



CITY OF BALLARAT  
**Intercultural Plan**  
**2022–2026**

*Ballarat is Australia's first Intercultural City*





—

The City of Ballarat acknowledges the Traditional Owners of the land we live and work on, the Wadawurrung and Dja Dja Wurrung People, and recognises their continuing connection to the land and waterways.

We pay our respects to their Elders past, present and emerging and extend this to all Aboriginal and Torres Strait Islander Peoples.

—



---

## **Our vision: Ballarat, an Intercultural City**

**An inclusive intercultural city that celebrates  
diversity and is welcoming to people of  
all cultures.**

---



**"We celebrate the diversity of our city and recognise the significant contributions made by our First Nations People and successive waves of migrants over time.**

**We recognise the important leadership and advocacy role we play in promoting wellbeing and cohesion for all. This means providing opportunities for everyone to participate fully in life and fulfil their own aspirations, regardless of their cultural, linguistic or religious background.**

**For our city to flourish, we must truly embrace and harness our cultural diversity to ensure our community lives in harmony and every resident feels a strong sense of belonging.**

**It is in the best interests of all of us."**

**Cr Daniel Moloney  
Mayor, City of Ballarat**



## Defining an Intercultural City

In 2016, the City of Ballarat became an intercultural city after self-assessment and accreditation by the Council of Europe.

In its most basic form, multiculturalism means a lot of different cultures. Interculturalism is about building on multiculturalism and creating a society for the long term – not just welcoming migrants and refugees into a community but preparing the community for arrival and then creating structures for full inclusion and participation.

An Intercultural City is where ‘diversity’ is deemed to be the norm. It is a place where there is communication, interaction and exchange between different cultural groups. People from diverse backgrounds respectfully communicate, understand and learn from each other and establish ‘connections’. All these ‘connections’ facilitate understanding, creativity, innovation and growth by bringing together people of all cultures for the benefit of the whole community.

‘Ballarat: an inclusive intercultural city’ is a community that looks at what its people already have in common. We may all come from different backgrounds and cultures, but as a community, we share the same schools, businesses, workplaces, public spaces and much more. Our Intercultural City builds on the concept of ‘all of us’ living together in a vibrant, diverse and harmonious community.

**Community quotes from the Inclusive Ballarat engagement process can be found throughout this plan...**

*“People can be included, but not necessarily accepted. This is not true inclusion.”*

Community-led conversation

*“I was at an exhibition in the gallery representing cultures – “the next day it was on the newspapers front page, I was wearing a red hijab and I was proud.”*

Community consultation

*“Poster of a woman of colour feels inclusive. Warms your heart.”*

Community consultation

*“Inclusion means feeling connected.”*

Interactive message board

# Table of Contents

<b>Our vision: Ballarat, the Intercultural City</b>	<b>3</b>
<b>Defining an Intercultural City</b>	<b>5</b>
<b>Why do we have this plan?</b>	<b>9</b>
<b>What is inclusion?</b>	<b>11</b>
<b>How we talk about inclusion</b>	<b>13</b>
<b>Why is this plan important?</b>	<b>14</b>
<b>What are the key issues for our communities of diverse cultural and religious backgrounds</b>	<b>19</b>
<b>What is our approach?</b>	<b>20</b>
<b>What our community told us</b>	<b>29</b>
<b>What are the priorities for the 4-year plan?</b>	<b>34</b>
<b>How will we track our progress?</b>	<b>35</b>
<b>2-year action plan</b>	<b>36</b>
<b>Appendices</b>	<b>43</b>
<b>Acknowledgements</b>	<b>46</b>

---

*“There are no losers in this. Everybody will benefit.”*

Community-led conversation

---

**Cover image:** City of Ballarat - Intercultural Ambassadors 2022-25. Left to right, (top row) Hien Blackmore, Yaqoob Kazan and Lokan Ravi, (second row down) Yilin Liu and Victor Barrantes, (third row down) Lucien Ibrahim, Anam Umar and Maridel Martinez Andanar, (front row) Lilly Wright and Antonella Cupello.



## Why do we have this plan?

As the level of government closest to the people, local government has the greatest opportunity to lead tangible change in attitudes and practices that discriminate against or disadvantage people from diverse cultural or religious backgrounds.

The City of Ballarat acknowledges our responsibility to lead the development of inclusive policies and plans that recognise, respect and value cultural, linguistic, ethnic and religious diversity.

We are committed to taking practical actions to support everyone who lives in the municipality to be able to participate fully in life and to feel welcome, included, accepted, visible and heard.

---

*“Story telling – our community is rich with people but we are not disseminating these stories.”*

Community survey

---

This plan provides a clear structure for our work with established and recently arrived culturally, linguistically and religiously diverse communities.

This plan also demonstrates the fundamental values of interculturalism; that of creating opportunities for the direct connection of First Nations people and other Australian-born people with our residents who were born overseas.

This plan forms part of Council's Inclusion Framework - a roadmap for collaborative and intersectional inclusive action.

This plan commits us to do better in removing the barriers to access and inclusion. It commits us to ensuring that the voices and aspirations of people from culturally and religiously diverse backgrounds are reflected within our organisation: in our policies, plans and programs and in the decision-making that affects our city and community.

