GIPPSLAND MULTICULTURAL STRATEGIC PLAN

EXECUTIVE SUMMARY

This Gippsland Multicultural Strategic Plan was funded through the Victorian Department of Premier and Cabinet under the Office of Multicultural Affairs and Citizenship (OMAC). A strategic partnership approach, drawing upon community strengths and resources, has been used to address the needs of multicultural, refugee and asylum seeker communities across Gippsland by:

→ Building capacity: including strengthening education, employment, volunteering pathways and outcomes

→ Increasing participation and inclusion in community life

→ Improving access to services

→ Promoting community harmony

A partnership group was established to oversee the development of this project. Latrobe Community Health Service as the lead agency was partnered by the Centre for Multicultural Youth, Gippsland Ethnics Communities' Council and Latrobe City Council. A Multicultural Strategic Planner was employed to coordinate activities and undertake an extensive consultation process. This included a two-month community consultation phase, literature review and development of community profiles for each of the six Local Government Areas within Gippsland. It is recognised that many services and agencies work effectively in this field and this Strategic Plan has built on the extensive work that has already been achieved.

This Gippsland Multicultural Strategic Plan incorporates key demographic data in the form of community profiles, analysis of consultations, and a three-year action plan. Key themes of this plan are:

→ Education and employment

→ Access to information and services

→ Social cohesion and leadership

→ Health

Gippsland has a proud history of multicultural settlement with post WWI and WWII migration. Recent research shows an increase in the number of people from multicultural backgrounds who call Gippsland home. There are four main streams of multicultural settlement in Gippsland, being:

→ Post war migration

→ Skilled migrant settlement

→ Refugee settlement

→ Family migration

OMAC PARTNERSHIP GROUP

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◪ TABLE OF CONTENTS

1 COMMUNITY PROFILES

2 LISTENING TO THE COMMUNITY

3 GOALS & OBJECTIVES

## 4 APPENDIX

ACKNOWLEDGEMENT OF COUNTRY

The Gippsland Multicultural Strategic Plan Partnership Group recognises that Victoria has a strong and proud Aboriginal history and a complex ownership and land stewardship system stretching back many thousands of years. We acknowledge the Traditional Custodians of Gippsland and pay our respects to their elders past and present and acknowledge their culture and significant connection to the land.

COMMUNITY PROFILES

The following pages outline community profiles for Gippsland and each of the six municipalities in the region. Data has been obtained through the Australian Bureau of Statistics' Census of Population and Housing, for the years 2016, 2011 and 2006. The SEIFA – Index of Relative Socio-Economic Advantage and Disadvantage has also been included for each of the six municipalities. This data ranks each local government area across Victoria on a continuum, from the most disadvantaged (1) to the most advantaged (79).

These community profiles have been used to identify and analyse community characteristics and provide understanding about how they have changed over time. Information includes population and gender, country of birth, birthplace of parents, migration data and languages spoken at home. The data within these pages, together with the literature review (Appendix 1) and community consultation process, has informed and guided the development of the Gippsland Multicultural Strategic Plan Action Plan.

GIPPSLAND REGION
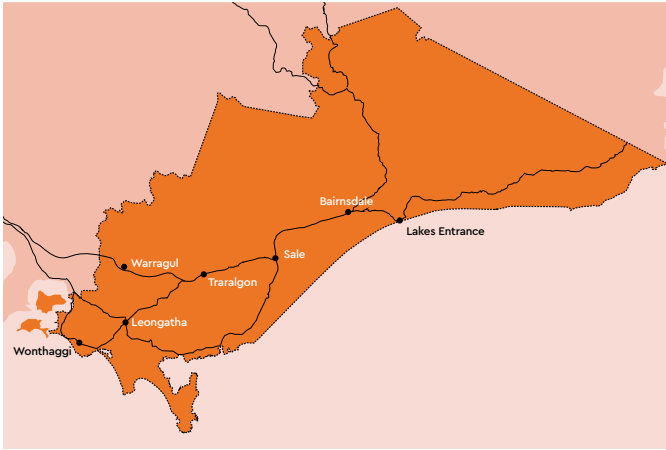
Map of Gippsland
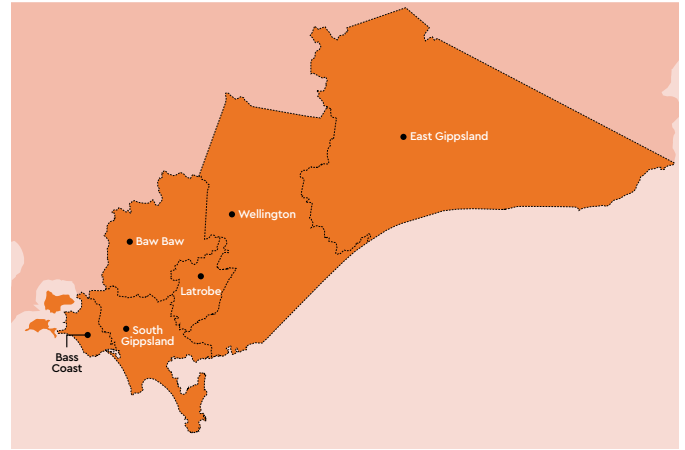
Map of Local Government Areas

Gippsland is a regional area which covers approximately 41,556 sq km and makes up 17.5% of the state of Victoria. Municipalities of Bass Coast, Baw Baw, East Gippsland, Latrobe, South Gippsland and Wellington make up the region.

Gippsland has experienced, and is predicted to continue to experience, significant population growth. The projected changes in Gippsland's regional population over the 20-year period 2011 – 2031 are tabled below.[1]

Local Government Area [LGA]	2011	2016	2021	2026	2031	Projected change in LGA population 2011–2031	Projected % increase in LGA population 2011–2031
Baw Baw Shire	43,387	48,378	55,660	63,128	71,245	27,858	64%
Bass Coast Shire	30,232	33,581	37,898	42,638	46,872	16,640	55%
East Gippsland Shire	42,830	44,611	47,016	49,613	52,242	9,412	22%
Latrobe City	73,788	73,903	76,319	79,162	82,455	8,667	12%
Wellington Shire	42,064	42,467	44,057	45,849	47,632	5,568	13%
South Gippsland Shire	27,515	28,112	29,677	31,265	32,764	5,249	19%

Gippsland's economy is predominantly based around natural resources and commodities, with key industries being agriculture, forestry, dairy, fishing and coal mining. Agribusiness is a significant employer in the region with over a third of Gippsland's business being involved in agriculture and fishing.[2]

As at the 2016 census, Gippsland was home to 271,416 people. Of that, there were 70,754 people with at least one parent born overseas, representing 26% of the population, and 56,141 residents were born outside of Australia.

There are four main streams of multicultural settlement in Gippsland, being:

→ Post war migration

→ Skilled migrant settlement

→ Refugee settlement

→ Family migration

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[1] Gippsland Regional Plan 2015–2020, www.rdv.vic.gov.au/__data/assets/pdf_file/0006/1165407/Gippsland-Regional-Plan-2015_web.pdf

[2] www.rdv.vic.gov.au/victorian-regions/gippsland accessed 13/07/2017

Community Profiles

1
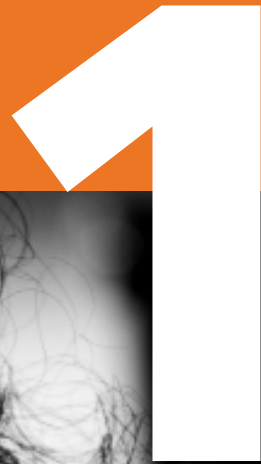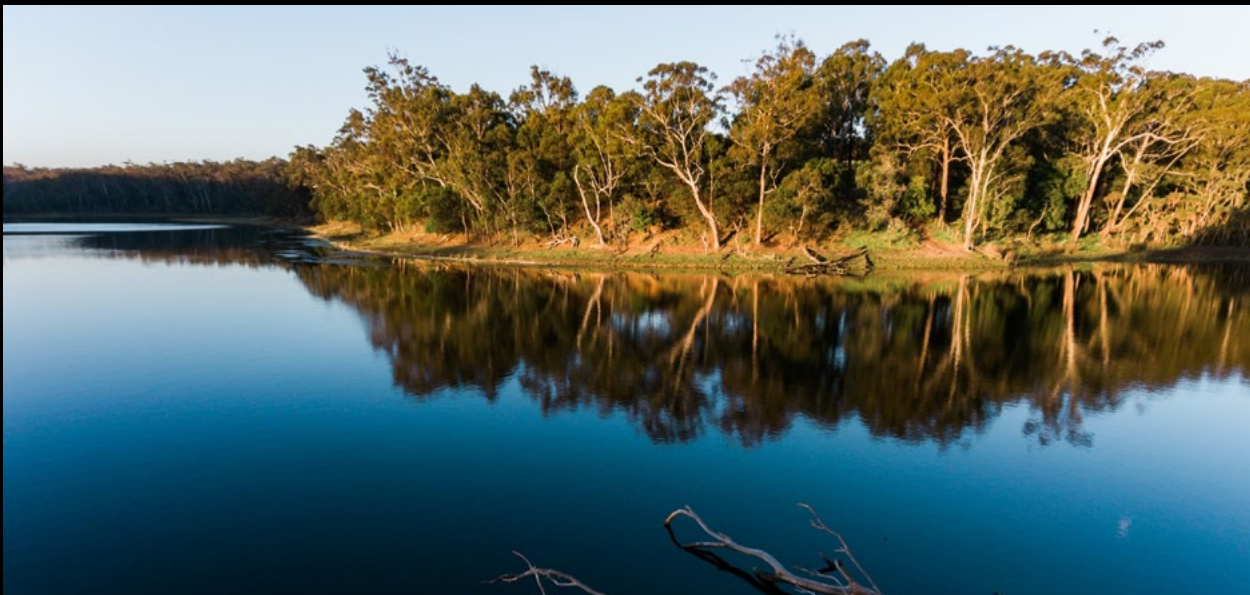
GIPPSLAND

Gippsland is a regional area of Victoria. Situated in the south east of the state it encompasses six municipalities – Bass Coast, Baw Baw, East Gippsland, Latrobe, South Gippsland and Wellington. There has been a steady increase in the number of people living in Gippsland who are born outside of Australia. While the most common countries of birth are English speaking and European countries there is a larger population of people migrating from India, the Philippines, China and Thailand. Migration into the area is mainly skilled migrants followed by family migration and humanitarian settlement.

MAP OF GIPPSLAND

Bairnsdale

Lakes Entrance

Sale

Warragul

Traralgon
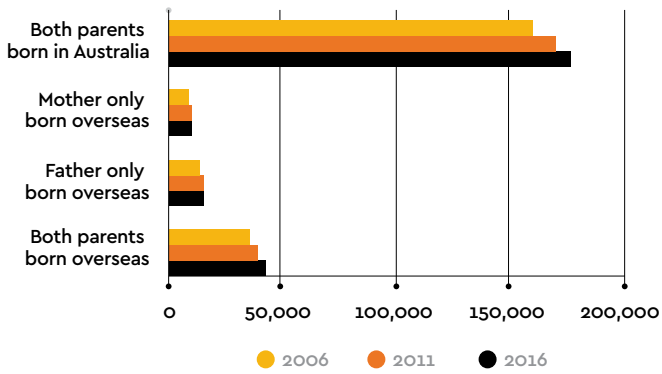
Leongatha

Wonthaggi

Map of Gippsland

POPULATION 271,416

51%
Female

49%
Male

BIRTHPLACE OF PARENTS

- 2006
- 2011
- 2016

COUNTRY OF BIRTH COMPARED TO TOTAL POPULATION

- Total Population
- Born in Australia
- Born outside Australia

*Note : The numbers may include people who did not state their country of origin. Interpret with caution.

