diverse residents;
 - B. Yes, we systematically initiate co-design processes which effectively involve all kinds of diverse residents;
 - C. No.
9. Does your Council have a procedure in place for evaluating and/or updating the strategy and/or action plan?
Please answer YES if the strategy and/or action plan is new and has never been evaluated but there are plans in place to evaluate and/or update it.
 - A. Yes, it has a procedure for evaluation and updating;
 - B. Yes, it has a procedure for evaluation only;
 - C. No.
10. Do official speeches and communications by your Council make clear reference to its intercultural commitment?
11. Does your Council have an official webpage that communicates its intercultural commitment, along with its strategy and/or action plan?
12. Does your Council have a dedicated body or cross-departmental coordination structure responsible for implementing the intercultural strategy and/or action plan?
13. Does your Council have any means of acknowledging or honouring exceptional work by local residents or organisations to encourage interculturalism in the local community?

The local government area through an intercultural lens

Schools

14. Are there obvious cultural majorities among children attending primary schools in the local government area?
15. Does the cultural background of teachers in schools reflect the population diversity of the local government area?
16. Are there schools that make strong efforts to involve parents from cultural minority backgrounds in school life (i.e. beyond simply inviting them to parent-teacher meetings)?
17. Do schools carry out intercultural projects?
18. Does your Council have a policy to work with schools to increase intercultural interaction among students and teachers?
 - A. Yes;
 - B. Yes, a policy is being considered/prepared;
 - C. We do not have a city policy because one exists at the state/national level;
 - D. We do not have a city policy and neither do state/national governments;
 - E. Not applicable, as we can demonstrate there is no segregation.

Residential Neighbourhoods

19. What is the percentage of suburbs in which the vast majority of residents (80 percent or more) are of the same cultural background?

20. What is the percentage of suburbs in which people from national minority groups constitute the majority of residents?
21. Does the community inside this local government area encourage actions where residents of one suburb can meet and interact with residents from other suburbs?
22. Does your Council have a policy to increase the diversity of residents in their suburbs (to avoid high concentrations of single cultural groups)?
23. Does your Council have a policy to encourage residents from different cultural backgrounds to meet and interact within their own suburbs?

Public Services

24. Does the cultural background of your Council's employees reflect the population diversity of this local government area?
25. Does your Council have a recruitment plan to facilitate a suitably diverse Council workforce?
26. Does your Council take action to encourage intercultural interaction and competence in private sector enterprises (e.g. support for an anti-discrimination charter, an enterprise diversity charter and/or intercultural training for business managers)?

27. Does your Council provide or advocate for services appropriate to the cultural background of all the local government area's residents, such as provision or support for diverse burial and cremation practices, food preferences and/or access to single sex sporting activities?
- A. Yes, we have provisions or support for diverse burial and cremation sites;
- B. Yes, we have provisions or support for diverse meals and snacks in school canteens;
- C. Yes, we have provisions or support for single sex areas or times in sporting facilities;
- D. Yes, we have provisions or support for other services (please specify);
- E. No.

from various cultural groups can interact? Do these initiatives involve an appropriate percentage of entrepreneurs from cultural minority groups, and encourage entrepreneurs from all cultural backgrounds to interact and develop new products and services together?

32. Does the community give priority to companies with diversity strategies in the procurement of goods and services?
- A. Yes;
- B. No, as state/national regulations do not permit it;
- C. No, although we advocate for this approach to procurement regulations in our discussions with state/national governments.