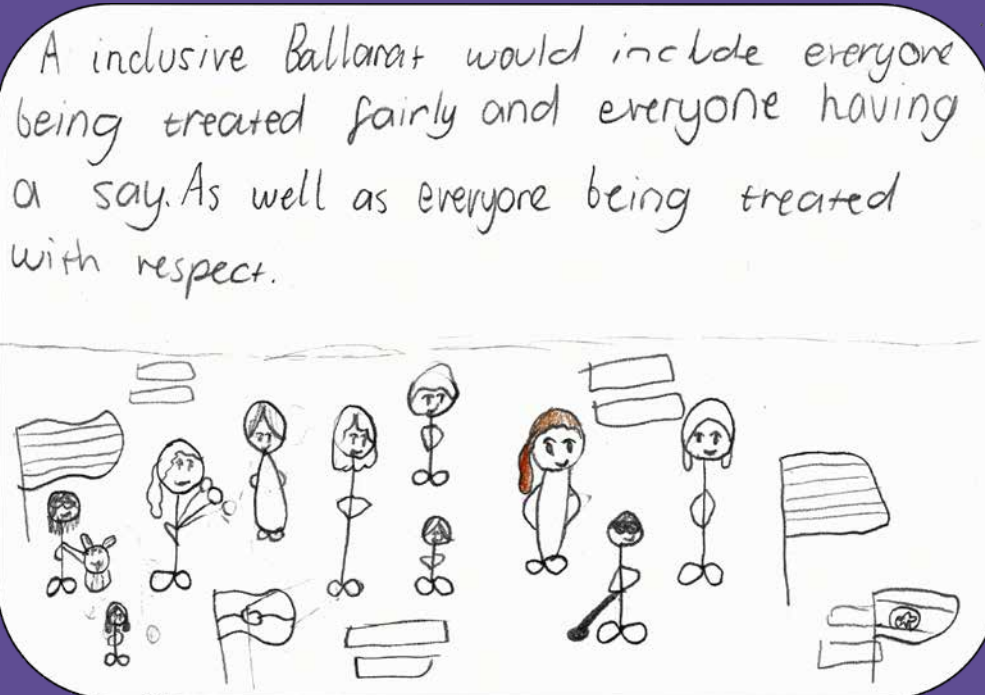
*This is the City of Ballarat's second Intercultural Plan. It builds on our progress from investment in inclusive practices to date. It was developed working with people with lived experience, knowledge and expertise.*



## What is inclusion?

### Inclusion exists when:

- people can see themselves in their community.
- people feel visible and represented.
- people feel safe, included, welcome and accepted in all parts of their lives.
- diversity is celebrated and its value is recognised.
- places, spaces, programs, services and events are accessible, safe and welcoming for everyone.
- everyone can participate fully in life and reach their potential.



Jas K, grade 5/6

*“Inclusion means removing barriers that stop people from participating or achieving their best.”*

Community survey

*“Workplaces are a great place to contribute to inclusion, promote respect and learning.”*

Community consultation

*“‘We’ is great as long as people don’t have to give up who they are.”*

Community consultation

*“Things have changed in the last 10–15 years with a lot of community groups being set up, allowing communities to come together and to discuss issues.”*

Community consultation

# How we talk about inclusion

The words and language we use are important in making sure we are being inclusive in our actions. Below are some terms that are useful to understand when reading this framework.

## Inclusion

When people from diverse backgrounds, life stages or ages, and life circumstances feel valued and respected and are given the support, resources, opportunities they need to learn, work, have a voice and participate fully in life.

## Diversity

The differences between people in factors such as gender, ability, Indigenous background, sexual orientation, ethnicity, language, faith, socioeconomic status, or age.

## Equality

When people are given equal amounts of support based on the assumption that everyone starts with the same level of resources, opportunities and power. Without first addressing existing imbalances, this approach will result in different outcomes for different people or groups.

## Equity



When the distribution of support, resources and opportunities is based on the recognition that different people or groups start with different levels of resources, opportunities and power, face different barriers, and have different needs, life experiences and access to decision-making. This approach acknowledges that these imbalances should be addressed and that different people or groups may require different considerations to ensure that outcomes are equitable for all.

## Intersectionality

An approach to understanding how different parts of a person’s identity can overlap, exposing them to compounding forms of discrimination and marginalisation. Some of these intersecting identities include gender, ability, Indigenous background, sexual orientation, ethnicity, language, faith, socioeconomic status, or age.

## CALD

Culturally, linguistically and religiously diverse.

Equality – same treatment	Equity – tailored approach
<p data-bbox="204 1765 443 1798">One bike fits all</p>  <p data-bbox="188 2011 319 2067">"I can't ride at all"</p> <p data-bbox="375 2011 518 2045">"Fine for me"</p> <p data-bbox="590 2011 742 2067">"I can't reach the pedals"</p>	<p data-bbox="858 1765 1337 1798">Different bikes based on needs</p>  <p data-bbox="885 2011 1013 2045">"I can ride"</p> <p data-bbox="1085 2011 1212 2045">"I can ride"</p> <p data-bbox="1276 2011 1404 2045">"I can ride"</p>

## Why is this plan important?

Some groups in our community face greater challenges than others: in learning, working, voicing their opinions and participating fully in life.

They are more likely to experience discrimination and exclusion, leading to poorer individual health and social outcomes. Beyond individual impacts, the broader community misses out on the skills, talents and contributions that people can share when they are part of an inclusive community.

Inequity occurs when equal treatment for different groups doesn't result in the same outcomes or opportunities. We need to take a different approach to address barriers to inclusion for these groups to make sure everyone has the same opportunity to reach their full potential.

The City of Ballarat recognises that the experiences of people from diverse cultural and religious backgrounds vary significantly from person to person and group to group.

---

*“Inclusion is important because the diversity of our community makes it a better, more interesting and equitable place to live.”*

Community survey

---

## **Different people have different needs**

We have a responsibility to help people receive the support they need to be able to participate fully in life and ensure that no one is left behind.

## **Inclusion is vital to social wellbeing**

According to the World Health Organisation, inclusion is vital to social wellbeing: *“Being included in the society in which one lives is vital to the material, psychosocial and political empowerment that underpins social wellbeing and equitable health.”*

## **Diversity enriches and strengthens our community**

Ballarat’s diverse communities bring a wealth of ideas, experiences, knowledge, creativity and world views that enrich the social, civic, economic and cultural fabric of our city. Everyone has valuable ideas and perspectives, and a wide range of skills, talents and abilities to share.