COMMON COUNTRIES OF MIGRANTS

JAN 2012 TO DEC 2016

Country	Humanitarian	Family	Skilled	Total
India	0	37	242	279
Philippines	0	159	58	217
UK	0	82	106	188
China	0	70	73	143
Thailand	5	90	8	103

COMMON COUNTRIES OF BIRTH

2016	
Country	No. of People
England	9,430
New Zealand	3,006
Netherlands	2,185
Scotland	1,540
Germany	1,506

2011	
Country	No. of People
England	9,356
New Zealand	2,714
Netherlands	2,316
Scotland	1,801
Italy	1,694

2006	
Country	No. of People
England	8,988
Netherlands	2,418
New Zealand	2,113
Scotland	1,812
Italy	1,794

MIGRATION STREAM

JAN 2012 TO DEC 2016

29 (1%)

1,040 (55%)

825 (44%)

- Skilled
- Family
- Humanitarian

◪ HOUSEHOLDS WHERE A NON-ENGLISH LANGUAGE IS SPOKEN

% of Households (y-axis)

Households where two or more languages are spoken (2011)	Households where a non-English language is spoken (2016)
6.40%	6.50%

Note: Labelling of data during the 2016 and 2011 census differs, as shown in the graph on the left.

◪ COMMON LANGUAGES OTHER THAN ENGLISH

Year	Other Common Languages	Number of People	% Compared to Total Population
2016	Italian	1,983	0.70%
	Mandarin	839	0.30%
	German	750	0.30%
	Dutch	696	0.30%
	Greek	674	0.20%
2011	Italian	2,263	0.90%
	German	886	0.30%
	Dutch	806	0.30%
	Greek	667	0.30%
	Mandarin	492	0.20%
2006	Italian	2,275	0.90%
	German	876	0.40%
	Dutch	841	0.40%
	Greek	674	0.30%
	Maltese	374	0.20%

1B BASS COAST SHIRE

Bass Coast Shire is situated in the south west of Gippsland and is approximately 130km south east of Melbourne. Bass Coast is a popular holiday destination with a resident population of 32,804, although in peak season the population is almost triple that. The data on the next page shows a slight increasing trend of residents being born overseas with the majority of new communities being family migration and skilled migrant settlement. There is a small population of humanitarian settlement within the Wonthaggi area.

SEIFA – Index of Relative Socio-economic Advantage and Disadvantage: Ranked 24th out of 79 Local Government Areas.

MAP OF BASS COAST SHIRE

Bass Coast Shire

Wellington

Baw Baw

Latrobe

South Gippsland

Bass Coast

POPULATION 32, 804

52% Female

48% Male

BIRTHPLACE OF PARENTS

Bars for: Both parents born in Australia; Mother only born overseas; Father only born overseas; Both parents born overseas. Scale: 0 to 25,000.
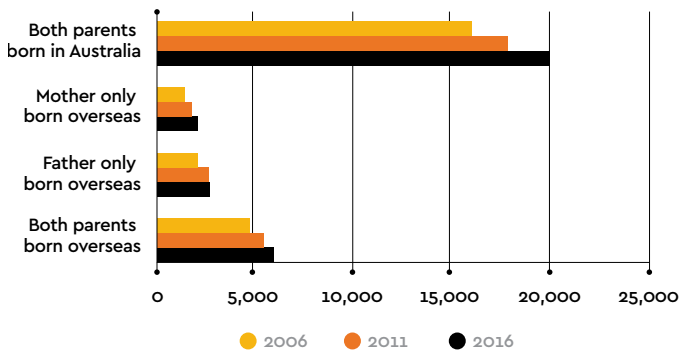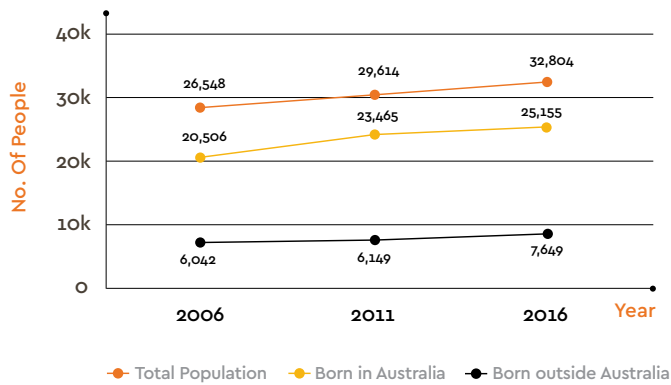
Legend: ● 2006 ● 2011 ● 2016

COUNTRY OF BIRTH COMPARED TO TOTAL POPULATION

Year	2006	2011	2016
Total Population	26,548	29,614	32,804
Born in Australia	20,506	23,465	25,155
Born outside Australia	6,042	6,149	7,649

Legend: Total Population, Born in Australia, Born outside Australia

*Note : The numbers may include people who did not state their country of origin. Interpret with caution.

COMMON COUNTRIES OF BIRTH

2016

Country	No. of People
England	1,699
New Zealand	510
Netherlands	261
Italy	232
Scotland	219

2011

Country	No. of People
England	1,589
New Zealand	453
Netherlands	255
Italy	248
Scotland	240

2006

Country	No. of People
England	1,550
New Zealand	301
Italy	263
Netherlands	241
Scotland	232
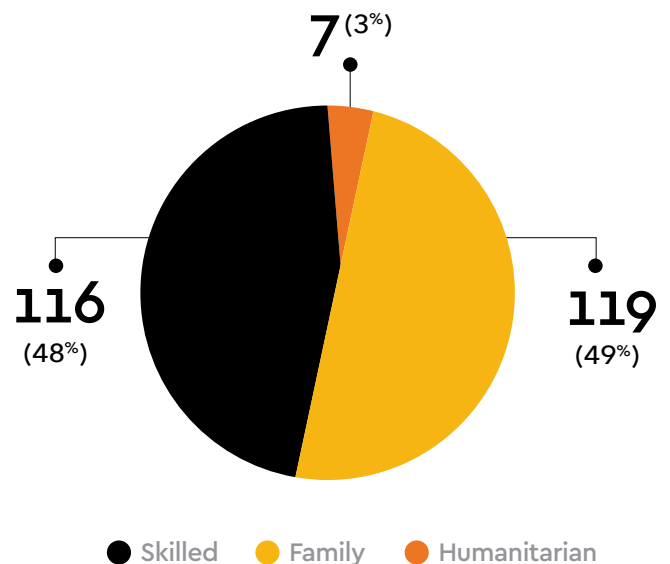
COMMON COUNTRIES OF MIGRANTS
JAN 2012 TO DEC 2016

Country	Humanitarian	Family	Skilled	Total
India	0	6	44	50
Philippines	0	18	13	31
UK	0	10	13	23
China	0	19	3	22
Thailand	5	15	2	22

MIGRATION STREAM
JAN 2012 TO DEC 2016

7 (3%)

116 (48%)

119 (49%)

Legend: ● Skilled ● Family ● Humanitarian

HOUSEHOLDS WHERE A NON-ENGLISH LANGUAGE IS SPOKEN

Note: Labelling of data during the 2016 and 2011 census differs, as shown in the graph on the left.
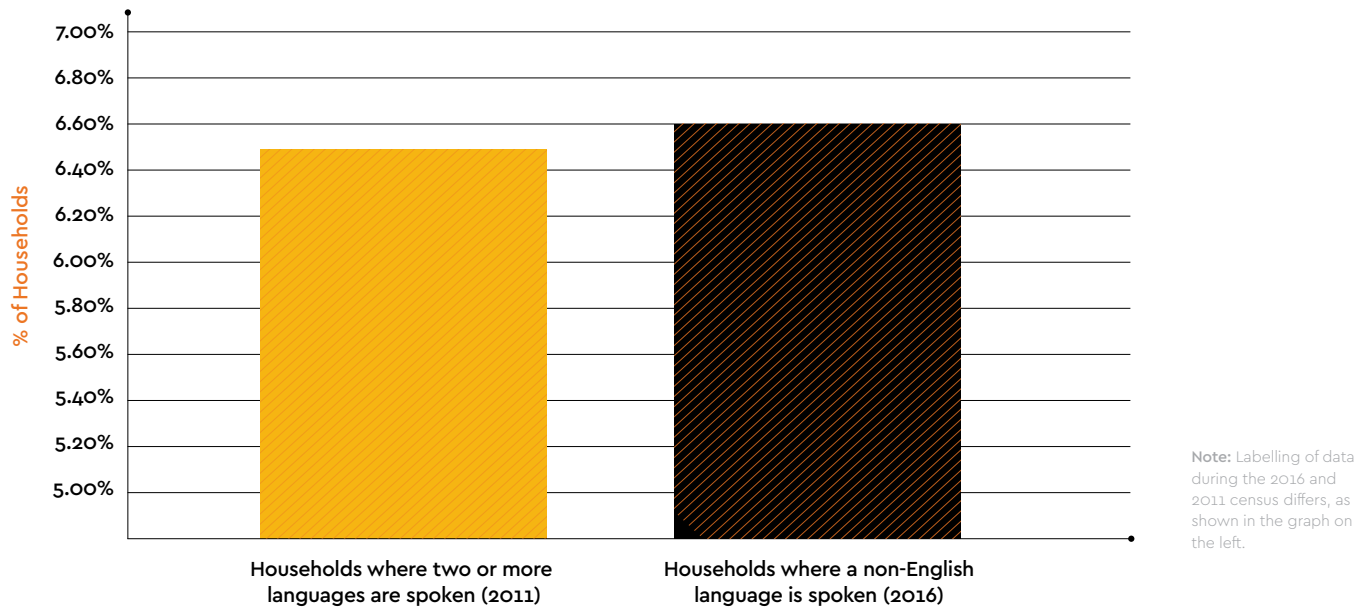
COMMON LANGUAGES OTHER THAN ENGLISH

Year	Other Common Languages	Number of People	% Compared to Total Population
2016	Italian	278	0.80%
	Greek	104	0.30%
	German	103	0.30%
	Dutch	95	0.30%
	Mandarin	92	0.30%
2011	Italian	311	1.10%
	German	108	0.40%
	Dutch	93	0.30%
	Greek	93	0.30%
	French	53	0.20%
2006	Italian	293	1.10%
	German	95	0.40%
	Greek	91	0.30%
	Dutch	83	0.30%
	Cantonese	35	0.10%

BAW BAW SHIRE

Baw Baw Shire is approximately 100km east of Melbourne in the heart of West Gippsland. It is the fastest growing municipality in Gippsland and has an above average youth population. Baw Baw has the most change of residents born overseas across Gippsland. The majority of these people are skilled migrants settling into the area followed by family migration.