Business & Labour Market

28. Is there a business umbrella organisation which includes among its objectives the aim of promoting diversity and non-discrimination in employment?
29. Does your Council have a charter or another binding document against cultural discrimination in its own administration and public services?
30. Does your Council have strategies for connecting business owners from all cultural, language and religious backgrounds with the mainstream economy, i.e. to enable collaboration and the creation of new supply and trade relationships?
31. Has the Council taken or supported action to encourage business districts, co-working spaces and start-up business incubators in which residents

Cultural & Civil Life

33. Does your Council use interculturalism as a criterion when allocating grants to associations and their initiatives?
34. If so, what proportion of such grants are awarded based on the criterion of interculturalism?
35. Does your Council organise events and activities in the arts, culture and sport, that encourage intercultural interaction?
36. Does your Council encourage cultural organisations working in this local government area to deal with diversity and intercultural relations in their productions, events and programs (e.g. through provision or support for a grants stream or other targeted initiatives)?

37. Does your Council organise or support public debates and/or campaigns on the subject of intercultural interaction in Australia, the Asia-Pacific region and the world at large?

42. Are there public spaces that are thought of as “dangerous” for reasons related to cultural identity?

Public Space

38. Does your Council take population diversity and intercultural interaction into account in the design and management of new public buildings or spaces (for example, in relation to seating and verbal interaction, working or creating together, or playing together in playgrounds)?

- A. Yes, in public libraries;
- B. Yes, in museums;
- C. Yes, in playgrounds;
- D. Yes, in open public spaces;
- E. Yes, in others (please specify);
- F. No.

39. Does your Council take population diversity into account in the design and management of new public buildings, spaces, or place-making initiatives?

40. When your Council remodels a public space, does it propose a range of different methods and places of consultation to ensure the meaningful involvement of residents from different cultural backgrounds?

41. Are there public spaces that seem to be dominated by one cultural group (i.e. the national majority or a national minority) and where people from other backgrounds feel unwelcome?

Mediation & Conflict Resolution

43. Does your Council provide or advocate for professional services for mediating intercultural communication and/or conflict?

- A. Yes, it has a municipal mediation service that deals solely with intercultural issues;
- B. Yes, it has a municipal mediation service that is generalist in nature and also deals with intercultural issues;
- C. Yes, it supports an intercultural mediation service run by a community organisation;
- D. Yes, it works with a mediation service run by state/national governments;
- E. No.

44. Does your Council support, work with or advocate for a community organisation working in this local government area that deals specifically with interfaith relations?

45. Does your Council provide or advocate for intercultural mediation practices in specialised institutions such as hospitals, police forces, youth clubs and/or retirement homes? In its own workforce? As a general service for residents in this local government area? In any other cases?

Language

46. Does your Council provide or advocate for any of the following professional language learning opportunities?
 - A. Yes, for groups that are newly-arrived or otherwise difficult to reach (e.g. non-working mothers, the unemployed, the retired, etc.);
 - B. Yes, for learning in minority languages as part of the regular curriculum in schools;
 - C. Yes, as special courses for members of minority groups to reinforce and protect heritage language use;
 - D. Yes, as special courses in minority languages for anyone else who might be interested in learning them?
47. Does your Council host or advocate for minority print and online media sources, radio programs, and TV programs that cater for culturally diverse residents in this local government area, both in minority languages and in English?
48. Does your Council support projects that portray positive images of minority languages, e.g. poetry slams, multilingual days, and/or multilingual cultural events?

Media Representations

49. Does your Council have media strategies that improve the visibility of minorities in the media (e.g. social columns in the press, TV or radio campaigns, targeted media briefings, joint public events with media, and/or lists of specialists on different subjects who are of minority backgrounds)?

50. Is your Council's communications department sensitised to the need to positively highlight diversity regularly and in various types of communications?
51. Does your Council provide or advocate for support for training and mentorship in advocacy, media start-ups and media participation for journalists and journalism students from minority backgrounds?
52. Does your Council monitor the way in which the media portrays minorities?

Open & International Outlook

53. Does your Council have an explicit policy to encourage international collaboration, i.e. beyond sister city relationships to encourage sustained scientific, economic, cultural and other projects?
54. If so, is there a specific financial provision for this policy?
55. Does your Council have a department or committee with a specific responsibility for monitoring and developing the city's openness to international connections?
56. Does your Council support and encourage universities to attract international students (e.g. by involving universities in official international visits or projects, or by organising international promotional events)?