---



# Ballarat is a changing and diverse community

Ballarat is becoming a more culturally diverse community with one in nine people born overseas, seven per cent speaking a language other than English and four per cent practicing a non-Christian faith.

Eleven per cent of the population was born overseas which is slightly lower than the regional Victorian average and people of at least 89 different nationalities have made Ballarat their home.



**113,763**

population of Ballarat at August 2021



**12,880**

residents were born overseas (89 different nationalities)



**29%**

of residents had at least one parent born overseas



**57%**

of residents from overseas arrived in Australia since 2001



**7,976**

residents were from non-English speaking backgrounds

## Main countries of birth (other than Australia)

UK (3078), India (1846), NZ (969), China (677), Philippines (631), Netherlands (495), USA (314), Germany (310), South Africa (268), Malaysia (249), Sri Lanka (249), Nepal (212)



**7%** of people living in Ballarat speak a language other than English at home

**10%** of those that speak another language are not proficient in English

## More than 30 languages spoken

### Main languages spoken (other than English):

Mandarin (968), Punjabi (764), Malayalam (466), Filipino/Tagalog (441), Hindi (387), Urdu (233), Spanish (227), Nepali (213), Sinhalese (206), Italian (191), Arabic (187), Vietnamese (186), German (172), Cantonese (165), Greek (151), Japanese (151), Tamil (149), Thai (139), French (136)



**65%**

of migrants living in Ballarat came to Australia through a skilled migration program since 2016



### Christianity (42%) is the major religious denomination in Ballarat

however 48% have no religion or secular beliefs. There are also over 4000 people affiliated with other religions: Hinduism (1320), Buddhism (873), Islam (765), Judaism (56), other religious groups (1105).

## Recent settlement numbers:



**2206**

**new migrants arrived in Australia between January 2016–December 2021 and were living in Ballarat as of December 2021**



**65%**

**through the skilled migration stream**



**34%**

**through the family migration stream**



**1%**

**through the humanitarian stream**

Source: Department of Home Affairs: Settlement Reports [data.gov.au/data/dataset/settlement-reports](https://data.gov.au/data/dataset/settlement-reports)



## **What are the key issues for our communities of diverse cultural and religious backgrounds?**

**Ballarat’s culturally and religiously diverse communities bring a wealth of ideas, experiences, knowledge, creativity, innovation and world views. Ballarat’s emerging cultural diversity is recognised as enriching the social, civic, economic and cultural fabric of our city**

People who were born in another country, speak a language other than English or practise a faith different to the majority of the community are more likely to experience greater health and social challenges.

Discrimination and intolerance can create barriers to participation in the community, in employment and in accessing health and social services.

Many culturally and religiously diverse residents struggle to find meaningful employment because previous qualifications, education or training are not always recognised.

Those who speak no English or English as an additional language face challenges when accessing services, employment and social opportunities.



## **What is our approach?**

**“We will progress our vision statement as an Intercultural and Welcoming City by providing leadership, advocacy and culturally inclusive services.**

**We will achieve this through communication, exchange, interaction, understanding and learning.**

**We will take practical actions that are responsive to the needs of our culturally, linguistically and religiously diverse communities, both within our organisation and in the areas in our community where we have influence. This includes providing inclusive community facilities and public spaces, delivering culturally sensitive services and promoting diversity in our workforce.**

**We will continue to engage and collaborate with our diverse communities as we work to foster a truly inclusive and cohesive Ballarat.”**

**Evan King  
Chief Executive Officer,  
City of Ballarat**



**The following groups are critical to the implementation of this plan.**

### **City of Ballarat Gender Equity, Diversity and Inclusion Committee**

This group is chaired by the City of Ballarat Chief Executive Officer and draws on participation from across Council teams.

**It oversees the organisation’s high-level inclusion work and ensures that legislative requirements are met.**

### **City of Ballarat Diversity, Access, Equity and Inclusion Reference Group**

This group was established in 2021. It is made up of staff responsible for the priority group-specific plans that sit within the Inclusion Framework.

**This group works to ensure that an intersectional approach to inclusion is taken in the implementation of each plan that sits under the Inclusion Framework.**

### **City of Ballarat Intercultural Advisory Committee**

This group was established in 2008 to provide support and advice on inclusion for people from diverse cultural and religious backgrounds, particularly in relation to City of Ballarat policies, strategies, services and activities. It is made up of people with lived experience, who work or volunteer with our CALD community or who have expertise in this area.

**This group will be instrumental in informing the implementation of the actions in this plan.**

### **City of Ballarat Intercultural Ambassadors Program**

This program was established in 2008 to train and support individuals to represent their communities and build capacity. There are currently ten Intercultural Ambassadors. We have trained and engaged 60 Ambassadors to date since the program commenced. The Ambassadors have actively assisted in shaping social connections and inclusion within the city.

**This group will work to ensure that an intersectional approach is taken in our inclusion work.**

---

## **The City of Ballarat Inclusion Framework**

The City of Ballarat have developed an Inclusion Framework to guide our inclusion work across a range of priority groups. This involves a whole-of-organisation approach to inclusion. It also involves understanding that people often fit into several priority groups and that we need to address the many ways that people face discrimination and exclusion.

This plan forms part of the Inclusion Framework.

---

# The City of Ballarat Inclusion Framework

## Our vision for inclusion

Ballarat is an inclusive city where diversity is not only accepted but welcomed and celebrated.

Our city values the contribution of all people and our spaces, places, programs, events and services are designed to be welcoming and accessible to all.

We recognise that not everyone has the same experience and we work to make sure that people receive the support they need to ensure that no one is left behind.