SEIFA – Index of Relative Socio-economic Advantage and Disadvantage: Ranked 45th out of 79 Local Government Areas

MAP OF BAW BAW SHIRE

Baw Baw Shire

Wellington

● Baw Baw

Latrobe

● South
Gippsland

Bass
Coast

POPULATION 48,479

51%
Female

49%
Male

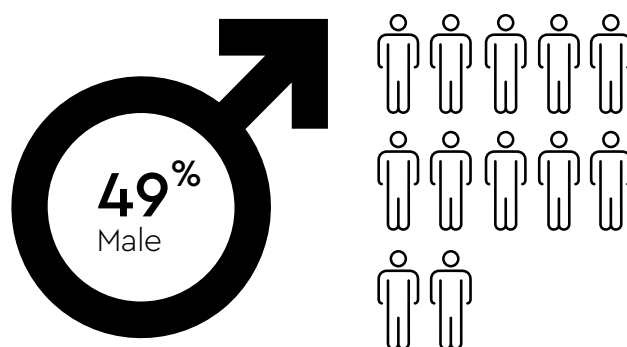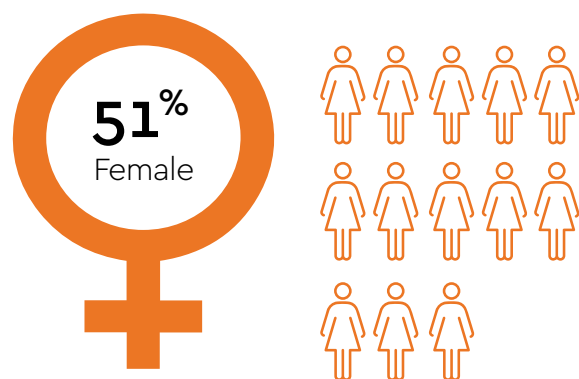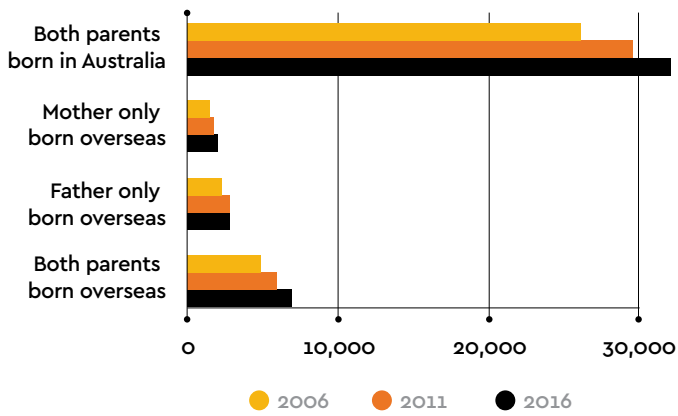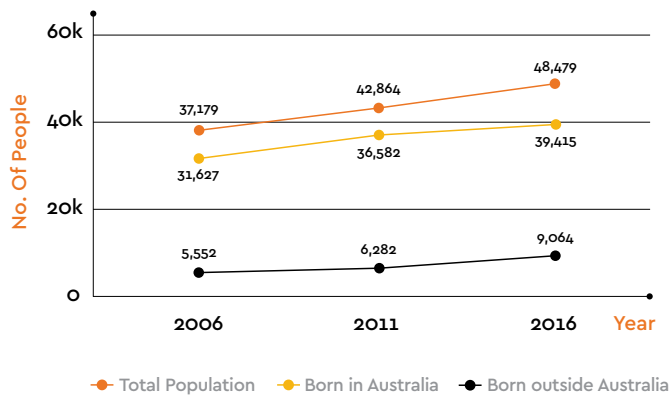## BIRTHPLACE OF PARENTS

Legend: ● 2006 ● 2011 ● 2016

Categories:
- Both parents born in Australia
- Mother only born overseas
- Father only born overseas
- Both parents born overseas

COUNTRY OF BIRTH COMPARED TO TOTAL POPULATION

Total Population: 37,179 (2006), 42,864 (2011), 48,479 (2016)
Born in Australia: 31,627 (2006), 36,582 (2011), 39,415 (2016)
Born outside Australia: 5,552 (2006), 6,282 (2011), 9,064 (2016)

- Total Population
- Born in Australia
- Born outside Australia

*Note : The numbers may include people who did not state their country of origin. Interpret with caution.

COMMON COUNTRIES OF MIGRANTS
JAN 2012 TO DEC 2016

Country	Humanitarian	Family	Skilled	Total
UK	0	21	17	38
India	0	3	30	33
Philippines	0	24	2	26
China	0	14	10	24
Thailand	0	17	2	19
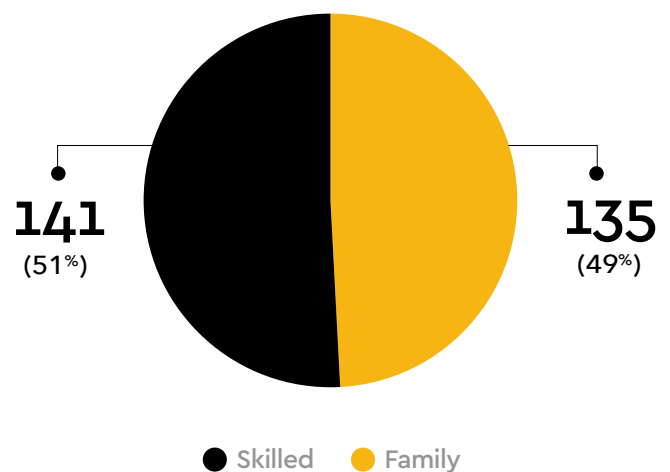
COMMON COUNTRIES OF BIRTH

2016	
Country	No. of People
England	1724
New Zealand	528
Netherlands	371
Germany	236
Scotland	229

2011	
Country	No. of People
England	1486
New Zealand	444
Netherlands	342
Scotland	249
Germany	228

2006	
Country	No. of People
England	1252
Netherlands	346
New Zealand	309
Italy	216
Scotland	214

MIGRATION STREAM
JAN 2012 TO DEC 2016

141 (51%) — Skilled
135 (49%) — Family

- ● Skilled
- ● Family

HOUSEHOLDS WHERE A NON-ENGLISH LANGUAGE IS SPOKEN

Note: Labelling of data during the 2016 and 2011 census differs, as shown in the graph on the left.
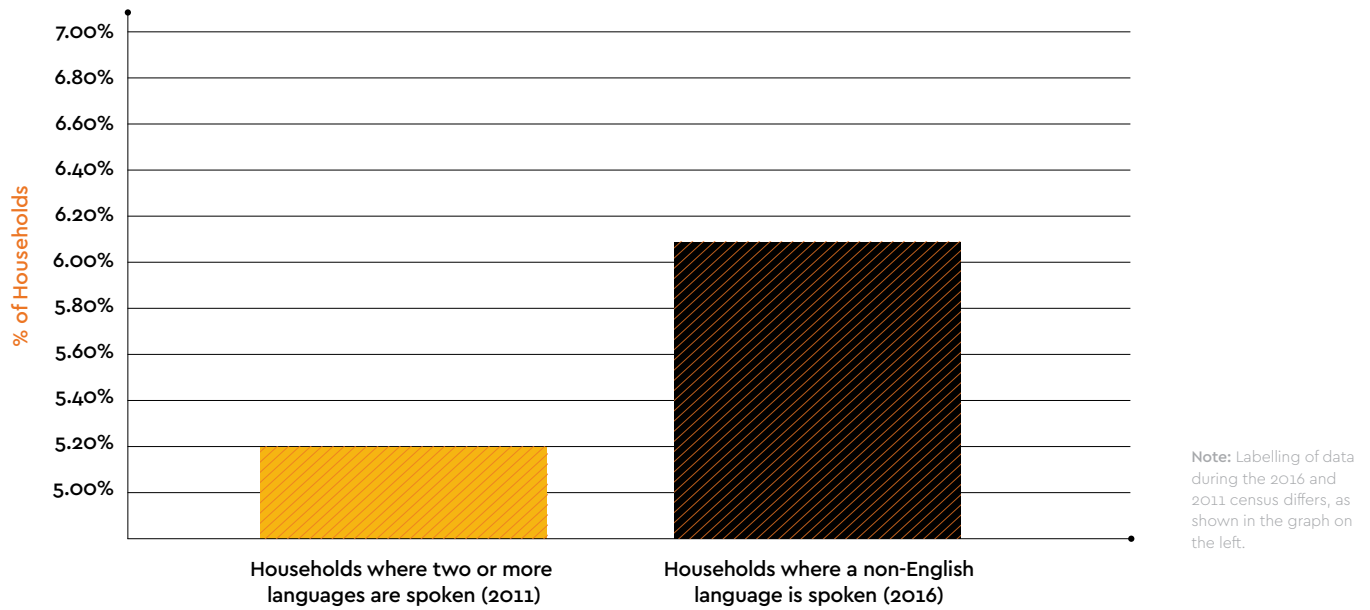
COMMON LANGUAGES OTHER THAN ENGLISH

Year	Other Common Languages	Number of People	% Compared to Total Population
2016	Italian	271	0.60%
	Mandarin	152	0.30%
	Dutch	133	0.30%
	German	122	0.30%
	Greek	73	0.20%
2011	Italian	274	0.60%
	Dutch	134	0.30%
	German	123	0.30%
	Greek	54	0.10%
	Mandarin	51	0.10%
2006	Italian	286	0.80%
	Dutch	129	0.30%
	German	83	0.20%
	Greek	41	0.10%
	Polish	37	0.10%

EAST GIPPSLAND

East Gippsland is a large local government area which covers nearly 10 per cent of Victoria. Situated in the far east of Victoria, East Gippsland abuts the Victorian/NSW border. The increase in residents being born outside Australia is the second highest in Gippsland.

These people are predominantly from a skilled migrant background followed by family settlement.

SEIFA – Index of Relative Socio-economic Advantage and Disadvantage: Ranked 14th out of 79 Local Government Areas.

◢ MAP OF EAST GIPPSLAND
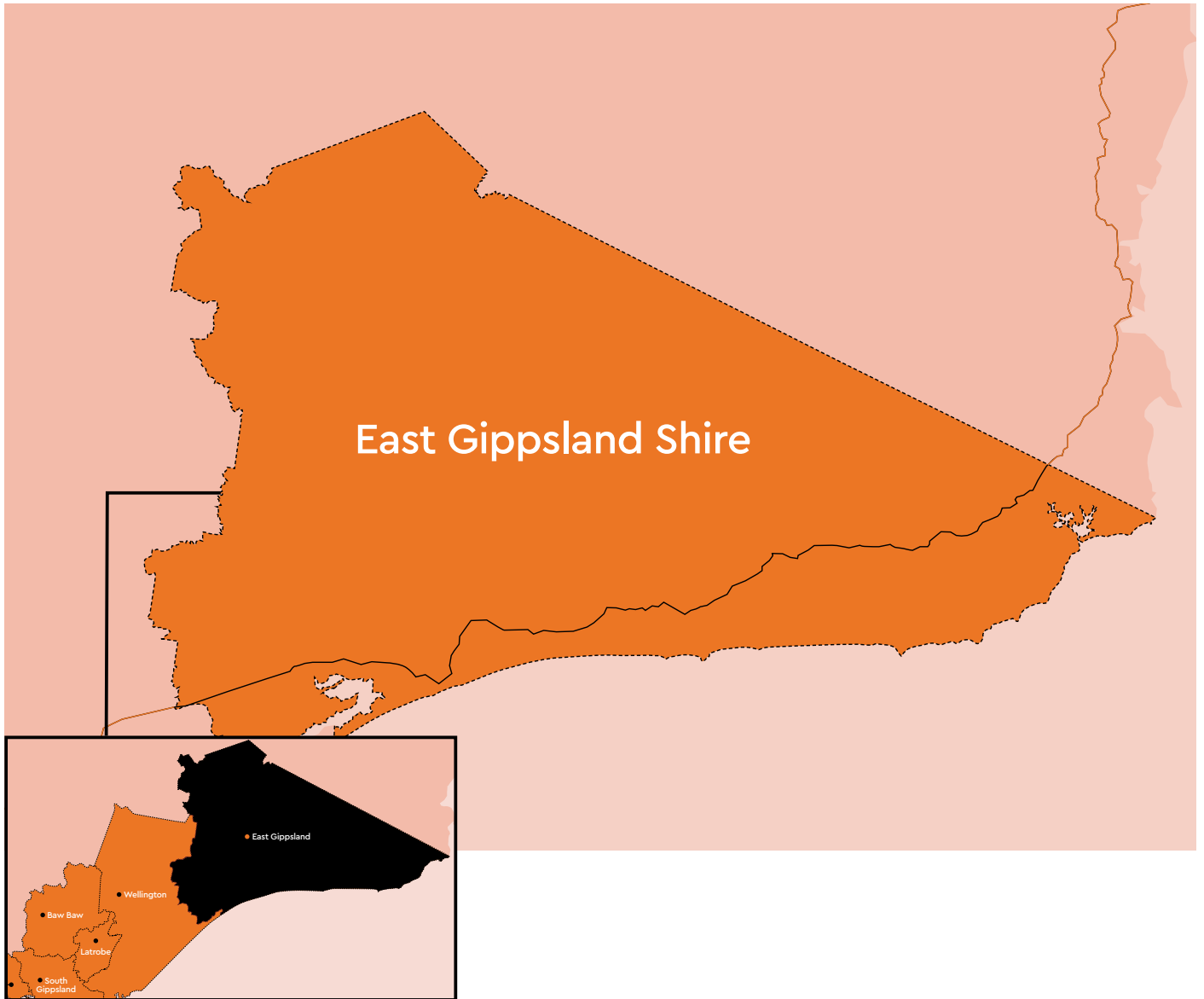
East Gippsland Shire