57. Does your Council support or advocate for strategies to encourage international students to remain in the city and participate in city life after graduation (e.g. through fairs and events connecting international students with existing residents, and/or support in seeking jobs and housing)?

58. Does your Council actively encourage business owners to participate in international trade delegations and/or activate minorities' diaspora connections in international engagement exercises to access emerging economies and grow the local economy for all?

A. Yes, by involving entrepreneurs from diverse backgrounds in international visits and meetings;

B. Yes, by enabling partnerships and/or business agreements that connect diasporas with cities in their countries of origin;

C. Yes, by other means (please specify);

D. No.

Intercultural Competence

59. Are your Council's processes for policy formulation informed by evidence-based statistical and qualitative knowledge about diversity and intercultural relations?

60. Does your Council monitor public perceptions of migrants or minorities?

61. Does your Council promote the intercultural competence of its elected councillors and staff, for example through internal seminars and networks or training courses?

Welcoming New Arrivals

62. Does your Council have a designated agency or office tasked with welcoming newcomers?

63. Does your Council provide a package of information and support to newly arrived residents containing information specific to this local government area?

64. Do your Council's various services and agencies provide welcome support for parents on family reunion visas, international students, refugees, and temporary migrants?

65. Does your Council have a special public ceremony to greet newcomers in the presence of the Mayor and other Councillors?

Governance, Leadership & Citizenship

66. Can residents who are not Australian citizens vote in Council elections?
A. Yes, after three years of residence or less;

B. Yes, after five years of residence or more;

C. No.

67. Does the cultural background of the Council's elected representatives reflect the diversity of the city's population?

68. Does your Council have an advisory body to represent cultural minorities and deal with diversity matters, which is independent of the local government authority?

69. Does your Council have a strategy for ensuring the appropriate representation of minorities on boards of Council owned or managed public services?
70. Does your Council provide or support initiatives to encourage minorities to engage in political life (including in platforms for participatory democracy and in the design of e-tools)?

Anti-Discrimination

71. Does your Council regularly monitor the extent and character of discrimination in the community?
72. Does your Council provide information about specific services and state and federal departments that advises and supports victims of discrimination?
73. Does your Council run anti-discrimination campaigns or raise awareness in other ways?

About the Questionnaire

74. What data sources did you draw on to complete this questionnaire?
75. Who answered the questionnaire?
76. Do you have any feedback on this questionnaire?

Additional Resources

Intercultural Cities Australasia provides a range of support services to local governments to create or enhance their intercultural practice. These include assisting Councils to assess themselves, and recommending bespoke approaches for adapting to intercultural practice.

Further information and a wide range of resources are available on the Intercultural Cities Australasia website:

<http://www.interculturalcities.com.au>

Standards and Index Endorsements

The Australian Intercultural Standards and Index are endorsed by the Council of Europe and its Intercultural Cities Programme.



“This is an ambitious piece of work. It is carefully grounded in research into social cohesion and community resilience.

The Standards are clear and well-elaborated in such a way as to assist communities to identify clearly what the goals are. ... They are written in positive and appealing language that empowers through the workability of the provisions.

The Index presents a set of questions suited particularly to a city council seeking to assess how it is doing ... and to identify areas where work is required. Again clarity and reasonable workability make these helpful rather than daunting.”

Professor Gary D Bouma AM FAICD, Emeritus Professor of Sociology, UNESCO Chair in Interreligious and Intercultural Relations – Asia-Pacific, School of Social Sciences, Monash University

“[Intercultural Cities Australia] has done a great job in bringing so many aspects of theory and practice together. This can only be of benefit to local governments and other agencies.”

Professor Ted Cattle CBE, Founder, iCoCo Foundation, Visiting Professor at Nottingham Trent University and the University of Nottingham, former Chief Executive of Nottingham City Council, former Under Secretary at the Association of Metropolitan Authorities, UK



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