## Inclusion principles

 **Our diversity is our strength**

 **Equity**

 **Intersectionality**

 **Diversity and inclusion is business as usual**

 **Strong partnerships**

 **Inclusive engagement**

## Areas for action



## Priority groups and plans

<p><b>Children and families</b></p> <p>Municipal Early Years Plan 2022-2026</p>	<p><b>Young people</b></p> <p>Youth Strategy 2022-2026</p>
<p><b>Older people</b></p> <p>Ageing Well in Ballarat Strategy 2022-2026</p>	<p><b>Women</b></p> <p>Gender Equality Action Plan 2021-2025</p>
<p><b>Aboriginal and Torres Strait Islander People</b></p> <p>Reconciliation Action Plan 2022-2024</p>	<p><b>LGBTIQA+ people</b></p> <p>LGBTIQA+ Inclusion Plan 2022-2026</p>
<p><b>People from diverse cultural and religious backgrounds</b></p> <p>Intercultural Plan 2022-2026</p>	<p><b>People with disability</b></p> <p>Disability Access and Inclusion Plan 2022-2026</p>
<p>There is currently no separate plan for the financially vulnerable priority group. This group is considered in the development of each of the plans above.</p>	

# Inclusion principles

Our principles are the foundational ideas that shape our planning and decision making to support inclusion.



## Our diversity is our strength

Recognising that diversity enriches our organisation and our city, we will support every person to be able to participate and make a valuable contribution.



## Equity

We will provide different levels of support to different people based on need to help achieve a level playing field for all.



## Intersectionality

Recognising that people have multiple aspects to their identity which can expose them to multiple layers of discrimination and marginalisation, we will consider the multiple layers of disadvantage that may be experienced by priority groups.



## Diversity and inclusion is business as usual

We will work towards organisational change to ensure that diversity and inclusion are embedded in our policies, processes, facilities, programs and services.



## Strong partnerships

We will support and strengthen existing partnerships and seek to form new ones with those working to promote inclusion in the community. We acknowledge the immense amount of work already being done in this area.



## Inclusive engagement

We will engage meaningfully with our community, ensuring that our engagement processes are inclusive and that we engage directly with priority groups on issues that affect them.

**In addition to our overarching inclusion principles, the following principles apply to our work in interculturalism.**

- Our work will be founded on **universal norms** established to promote democracy, human rights and the rule of law. We must embody the recognition of the equality of human dignity of all individuals within the society regardless of their legal status.
- Our work must be grounded in an understanding of **human mobility** as a reality and a projection of the country's population changes in a medium-term perspective. We will promote access to services, rights for newcomers, and to facilitate social integration and positive intercultural relations.
- Our work will be inspired by **shared responsibility**: this is a multistranded approach in which public institutions and all citizens should participate, acknowledging challenges to be addressed at individual, social, and collective levels.
- Our work will be fostered by **citizen's participation** by engaging people in the conception, monitoring and evaluation of the strategy.
- Our work will be promoted by a **culture of innovation** where policies are assessed whether they foster mixing, interaction and pluralism.
- Our work will drive **transparency and effective communication** between different institutions, levels of government, and towards the wider public.





# Common areas for action

Our overarching focus for the next four years will be to build organisational knowledge and capacity to improve inclusive practice in our organisation and promote inclusion in the broader community. To achieve this, we will focus our work on seven key areas which have been developed based on feedback from our community



## 1. We will commit to building organisational knowledge and capacity

We will conduct assessments to understand areas for improvement. We will seek advice from priority groups about how to deliver improvements. We will evaluate our progress and seek to continually fine-tune and improve our practice.

## 2. We will lead and advocate

We will advocate for our priority groups and the issues affecting them. We will role model inclusive practice.

## 3. We will provide a diverse and inclusive workplace

We will ensure our staff and volunteer recruitment and workplace policies promote a diverse, safe and welcoming workplace. We will build an inclusive culture and provide inclusive work sites.

## 4. We will provide welcoming and inclusive spaces

We will design and operate our facilities and public spaces to promote safety and inclusion.

## 5. We will provide welcoming and inclusive services and programs

We will work to ensure our services, programs, projects and events are inclusive and welcoming.

## 6. We will listen to our community

We will work to ensure our engagement practices are inclusive. We will work to ensure that all priority groups have opportunities to advise us directly on the design of inclusive processes, projects, programs and services.