East Gippsland

Wellington

Baw Baw

Latrobe

South Gippsland

◢ POPULATION 45,040

51% Female

49% Male

◢ BIRTHPLACE OF PARENTS

Both parents born in Australia
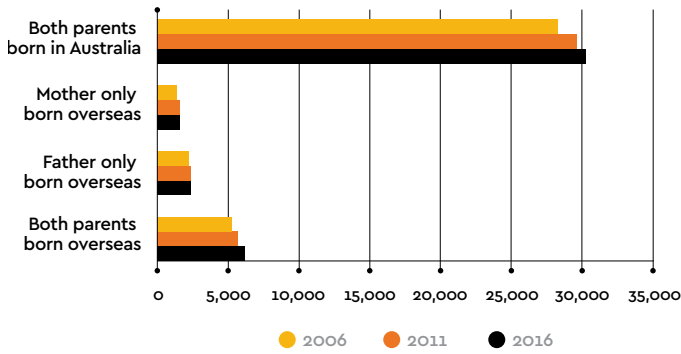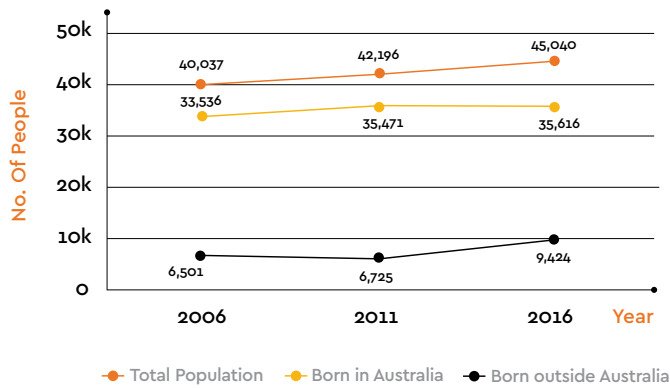Mother only born overseas
Father only born overseas
Both parents born overseas

0 5,000 10,000 15,000 20,000 25,000 30,000 35,000

● 2006   ● 2011   ● 2016

◢ COUNTRY OF BIRTH COMPARED TO TOTAL POPULATION

No. Of People

50k
40k
30k
20k
10k
0

40,037   42,196   45,040
33,536   35,471   35,616
6,501   6,725   9,424

2006   2011   2016   Year

● Total Population   ● Born in Australia   ● Born outside Australia

Note : The numbers may include people who did not state their country of origin. Interpret with caution.

◢ COMMON COUNTRIES OF BIRTH

2016	
Country	No. of People
England	1692
New Zealand	440
Netherlands	308
Germany	297
Scotland	230

2011	
Country	No. of People
England	1695
New Zealand	374
Netherlands	313
Germany	299
Scotland	247

2006	
Country	No. of People
England	1610
New Zealand	328
Netherlands	292
Germany	269
Scotland	232

◢ COMMON COUNTRIES OF MIGRANTS
JAN 2012 TO DEC 2016

Country	Humanitarian	Family	Skilled	Total
India	0	8	42	50
Philippines	0	36	8	44
UK	0	9	13	22
China	0	14	7	21
Nigeria	0	1	8	9
Vietnam	0	9	0	9

◢ MIGRATION STREAM
JAN 2012 TO DEC 2016

150 (52%)

138 (48%)

● Skilled   ● Family

HOUSEHOLDS WHERE A NON-ENGLISH LANGUAGE IS SPOKEN

Households where two or more languages are spoken (2011)

Households where a non-English language is spoken (2016)

Note: Labelling of data during the 2016 and 2011 census differs, as shown in the graph on the left.
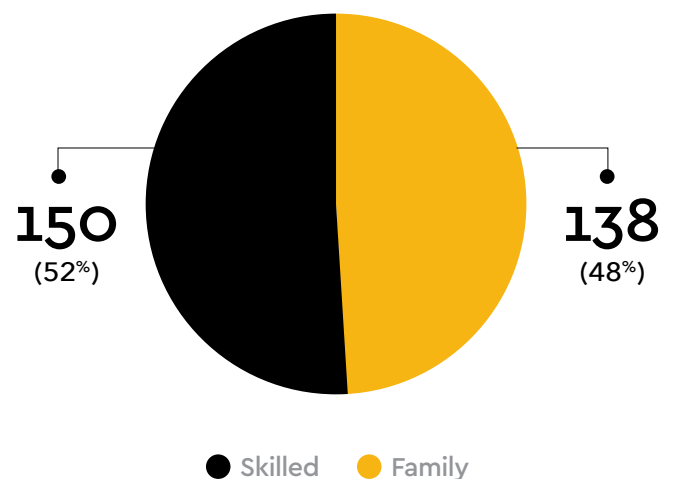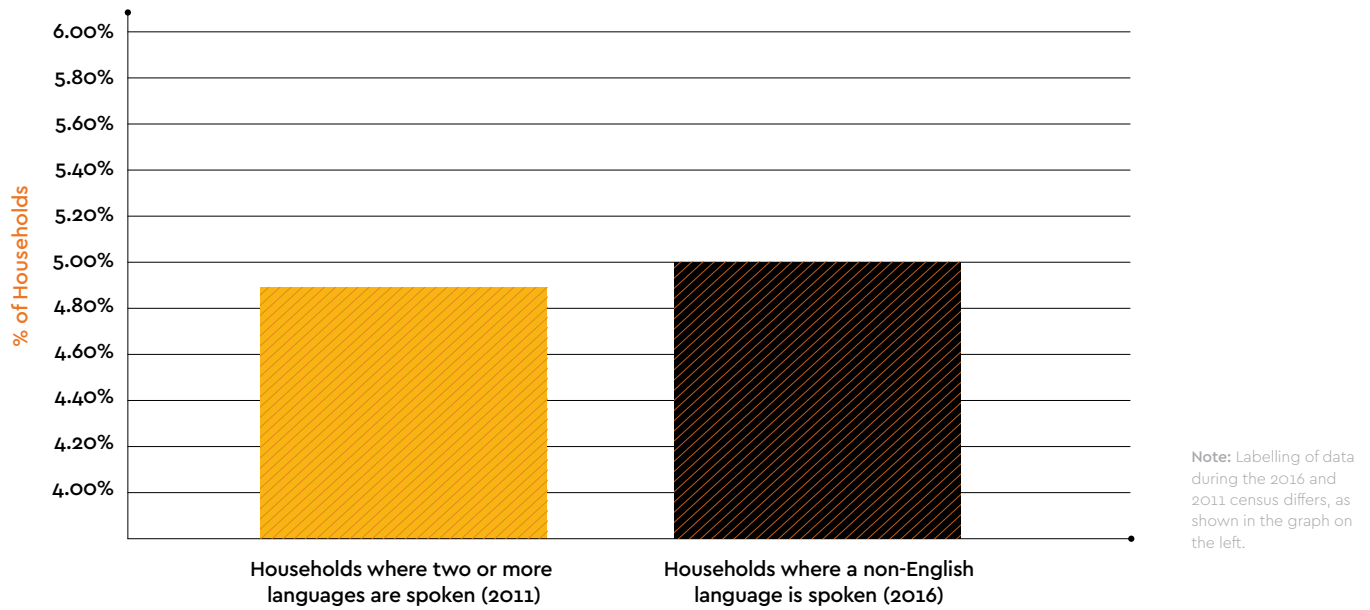
COMMON LANGUAGES OTHER THAN ENGLISH

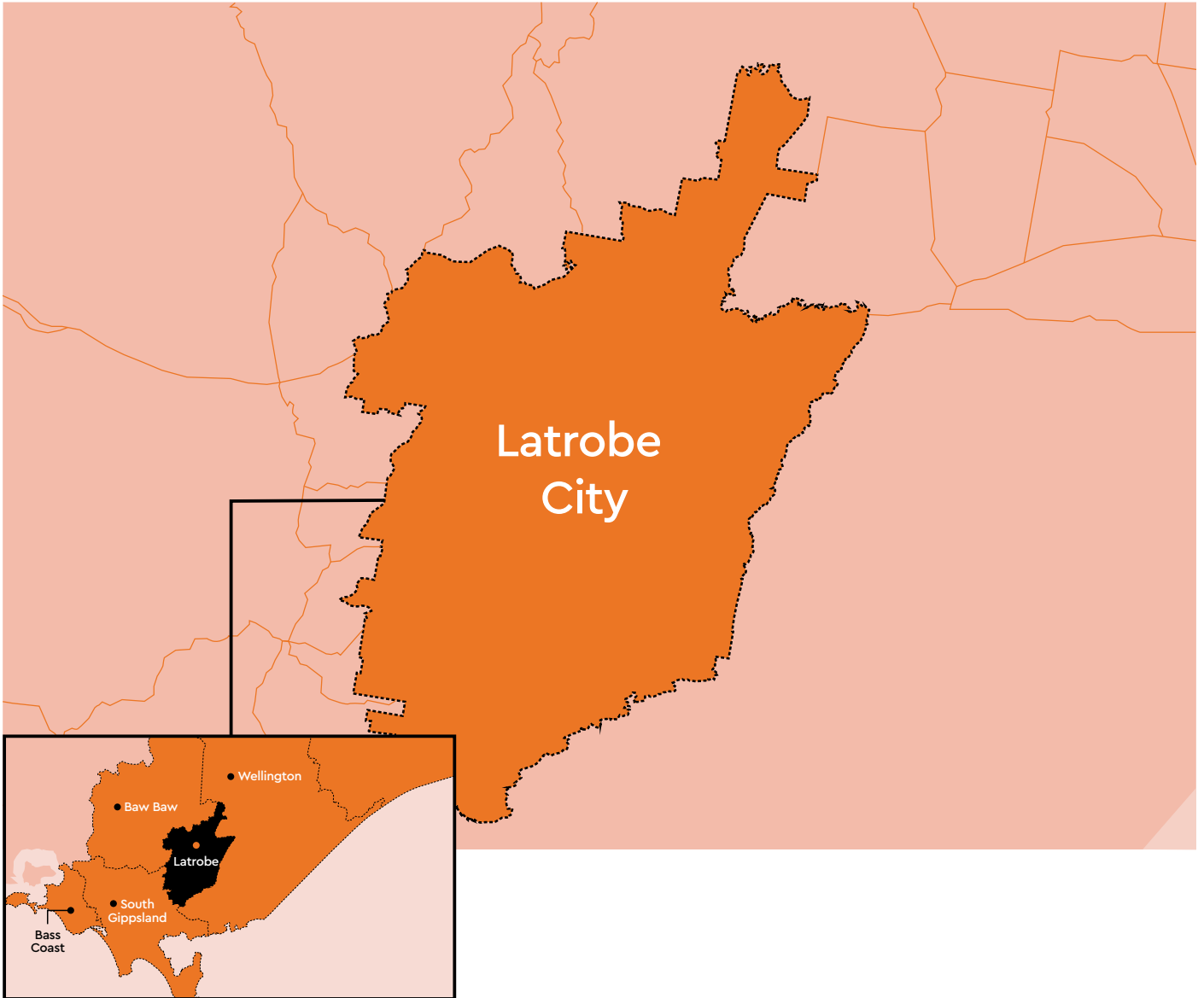| Year	Other Common Languages	Number of People	% Compared to Total Population
2016	Italian	223	0.50%
	German	162	0.40%
	Mandarin	135	0.30%
	Vietnamese	74	0.20%
	Dutch	67	0.10%
2011	Italian	270	0.60%
	German	192	0.50%
	Dutch	91	0.20%
	Mandarin	54	0.10%
	Greek	53	0.10%
2006	Italian	277	0.70%
	German	187	0.50%
	Dutch	93	0.20%
	Greek	53	0.10%
	Maltese	34	0.10%

LATROBE CITY

Latrobe City is the most populated of all of the Gippsland local government areas. It also has the most multicultural settlement within Gippsland. Latrobe is home to many following the post war migration and continues to experience significant population growth from multicultural communities in the form of skilled migrants, family settlement as well as humanitarian settlement.

SEIFA – Index of Relative Socio-economic Advantage and Disadvantage: Ranked 7th out of 79 Local Government Areas.
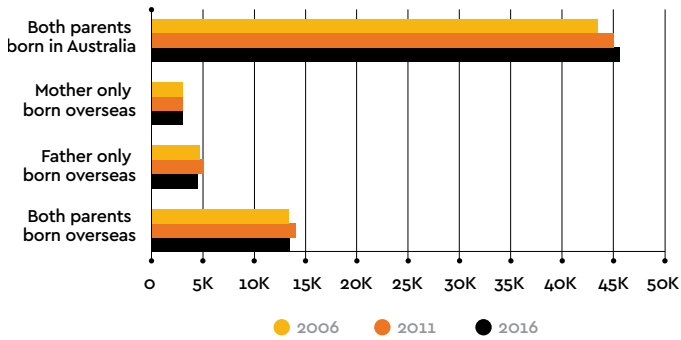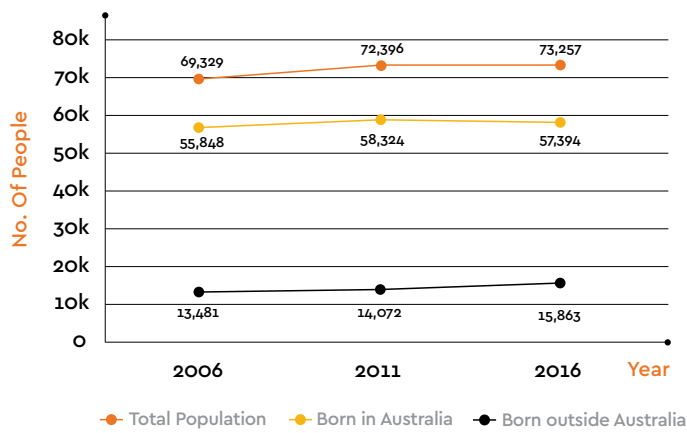
MAP OF LATROBE CITY

Latrobe City

Wellington

Baw Baw

Latrobe

South Gippsland

Bass Coast

POPULATION 73,257

51%
Female

49%
Male

◪ BIRTHPLACE OF PARENTS

Both parents born in Australia
Mother only born overseas
Father only born overseas
Both parents born overseas

0 5K 10K 15K 20K 25K 30K 35K 40K 45K 50K

● 2006   ● 2011   ● 2016

◪ COUNTRY OF BIRTH COMPARED TO TOTAL POPULATION

No. Of People

80k
70k — 69,329 ... 72,396 ... 73,257
60k — 55,848 ... 58,324 ... 57,394
50k
40k
30k
20k
10k — 13,481 ... 14,072 ... 15,863
0

2006   2011   2016   **Year**

-●- Total Population   -●- Born in Australia   -●- Born outside Australia

*Note : The numbers may include people who did not state their country of origin. Interpret with caution.

◪ COMMON COUNTRIES OF BIRTH

2016	
Country	No. of People
England	1,967
Netherlands	687
New Zealand	650
Italy	615
Scotland	545

2011	
Country	No. of People
England	2,244
Netherlands	788
Italy	718
Scotland	704
New Zealand	657

2006	
Country	No. of People
England	2,243
Netherlands	847
Scotland	772
Italy	751
Germany	572
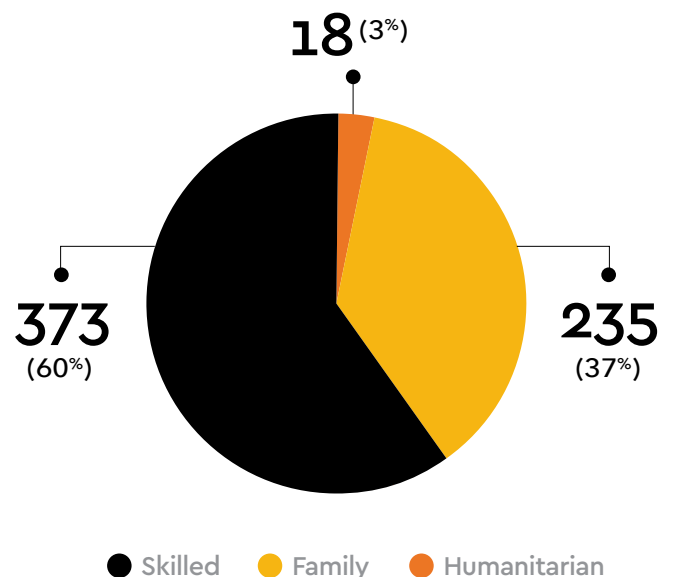
◪ COMMON COUNTRIES OF MIGRANTS

JAN 2012 TO DEC 2016

Country	Humanitarian	Family	Skilled	Total
India	0	8	42	50
Philippines	0	36	8	44
UK	0	9	13	22
China	0	14	7	21
Nigeria	0	1	8	9
Vietnam	0	9	0	9

◪ MIGRATION STREAM

JAN 2012 TO DEC 2016

18 (3%)

373 (60%)   **235** (37%)

● Skilled   ● Family   ● Humanitarian

◢ HOUSEHOLDS WHERE A NON-ENGLISH LANGUAGE IS SPOKEN

Households where two or more languages are spoken (2011)

Households where a non-English language is spoken (2016)

Note: Labelling of data during the 2016 and 2011 census differs, as shown in the graph on the left.
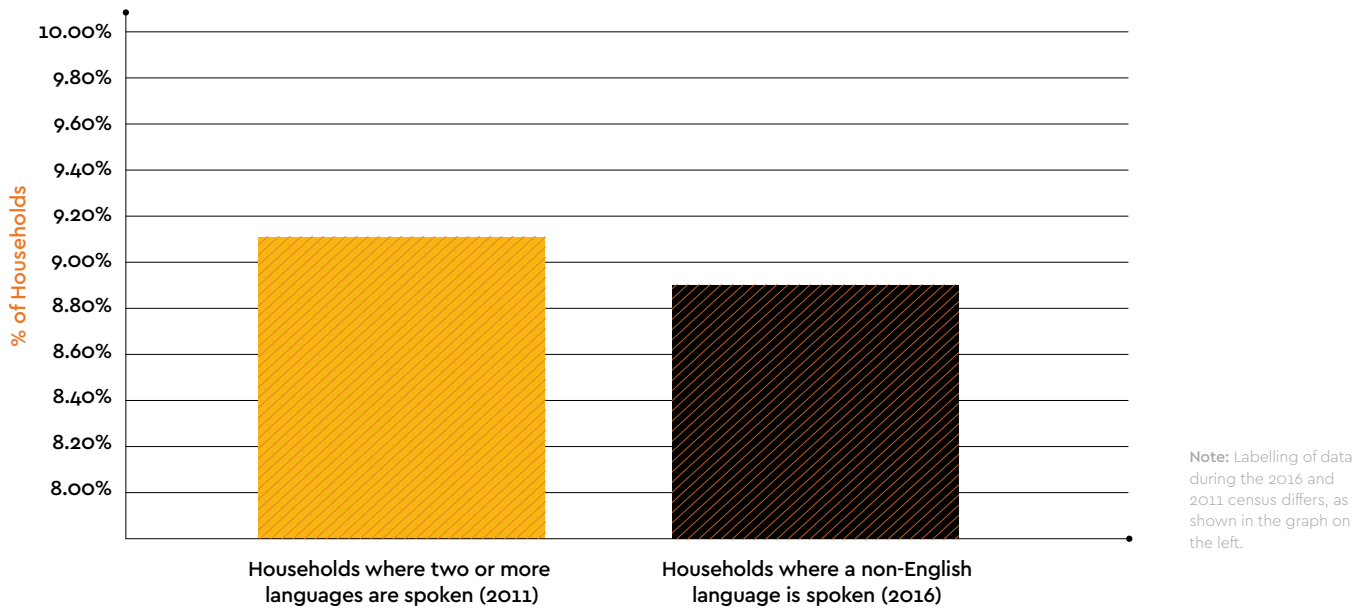
◢ COMMON LANGUAGES OTHER THAN ENGLISH