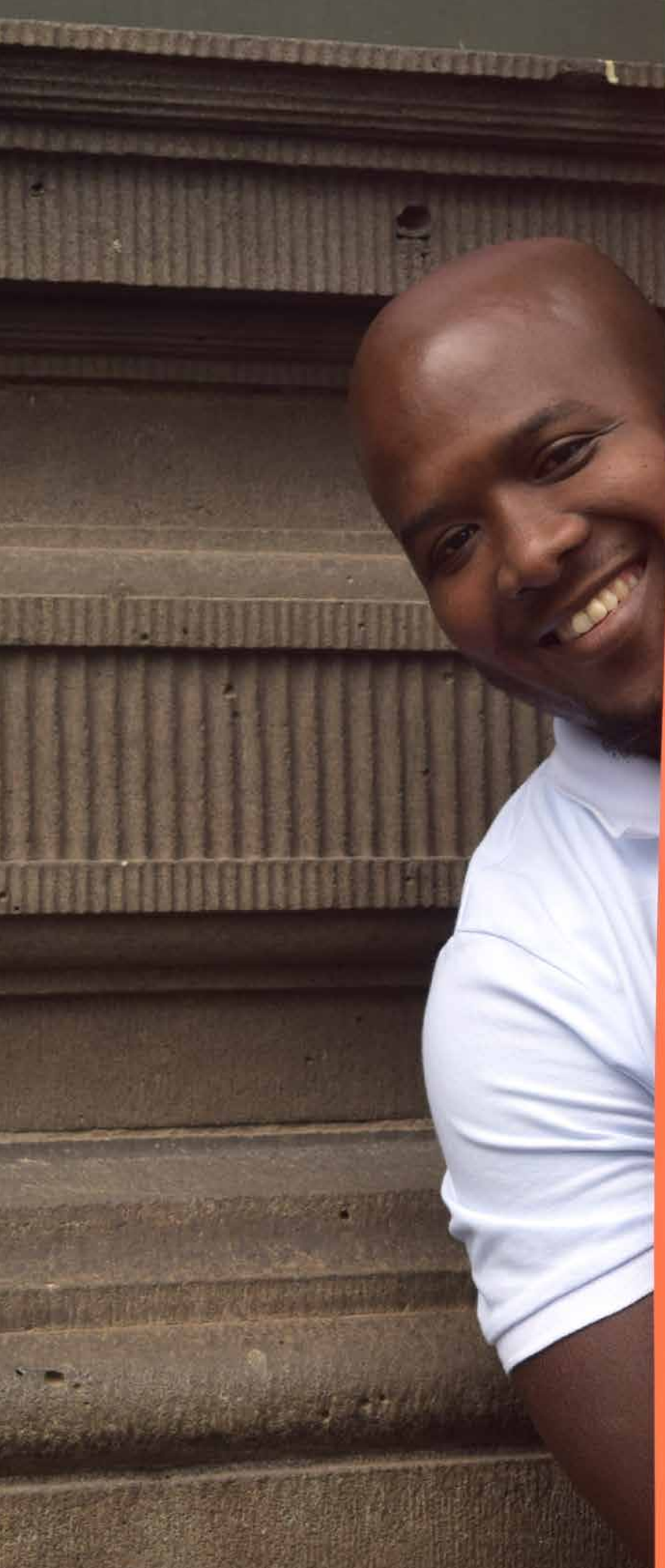
## 7. We will connect our community

We will support opportunities for people to connect with others, with places and with the services they need.

---

Specific actions that will deliver these capability improvements are detailed in the action plan which can be found on page 36-42.

---



## **What our community told us**

**In 2022, a broad collaborative community engagement process ‘Inclusive Ballarat’ was undertaken.**

**Inclusive Ballarat used a two-phased approach that involved consultation with the broader community and targeted engagement with the culturally, linguistically and religiously diverse community and stakeholders via local networks and groups.**

**A range of engagement methods and tools were used such as a community survey, community-led conversations and interactive engagement tools.**

**Two Intercultural Forums were facilitated and four Story-Telling Circles were driven at the Ballarat Library with young people and community members.**

**This plan and its two-year action plan have been informed by the key findings from Inclusive Ballarat.**

## We heard...

**How can the City of Ballarat act as a leader and role model in promoting a safe, inclusive and welcoming intercultural city?**

*'We know the importance of the Intercultural Ambassador Program – the Ambassadors helped us during the Covid crisis.'*

*"We need community sports to feel included like other Australian ladies."*

*"We enjoy multicultural events, observe national days of independence with flag raising ceremonies."*

*"Encourage local business to employ people from diverse backgrounds."*

*"Activities of Council can be accessed by the majority."*

*"The Extravaganza was good to bring all of people cultures and children together to enjoy the music."*

*"The awards to recognise people at the Intercultural Gala was inspiring to make us work hard for others."*

*"We like lessons at the Aquatic Centre."*

**How can the City of Ballarat support people from diverse cultural and religious backgrounds to be involved in the Ballarat community?**

*“We need safe places where we can be ourselves, no discrimination.”*

*“Harmony Fest events and the Extravaganza was enjoyed by families.”*

*“We love the sports especially basketball, soccer, cricket and we like to learn fishing too!”*

*“Continue Harmony Fest events. The Extravaganza was a good event which included our children – so enjoyable!”*

*“How about the Intercultural Garden – will we see that in a visible spot and not hidden among thick trees away from the public?”*

*“The Intercultural Ambassador Program and the employment pathways program were successful in bringing people forward to get involved in the community.”*

## Priorities identified by our community

- A whole-of-organisation approach to building intercultural relationships and social cohesion
- The empowerment of City of Ballarat staff to engage in genuine intercultural consultation with CALD people. Better consultation will result in a greater understanding of the issues, opportunities, and challenges of living in Ballarat
- The strengthening of long-term partnerships and collaborations with government, agencies, community groups, organisations and local businesses to promote social inclusion and intercultural understanding
- The delivery of effective, tailored programs to meet the needs of local CALD communities and to facilitate interactions which will result in intercultural exchange and understanding
- A whole-of-organisation approach to embracing the advantage of diversity








# What are the priorities for the 4-year plan?

## Priority areas

Informed by community engagement, research and benchmarking both locally and abroad, our intercultural work over the coming four years will be focused on the following four priority areas.

A two-year action plan outlining actions under each priority area can be found on page 36.

A second two-year action plan will be developed in 2024 and will build on the progress of this first action plan.

Priority areas	
	<p><b>Priority 1: Responsive services</b></p> <p>“I can access the services and programs I need easily.”</p>
	<p><b>Priority 2: Active citizenship</b></p> <p>“I can participate in public life.”</p>
	<p><b>Priority 3: Leadership and advocacy</b></p> <p>“The City of Ballarat is recognised as a strong advocate for CALD communities.”</p>
	<p><b>Priority 4: Maximising and valuing diversity</b></p> <p>“The City of Ballarat partners with the community to acknowledge and celebrate the various contributions of our CALD communities.”</p>


## **How will we track our progress?**


**We will monitor and review our progress against the actions detailed in this plan to ensure it remains relevant and responsive to the needs of our culturally, linguistically and religiously diverse communities. Our progress will be reported annually to Councillors and made public.**


**A review of this plan will be undertaken every four years and it will be updated to reflect our improved knowledge, skills and practices. A mid-plan review will inform the development of the next two-year action plan.**

# Action Plan

This action plan covers 2022-2026.