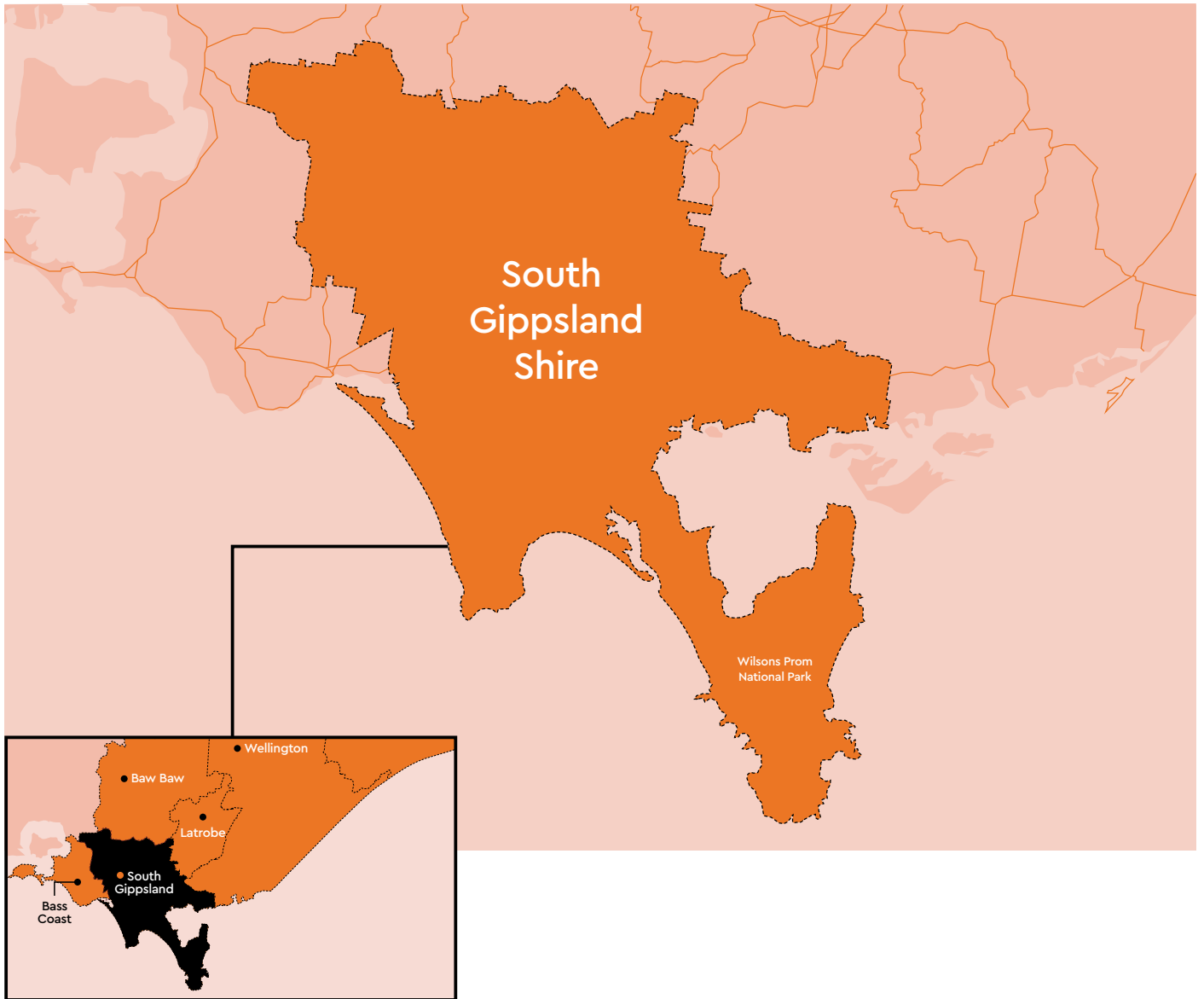| Year	Other Common Languages	Number of People	% Compared to Total Population
2016	Italian	840	1.10%
	Greek	357	0.50%
	Mandarin	303	0.40%
	Dutch	232	0.30%
	Maltese	214	0.30%
2011	Italian	1,003	1.40%
	Greek	387	0.50%
	Dutch	289	0.40%
	Mandarin	281	0.40%
	Maltese	260	0.40%
2006	Italian	961	1.40%
	Greek	394	0.60%
	Dutch	305	0.40%
	Maltese	299	0.40%
	German	292	0.40%

SOUTH GIPPSLAND SHIRE

South Gippsland Shire is located on the southern-most point of mainland Australia. South Gippsland has strong population growth and has experienced some increase in population of people who were born outside of Australia. Family settlement is closely followed by skilled migration as the reasons for settlement in the area.

There is also a small cohort of humanitarian settlement within the South Gippsland Shire.

SEIFA – Index of Relative Socio-economic Advantage and Disadvantage: Ranked 40th out of 79 Local Government Areas.
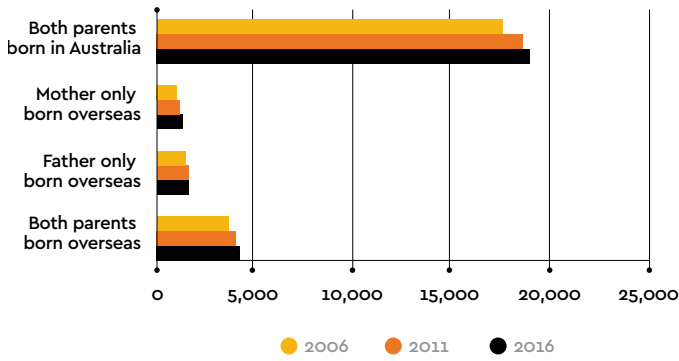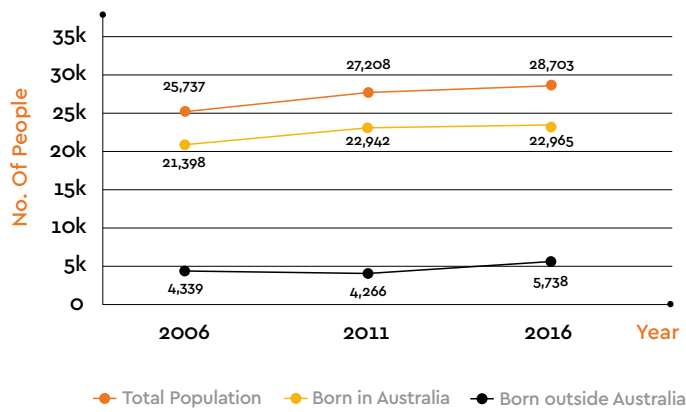
MAP OF SOUTH GIPPSLAND SHIRE

South Gippsland Shire

Wilsons Prom National Park

Wellington
Baw Baw
Latrobe
South Gippsland
Bass Coast

POPULATION 28,703

51% Female

49% Male

BIRTHPLACE OF PARENTS

- Both parents born in Australia
- Mother only born overseas
- Father only born overseas
- Both parents born overseas

0   5,000   10,000   15,000   20,000   25,000

● 2006   ● 2011   ● 2016

COUNTRY OF BIRTH COMPARED TO TOTAL POPULATION

No. Of People

35k
30k
25k
20k
15k
10k
5k
0

25,737   27,208   28,703
21,398   22,942   22,965
4,339   4,266   5,738

2006   2011   2016   Year

●- Total Population   ●- Born in Australia   ●- Born outside Australia

*Note : The numbers may include people who did not state their country of origin. Interpret with caution.

COMMON COUNTRIES OF MIGRANTS

JAN 2012 TO DEC 2016

Country	Humanitarian	Family	Skilled	Total
India	O	7	32	35
UK	O	7	7	14
Philippines	O	13	O	13
China	O	5	5	10
Sri Ireland	O	4	6	10

COMMON COUNTRIES OF BIRTH

2016	
Country	No. of People
England	1071
New Zealand	364
Netherlands	268
Italy	203
Scotland	147

2011	
Country	No. of People
England	1086
New Zealand	300
Netherlands	292
Italy	223
Germany	158

2006	
Country	No. of People
England	1039
Netherlands	335
New Zealand	255
Italy	238
Germany	160

MIGRATION STREAM
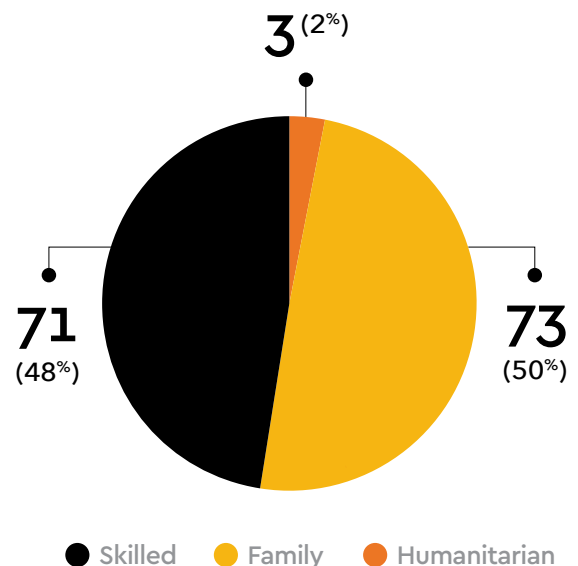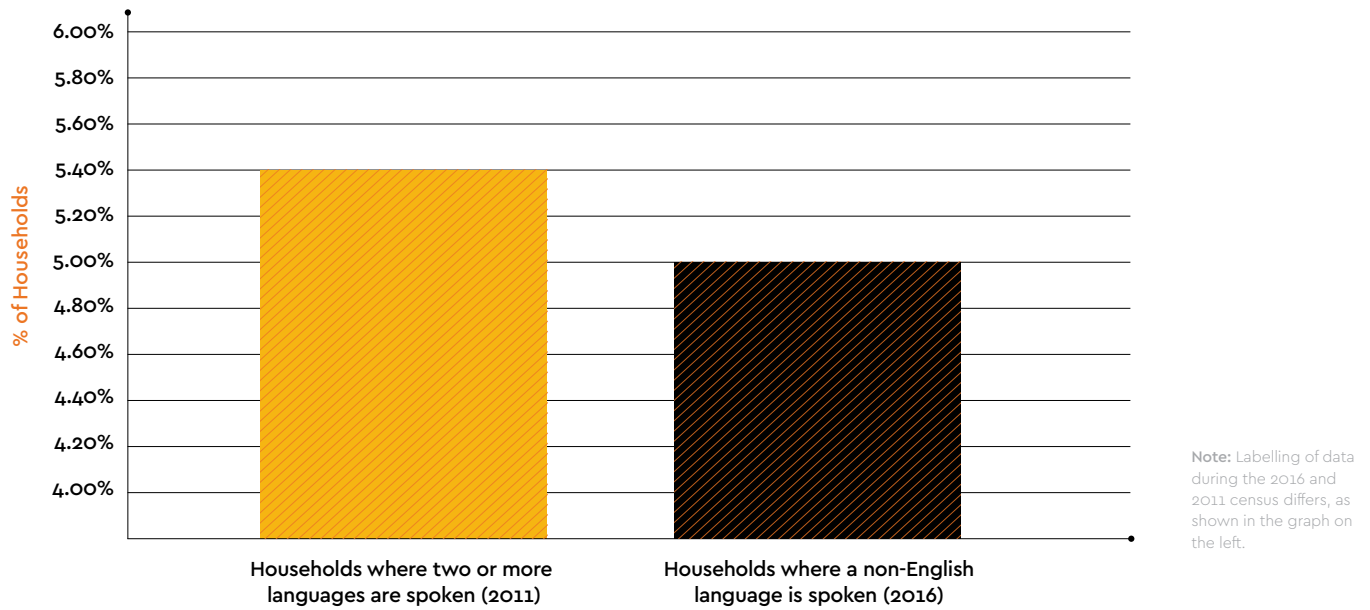
JAN 2012 TO DEC 2016

3 (2%)

71 (48%)   73 (50%)

● Skilled   ● Family   ● Humanitarian

HOUSEHOLDS WHERE A NON-ENGLISH LANGUAGE IS SPOKEN

Note: Labelling of data during the 2016 and 2011 census differs, as shown in the graph on the left.

COMMON LANGUAGES OTHER THAN ENGLISH

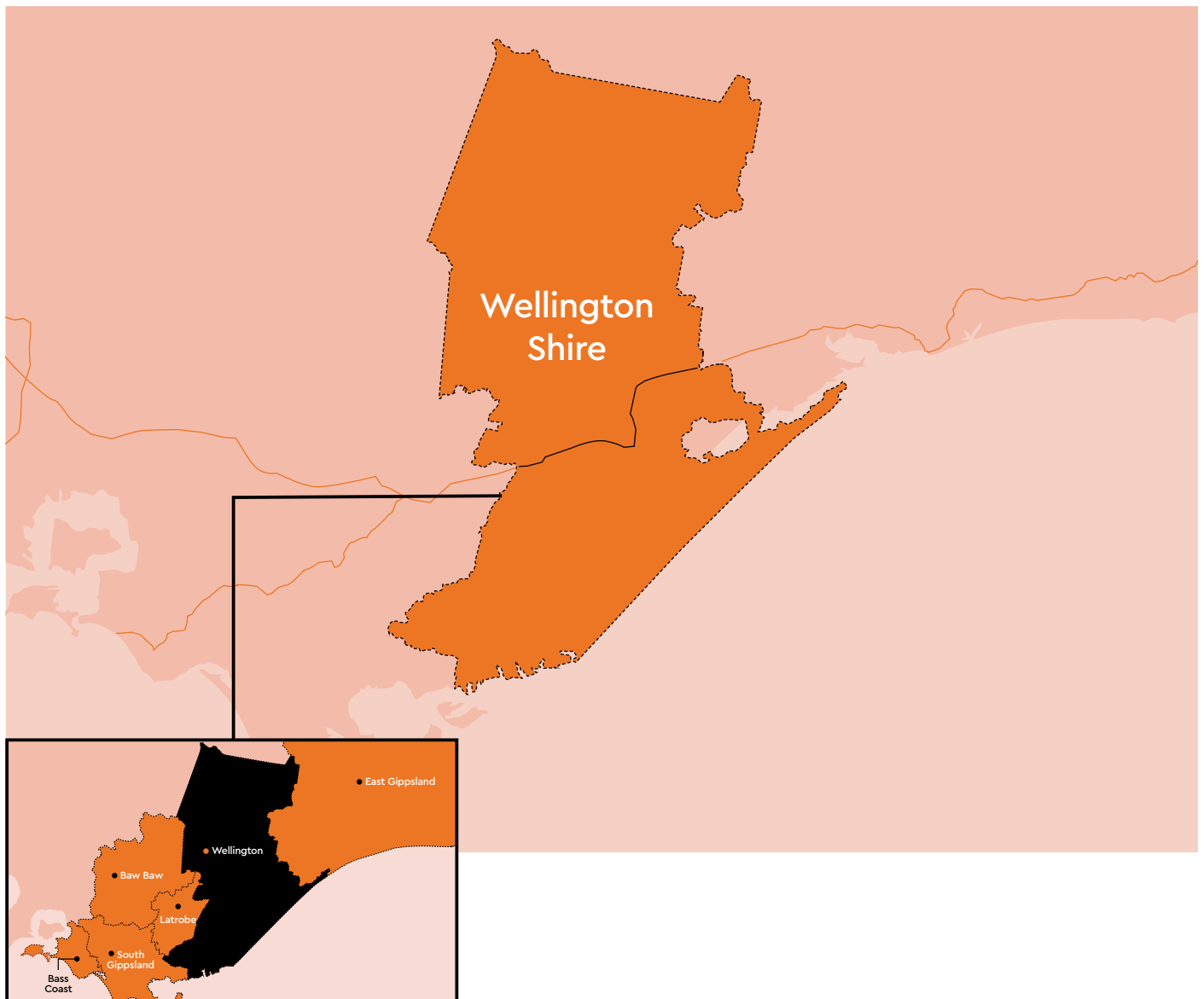| Year	Other Common Languages	Number of People	% Compared to Total Population
2016	Italian	249	0.90%
	German	94	0.30%
	Dutch	77	0.30%
	Malayalam	65	0.20%
	Mandarin	39	0.10%
2011	Italian	288	1.10%
	German	114	0.40%
	Dutch	93	0.30%
	Greek	29	0.10%
	Spanish	27	0.10%
2006	Italian	308	1.20%
	Dutch	128	0.50%
	German	107	0.40%
	Greek	48	0.20%
	French	13	0.10%

1G WELLINGTON SHIRE

Located about three hours east of Melbourne, Wellington Shire in central Gippsland is the third largest geographical municipality in Victoria. Population has had a small but steady increase between 2006 and 2016 with people born outside of Australia increasing more than those born in Australia.

The largest cohort of migrants settling in the area is from skilled migration followed by family settlement.

SEIFA – Index of Relative Socio-economic Advantage and Disadvantage: Ranked 25th out of 79 Local Government Areas.
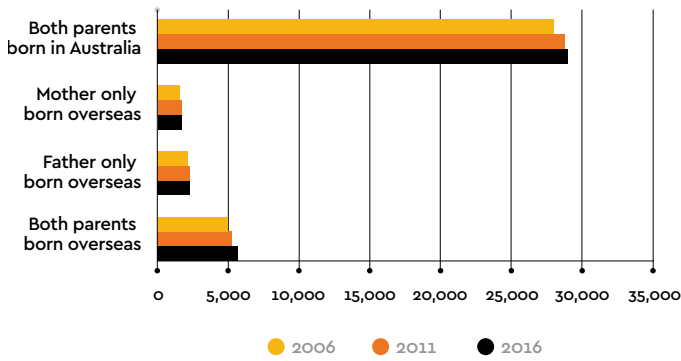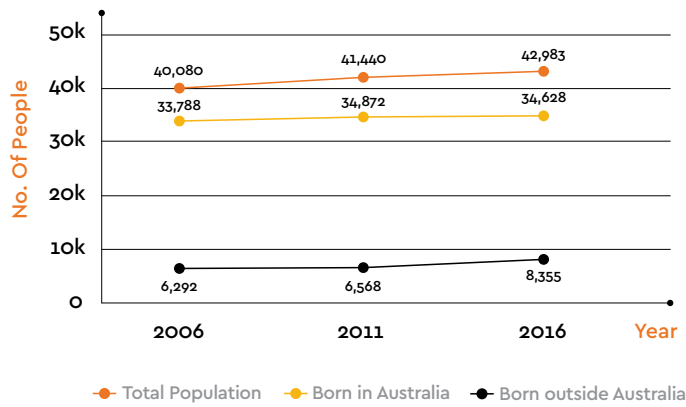
MAP OF WELLINGTON SHIRE

Wellington Shire

East Gippsland

Wellington

Baw Baw

Latrobe

South Gippsland

Bass Coast

POPULATION 42,983

50%
Female

50%
Male

BIRTHPLACE OF PARENTS

Both parents born in Australia
Mother only born overseas
Father only born overseas
Both parents born overseas

0 5,000 10,000 15,000 20,000 25,000 30,000 35,000

● 2006   ● 2011   ● 2016

COMMON COUNTRIES OF BIRTH

2016	
Country	No. of People
England	1266
New Zealand	519
Netherlands	293
Philippines	209
Germany	187

2011	
Country	No. of People
England	1248
New Zealand	482
Netherlands	326
Germany	216
Scotland	204

2006	
Country	No. of People
England	1262
New Zealand	393
Netherlands	341
Germany	231
Scotland	217

COUNTRY OF BIRTH COMPARED TO TOTAL POPULATION

No. Of People

50k
40k — 40,080 ... 41,440 ... 42,983
        33,788 ... 34,872 ... 34,628
30k
20k
10k
0 — 6,292 ... 6,568 ... 8,355

2006   2011   2016   Year

-●- Total Population   -●- Born in Australia   -●- Born outside Australia

*Note : The numbers may include people who did not state their country of origin. Interpret with caution.

COMMON COUNTRIES OF MIGRANTS
JAN 2012 TO DEC 2016

Country	Humanitarian	Family	Skilled	Total
Philippines	0	17	29	46
India	0	6	35	41
UK	0	12	23	35
Thailand	0	16	0	16
Pakistan	0	2	13	15
USA	0	12	3	15

MIGRATION STREAM
JAN 2012 TO DEC 2016

1 (<1%)

189 (60%)

125 (40%)

● Skilled   ● Family   ● Humanitarian

HOUSEHOLDS WHERE A NON-ENGLISH LANGUAGE IS SPOKEN

Note: Labelling of data during the 2016 and 2011 census differs, as shown in the graph on the left.

Households where two or more languages are spoken (2011)

Households where a non-English language is spoken (2016)

COMMON LANGUAGES OTHER THAN ENGLISH

Year	Other Common Languages	Number of People	% Compared to Total Population
2016	Italian	118	0.30%
	Mandarin	118	0.30%
	Dutch	86	0.30%
	Tagalog	86	0.20%
	German	72	0.20%
2011	Italian	121	0.30%
	Dutch	105	0.30%
	German	98	0.20%
	Mandarin	66	0.20%
	Polish	58	0.10%
2006	Italian	147	0.40%
	German	107	0.30%
	Dutch	96	0.20%
	Polish	71	0.20%
	Greek	49	0.10%

Listening to the community

2

THE GIPPSLAND MULTICULTURAL STRATEGIC PLAN HAS BEEN DIRECTLY SHAPED BY THE VIEWS OF MULTICULTURAL COMMUNITIES, SKILLED MIGRANTS AND AGENCIES DELIVERING SERVICES TO MULTICULTURAL COMMUNITIES ACROSS GIPPSLAND.

A CONSULTATION PROCESS WAS HELD BETWEEN APRIL AND MAY 2017 IN THE FORM OF FOCUS GROUPS, ONE-ON-ONE INTERVIEWS, SURVEYS AND COMMUNITY CONVERSATIONS.

In total there were:

27

Formal consultations

255

Community members

106

Service providers

47

Survey recipients

COMMUNITY PERSPECTIVE

Consultations were conducted across seven priority areas (Employment, Education, Housing, Transport, Access to Services, Family Relationships, and Community Connections) asking people to rate the three most important areas to them. A process was then worked through to identify what is working well and what areas need improvement within each of the top three priorities.

Employment was overwhelmingly rated as the most important priority across each of the groups; community, skilled migrants and service providers. This was closely followed by Education and Access to Services with Family Relationships as the final area of most importance.

—

KEY THEMES:
→ *Employment*
→ *Education*
→ *Family Relationships*

—

"As a migrant you are already isolated and it is more important to socialise."

FEMALE, ECUADORIAN COMMUNITY MEMBER

SERVICE PROVIDER PERSPECTIVE

—

KEY THEMES:
→ *Employment*
→ *Education*
→ *Access to Services*

—

"There are many services available, but new migrants often don't know they exist, or how to access them - case support [is] important."

FEMALE, GREEK COMMUNITY MEMBER

SKILLED MIGRANT PERSPECTIVE

—

KEY THEMES:
→ *Employment*
→ *Family Relationships*
→ *Access to Services*

—

"Employment is very important in maintaining dignity and sense of worth. It allows me to participate in community activities and access services"

MALE, FILIPINO SKILLED MIGRANT

◨ ANALYSIS OF CONSULTATIONS

More than 250 people from multicultural backgrounds across Gippsland provided input into the community consultation phase of the Gippsland Multicultural Strategic Plan. This consultation occurred during April and May 2017.

We spoke to:

COMMUNITY MEMBERS

Data obtained from 27 community consultations, including one-on-one interviews and group consultations. A total of 255 individuals were engaged through this process with 193 providing direct feedback.

SKILLED MIGRANTS

Data coming from a sample of 19 skilled migrant surveys.