	<b>Priority 1: Responsive Services</b> <b>“I can access the services and programs I need easily.”</b>
<b>We will achieve this by:</b>	<b>We will:</b>
<b>1. Providing accessible services for Aboriginal, culturally, linguistically and religiously diverse and newly arrived communities</b>	Develop and implement guidelines to ensure that information provided by the City of Ballarat is inclusive and accessible
	Provide information about Council services and programs on platforms and in formats that are accessible for Aboriginal and culturally, linguistically and religiously diverse communities.
	Update Council’s Intercultural Services Directory on a yearly basis
	Publish and provide easy access to Council’s ‘All of Us’ yearly calendar
<b>2. Enhancing coordination and delivery of local services</b>	Collaborate with the Ballarat Regional Multicultural Council (BRMC) and other settlement agencies in the provision of migrant welcome activities and access to settlement services information
	Facilitate the implementation of Council's Reconciliation Action Plan
	Advocate for improved public transport, appropriate food services, access to social activities of diverse elderly, migrants, and refugees
	Co-deliver Migrant Welcome to Country initiatives with settlement agencies to create intercultural relationships and networks and an understanding of Aboriginal and Torres Strait Islander Peoples’ culture
	Strengthen advocacy support relating to Council's commitment as a Refugee Welcome Zone by building partnerships and working collaboratively with local community groups and service providers to enhance support for refugees settling in Ballarat

	<b>Priority 1: Responsive Services</b> <b>“I can access the services and programs I need easily.”</b>
<b>We will achieve this by:</b>	<b>We will:</b>
<b>3. Increasing intercultural competence / sensitivity of Council staff and service providers</b>	Audit existing inclusivity training practices and resources available
	Establish baseline data from staff regarding cultural identity, languages spoken, LGBTIQ+ identity, gender, Aboriginal and Torres Strait Islander identity and disability to understand the diversity of the organisation
	Develop an organisational Language Services Policy
	Develop and implement general inclusivity training for new staff as part of the onboarding process
	Develop a model of training that provides both general and specific training as required
	Facilitate the delivery of Cultural Awareness / Intercultural Competence Training for Council staff, public interface agencies and industry
<b>4. Promoting accessible services, spaces and facilities</b>	Include standards for accessible, inclusive and safe facilities in City of Ballarat’s Community Infrastructure Guidelines
	Explore current facility audit tools and ways to incorporate more inclusive assessments
	Review accessibility and inclusivity of City of Ballarat facilities, such as the libraries, early years services, Ballarat Aquatic and Lifestyle Centre and the Art Gallery
	Acknowledge and promote businesses that accommodate diverse workers / employees /suppliers

	<b>Priority 2: Active Citizenship</b> <b>“I can participate in public life.”</b>
<b>We will achieve this by:</b>	<b>We will:</b>
<b>1. Creating opportunities for culturally, linguistically and religiously diverse people to exercise their rights and responsibilities and to influence public life</b>	<p>Partner with the Australian Electoral Commission (AEC) to deliver voter’s education sessions</p> <p>Promote information sessions regarding Councillor candidacy</p> <p>Deliver the Intercultural Garden</p>
<b>2. Promoting Ballarat as a Welcoming City and Intercultural City</b>	<p>Complete the accreditation processes for the Intercultural Cities Program and Welcoming Cities Network</p> <p>Deliver and support network membership initiatives of Intercultural Cities – Asia Pacific Region such as meetings, training, global exchanges / conferences, research, Intercultural Summits</p> <p>Gather diversity and intercultural relations data to inform policy formulation in all contexts, not only within designated ‘multicultural’ spheres</p> <p>Support Council’s Sister City relationship with Inagawa-cho (town), Japan</p> <p>Support to Council’s Friendship City Agreements with Ainaro in Timor Leste, Nanjing in China, Kunshan Province in China, Jiangjin City in China, Yang Zhou Municipality in China, and Peterborough in the United Kingdom</p> <p>Support ‘Peace Building’, collaborate and facilitate connections with cultural groups, Compassionate Ballarat and Mayors for Peace</p>


	<b>Priority 2: Active Citizenship</b> <b>“I can participate in public life.”</b>
<b>We will achieve this by:</b>	<b>We will:</b>
<b>3. Enhancing diverse community participation in social, employment, education, training, arts, sports and recreation opportunities</b>	Explore potential for strengthening coordinated employment strategies to attract migrant workers to the region through Ballarat Regional Settlement Advocacy Committee
	Promote businesses that recognise and support migrants in the community
	Collaborate with other services and agencies to support participation in intercultural activities such as arts, sport and recreation
	Explore opportunities for local employers to engage with potential migrant employees
	Enhance awareness and understanding through training on environmental sustainability issues including environment, biodiversity, water, waste and climate change
	Provide opportunities for cultural exchange between children and young people such as through Library story times, school holiday programs or youth services activities.





### Priority 3: Leadership and Advocacy

“The City of Ballarat is recognised as a strong advocate for CALD communities.”

We will achieve this by:	We will:
<p><b>1. Providing and promoting training opportunities to promote leadership development in diverse communities</b></p>	<p>Deliver and resource the Intercultural Ambassador Program, and explore collaborative opportunities for maximising the role and the reach of Intercultural Ambassadors across communities and sectors</p> <p>Promote social, cultural, education and training activities that highlight intercultural learning and exchange driven by government, other local government areas and service agencies</p> <p>Mentor, collaborate and link diverse groups to other agencies to facilitate delivery of their events and activities</p> <p>Promote community group governance training opportunities for CALD people and groups</p> <p>Deliver ‘Preventing Violence Against Women’ Workshops to the Intercultural Ambassadors, City of Ballarat’s Intercultural Services committee members and community leaders.</p>
<p><b>2. Building the capacity of our diverse communities to partner with Council</b></p>	<p>Resource Council’s Koorie Engagement Action Group (KEAG), Intercultural Advisory Committee (IAC), Ballarat Friends of Ainaro Community Committee (BFACC) to enable them to facilitate individual and joint activities</p> <p>Support the Ballarat Interfaith Network and other public interfaith initiatives / engagement within and beyond Ballarat</p> <p>Engage regularly with culturally diverse groups and to keep them updated with Council actions and initiatives, services and publications</p> <p>Develop and implement guidelines to ensure City of Ballarat engagement practices are accessible and inclusive</p> <p>Develop pathways for people from diverse communities to be involved in Council engagement processes</p>

	<b>Priority 3: Leadership and Advocacy</b> <b>“The City of Ballarat is recognised as a strong advocate for CALD communities.”</b>
<b>We will achieve this by:</b>	<b>We will:</b>
<b>3. Representing and supporting our diverse communities in issues that impact them</b>	<p>Promote networking opportunities with National, State, Local Government, Service Agencies, and Industry such as: BRMC, Victorian Local Government Multicultural Issues Network, Victorian Multicultural Commission (VMC), VMC-Regional Advisory Committee, Asylum Seeker Resource Center (ASRC), Committee of Ballarat, Salvation Army and Uniting Care</p> <p>Co-deliver Anti-Racism Training with partners of Council to staff and community leaders and groups</p> <p>Release a clear statement that takes a stance against racism and discrimination</p> <p>Co-design/deliver events and cultural celebrations, spearheaded by CALD community leaders</p>
<b>4. Promoting a diverse workplace</b>	<p>Review City of Ballarat’s Anti-Discrimination and Anti-Harassment Policy</p> <p>Review recruitment and onboarding processes for work placement, employment and volunteer roles at the City of Ballarat to identify areas for improvement</p> <p>Review City of Ballarat’s human resources and workplace policies to ensure they are inclusive</p> <p>Seek opportunities to showcase diversity in Council staffing</p> <p>Explore partnerships across Council to adapt the ‘Diversity Atlas’ as a tool to measure Council’s diversity agility</p>

	<p><b>Priority 4: Maximising and Valuing Diversity</b>  <b>“The City of Ballarat partners with the community to acknowledge and celebrate the various contributions of our CALD communities.”</b></p>
<p><b>We will achieve this by:</b></p>	<p><b>We will:</b></p>
<p><b>1. Celebrating the ‘diversity advantage’ of the Ballarat Intercultural City</b></p>	<p>Deliver Aboriginal and Torres Strait Islander events on dates of significance such as Survival Day Dawn Ceremony, Anniversary of the National Apology, National Sorry Day, Reconciliation Week, Aboriginal and Torres Strait Islander Children's Day and NAIDOC Week</p> <p>Deliver Cultural Diversity Week – Harmony Fest community initiatives, Refugee Week, National Day Flag Ceremonies, cultural and interfaith events of significance</p> <p>Recognise the efforts of existing volunteers and promote volunteering opportunities for emerging and established CALD community members</p> <p>Feature multicultural elements in major Council events such as Begonia Festival, Heritage Week and Summer Sundays</p> <p>Build the skill base of CALD groups by facilitating training in employment interviewing, job-readiness, technology for all ages, Australian workplace culture, community safety and mental health.</p>

	<p><b>Priority 4: Maximising and Valuing Diversity</b>  <b>“The City of Ballarat partners with the community to acknowledge and celebrate the various contributions of our CALD communities.”</b></p>
<p><b>We will achieve this by:</b></p>	<p><b>We will:</b></p>
<p><b>2. Providing opportunities for all residents and visitors to enjoy an intercultural, cosmopolitan Ballarat</b></p>	<p>Enhance intercultural understanding and interaction, cultural awareness, networking, and cooperation by supporting celebrations across cultures – flag raising activities, observance of national and significant cultural / religious days such as Ramadan, Harvest Festival, Festival of Lights, Chinese New Year etc.</p> <p>Establish a cultural learning program for communities to come together, share, learn, contribute, and connect. Such a program could emerge in collaboration with Council teams responsible for the Active Ballarat Strategy, Creative City Strategy, and Environment strategies.</p> <p>Promote Council’s strong advocacy and public support to key multicultural groups through visible signage and posters, ‘Welcome’ in different languages and ‘Racism it Stops with Me’ during public and sporting events</p> <p>Explore communication strategies to promote the attendance of mainstream community members to attend CALD driven events</p>



# Appendices

## Policy context

International conventions and Commonwealth and Victorian legislation and guidelines are in place to ensure that human rights are upheld and to safeguard against discrimination and promote rights and equality for people from culturally, linguistically, and religiously diverse backgrounds.



### Commonwealth

- *The People of Australia – Australia’s Multicultural Policy 2011*
- *National Anti-Racism Strategy 2012*
- *Australian Human Right Commission Act 1986*
- *Racial Discrimination Act 1975*



### Victoria

- *Charter of Human Rights and Responsibilities Act 2006*
- *Equal Opportunity Act 2010*
- *Multicultural Victoria Act 2011*
- *Racial and Religious Tolerance Act 2001*

This plan aligns with national and state plans which provide guidance on actions to improve the lives of people from culturally, linguistically, and religiously diverse backgrounds.

## Collaboration and partnerships

The City of Ballarat is a member of a range of national and international networks

### We are a member of national and international networks

Our membership of the following networks demonstrates our commitment to equity, diversity and inclusion and commits us to working in a manner which meaningfully and deliberately brings together migrants and existing communities to create harmonious relationships.

- Compassionate Ballarat
- Council of Europe’s Intercultural Cities Programme – *City of Ballarat has been chosen to be one of 4 Intercultural Cities namely: Sabadell (Spain), Sherbrooke (Canada) and Salisbury (Australia) being compared in an international study relating to their delivery of the intercultural model*
- Intercultural Cities Australasia Network
- Mayors for Peace
- Welcoming Cities Australia

## **We are committed to a collaborative approach**

Community, business, government and non-government partnerships and collaborations will play a crucial role in supporting the City of Ballarat to achieve quality outcomes in all key priority areas of this plan. We will continue to engage and collaborate with our CALD communities and stakeholders to promote a “WE” culture to progress diversity, equality, interaction, and participation.

## **Our partners**

The City of Ballarat acknowledges the following government and non-government entities, communities, service providers, committees and organisations who are potential partners in implementing this plan.

Australian Catholic University	Ballarat Neighbourhood Centre
Australian Football League Goldfields – Indigenous and Multicultural Steering Committee	Ballarat Regional Multicultural Council (BRMC)
Ballarat African Association	Ballarat Regional Settlement and Advocacy Committee
Ballarat Community Health Services	Child and Family Services Ballarat
Ballarat & District Aboriginal Co-operative	Central Highlands Sports Assembly
Ballarat and District Soccer Association	Centre for Multicultural Youth
Ballarat Friends of Ainaro Community Committee	Centrelink
Ballarat Indian Association Inc	Chinese Australian Cultural Society of Ballarat Inc
Ballarat Interfaith Network	Compassionate Ballarat
Ballarat Keralites’ Foundation of Australia	Department of Families, Fairness and Housing
Ballarat Region Indonesian Community	Department of Health
Ballarat Irish Association	Department of Home Affairs
Ballarat Italian Association	Department of Immigration and Border Protection
Ballarat Malayalee Association Inc	

Department of Education and Training	Settlement Humanitarian and Refugee Enhancement Working Group
Department of Jobs, Precincts and Regions	Sri Lankan Australian Association of Ballarat Inc
Djaara	Victoria Police
Ethnic Communities' Council of Victoria	Victorian Local Government Multicultural Issues Network
Federation of Ethnic Communities' Council of Australia	Victorian Multicultural Commission
Federation University	Victoria Togolese Association
Filipino Australian Association of Ballarat Inc	Victorian Multicultural Commission – Regional Advisory Committee
Filipino Australian Sports Club of Ballarat Inc	Voice FM - 99.9
Grampians Health	Wadawurrung Traditional Owners Aboriginal Corporation
iGen Foundation Limited	Welcoming Australia Ltd.
Inagawa Board of Education	Western Bulldogs
Inagawa International Association	Women's Health Grampians
Islamic Society of Ballarat	
Intercultural Ambassadors – City of Ballarat	
Intercultural Cities Network	
Intercultural Advisory Committee	
Koori Engagement Action Group	
Koori Services Hub	
Local Government Victoria	
Municipal Association of Victoria	
Multicultural Arts Victoria	
Mt Clear College	
Refugee Support Service Network	
Regional Development Victoria	
Rotary Club of Alfredton	
Rotary Club Ballarat South	



# Acknowledgements

This plan is informed by research and policy analysis together with community engagement to ensure that it reflects the needs and aspirations of the diverse communities living in Ballarat.

**The City of Ballarat sincerely thanks everyone who contributed to this plan.**

We would like to acknowledge the input of the community and the following groups and organisations in the development of this plan:

- Ballarat Regional Settlement and Advocacy Committee (BRSAC)
- 45 community leaders, program partners, stakeholders and agencies who participated in the Intercultural Summit held in 2021
- City of Ballarat’s Intercultural Ambassadors
- City of Ballarat Intercultural Advisory Committee
- Koorie Engagement Action Group
- Ballarat Friends of Ainara Advisory Committee
- Ballarat Regional Multicultural Council
- Ballarat Community Health
- Ballarat Interfaith Network
- Centre for Multicultural Youth

This plan aligns with the following national and state plans and policy frameworks:

- National Settlement Framework
- National Settlement Services Outcomes Standards
- National Youth Settlement Framework
- The People of Australia: Australia’s Multicultural Policy
- Victorian Multicultural Policy Statement: ‘Victorian and Proud of it’

## Sources

- Australian Bureau of Statistics, Census of Population and Housing, 2022
- Model Framework for An Intercultural Integration Strategy at the National Level Intercultural Integration Strategies: Managing diversity as an opportunity, Council of Europe, 2021
- Building Social Cohesion in our Communities (Online Resource) Australian Centre of Excellence for Local Government for the Australian Human Rights Commission, 2015
- *Local Government Act 2020*
- Settlement Data Base 2022, Department of Home Affairs
- The Intercultural City Step by Step, Council of Europe, January 2018
- Stakeholder Consultation Report – Intercultural City Plan 2022–2026, January 2022, Myriad International Consulting Services



- This document can be found in PDF format on our website [ballarat.vic.gov.au](http://ballarat.vic.gov.au)
- To receive this document in another format, phone 5320 5500, using the National Relay Service 13 36 77 if required, or email the Engaged Communities Team: [communityengagement@ballarat.vic.gov.au](mailto:communityengagement@ballarat.vic.gov.au).



The Phoenix | 25 Armstrong Street South, Ballarat, VIC 3350  
City of Ballarat | PO Box 655, Ballarat, VIC, 3353

☎ 03 5320 5500 🌐 [ballarat.vic.gov.au](http://ballarat.vic.gov.au)

**Intercultural Services** @ [interculturalservices@ballarat.vic.gov.au](mailto:interculturalservices@ballarat.vic.gov.au)

September 2025