SERVICE PROVIDERS

Data coming from a sample of 28 service provider surveys.

Overall, the consultation phase of this project has seen the following engagement:

→ Formal consultations: 27

→ Community member input: 255

→ Service provider input: 106

→ Survey recipients: 47

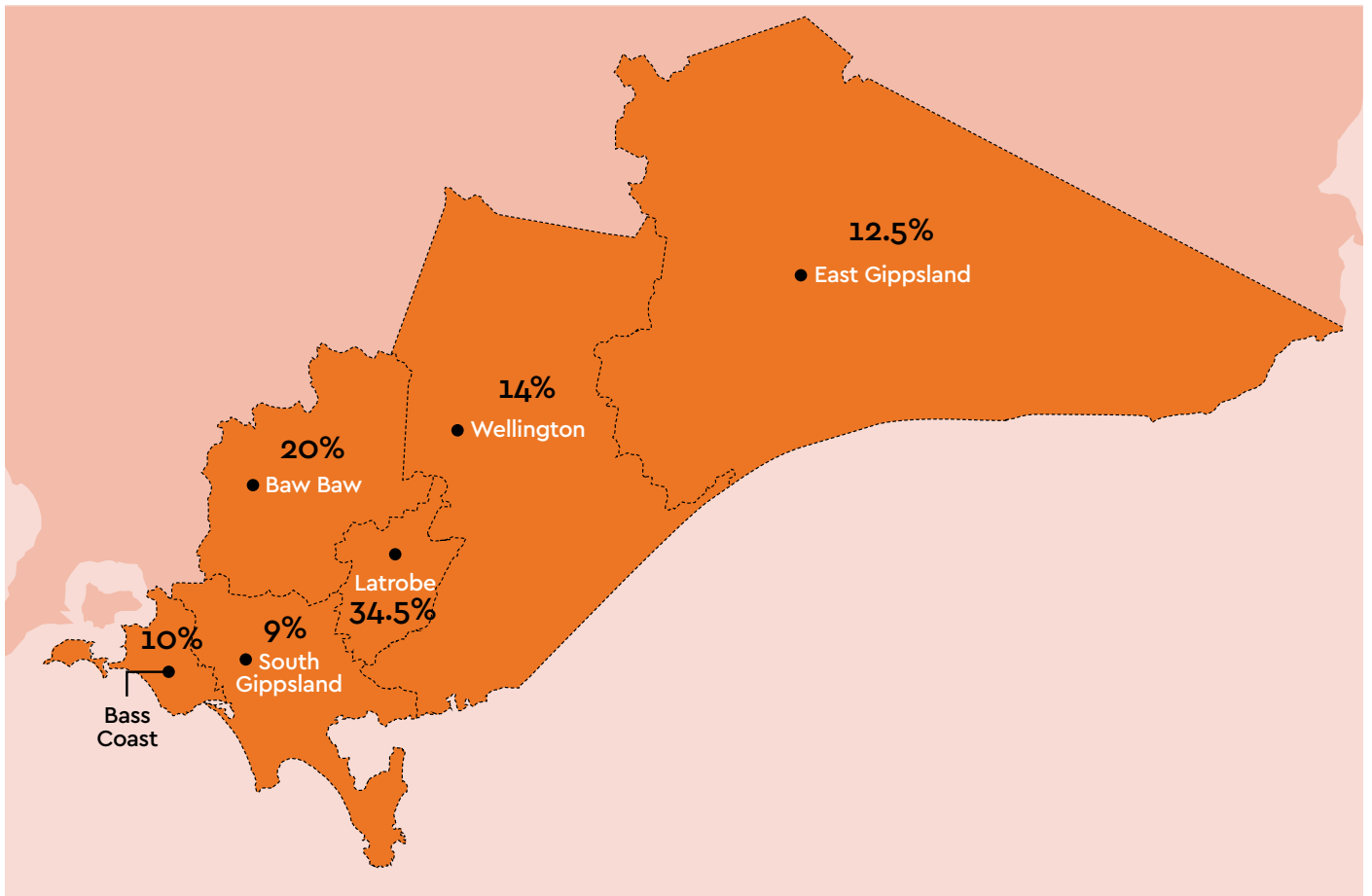**We also asked our consultation participants their gender.**

43% Female

16% Male
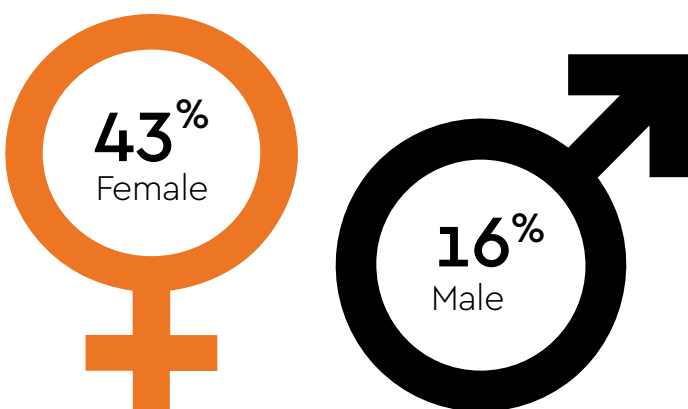
Note: 41% of participants with no gender recorded

◨ WHO WE SPOKE TO

In response to the question *"where do you come from"* participants identified the following:

Participant country of origin	No. of People
Philippines	28
Sudan	24
Thailand	21
China	16
Pakistan	16
Italy	10
South Sudan	9
India	7
Burma	6
Vietnam	6
Greece	4
Serbia	4
South Asia	3
Ecuador	2
Germany	2
Holland	2
Iran	2
Iraq	2
Japan	2
Korea	2
North Sudan	2
South Korea	2
Afghanistan	1
Austria	1
Bangladesh	1
Bosnia	1
Columbia	1
Egypt	1
Hungary	1
Kazakhstan	1
Lebanon	1
Malta	1
New Zealand	1
Nigeria	1
Poland	1
Romania	1
Scotland	1
South Africa	1
Syria	1
Tonga	1
Turkey	1
Ukraine	1
Zimbabwe	1
No cultural background recorded	62
TOTAL	**255**

WHERE PEOPLE TOLD US THEY LIVED

12.5%
● East Gippsland

14%
● Wellington

20%
● Baw Baw

Latrobe
34.5%

10%

9%
● South Gippsland

Bass Coast

Note: 13% participants with no LGA recorded

WHAT THEMES CAME OUT OF THE CONSULTATIONS WITH MULTICULTURAL COMMUNITY MEMBERS

We asked multicultural community members and service providers what their top three priorities were from the following topic areas: Access to Services, Community Connections, Education, Employment, Family Relationships, Housing and Transport.

Once the top three priorities were identified we focused on:

→ **Why were they important?**
→ **What was working well?**
→ **What could be improved?**

The following information comes from an analysis of the data.

MULTICULTURAL COMMUNITY MEMBERS IDENTIFIED EMPLOYMENT, EDUCATION, AND FAMILY RELATIONSHIPS AS THEIR LEADING PRIORITIES

EMPLOYMENT — EDUCATION — FAMILY RELATIONSHIPS

ACCESS TO SERVICES — COMMUNITY CONNECTIONS — HOUSING — TRANSPORTATION

◩ EMPLOYMENT ★

Both service providers and community members participating in consultations identified employment as a major priority. From the community members' perspective, work is their means to obtain the basic necessities in life. Having work also helps to secure their future and is a way to connect to other people in their communities.

Participants highlighted that finding work can be challenging mostly because of not having enough or desired qualifications or not having work experience that is accepted in Australia. For example, one person has experience working in the education sector in her country of origin but eventually found employment in Australia as a packer in a factory.

Not finding regular employment was highlighted as a major concern. It was also mentioned that employment can be seasonal with work only available during the summer period. Many people need to take multiple, short-term, low-paid jobs in order to earn enough money to support their families. If people were employed, it was frequently reported they experienced significant underemployment. This lack of steady employment makes planning for the future difficult. Some people mentioned they felt discrimination while looking for a job. Age, having an accent and an "ethnic name" were some of the sources of discrimination. This affected their confidence even if they had qualifications to do the job.

Other barriers to employment mentioned by respondents included:

→ English proficiency
→ Not feeling comfortable to "self-promote" as it is not part of their culture
→ Not being familiar with recruitment processes in Australia (e.g. not knowing how to write a cover letter, not knowing how to properly answer the key selection criteria)
→ Job networks not using translators

"It's easy to find jobs for young people with good English but not adults."

FEMALE YOUTH - FILIPINO COMMUNITY MEMBER

Interestingly, some people did not access job service providers nor looked in the paper for jobs. Instead they relied on friends and word of mouth to get employment. They also mentioned using the internet (e.g. Seek, Indeed and Gumtree) when looking for jobs but acknowledged they don't cover all types of employment available in the area.

"We would be lost without [informal networks]. We wouldn't be able to get work because no one would give us the opportunity to get experience. We would have very high unemployment."

FEMALE - BURMESE COMMUNITY MEMBER

Some relied on volunteering in order to get Australian work experience. However, volunteering involved some costs such as travel expenses. One person also highlighted that volunteering can be disappointing especially if you know you have the right qualifications and experience to be employed.

People also expressed concerns over the closure of local industries and its impact on jobs. It was recognised that employment often affects family relationships. People reported experiencing increased stress and one respondent mentioned she has a close-knit family but her son had to leave the area for work.

"I was told that there were no shifts because the client didn't want 'your kind' working for them."

FEMALE - FILIPINO COMMUNITY MEMBER

◢ EDUCATION ★

Education is strongly related to employment and not surprisingly prioritised by multicultural community members who saw employment as a primary concern. Education is seen to be strongly linked to meeting new people and having new social interactions. Some people highlighted attending classes and interacting with classmates is a good way to practice English, make friends and learn about the Australian culture.

Overwhelmingly it was reported that English education classes were culturally inclusive and welcoming. One person mentioned school staff go "above and beyond" and often act as mentors assisting students with all sorts of issues from immigration, to filling in forms, to even providing one-on-one help when needed.

As mentioned, some people have qualifications from their country of origin but were not able to convert it to Australian standards. One parent mentioned that for some, raising a family and working to provide for children becomes their focus and they don't have the time to get Australian qualifications. By the time their children are grown up and settled in their own lives it is too late to start all over again to gain qualifications in the field they once worked in.

—

"It's very hard to move to another country. Fighting to settle in and raise a family. Then it's too late to go back to start [and] study all over again."

FEMALE - PAKISTAN COMMUNITY MEMBER

Community members in consultations highlighted study requirements may sometimes be difficult to fulfil in regional areas. Some had to travel a significant distance across Gippsland to complete these requirements. There are some educational courses available online. These were helpful for individuals living in remote areas where access to education may be limited.

The limited ability to speak English acts as a significant barrier to education. One person mentioned she did not finish her studies because she was "too shy to talk whenever she gets the lessons wrong".

One person suggested using volunteers as informal tutors to help people with limited English language skills. The volunteers can take on the mentor role to help people practise English. It would also be advantageous to find mentors who speak the same "original" language as the mentee.

Aside from the barriers discussed, it was mentioned that cultural differences can affect a person's experience in the education system.

—

"Sometimes it's hard to understand teachers. When I arrived 13 years ago I had a volunteer help me for three months to teach me to understand the Australian culture."

FEMALE - SUDANESE COMMUNITY MEMBER

Younger individuals who took part in the consultations mentioned there should be multiple options for further education within Gippsland. Education needs to meet the individual needs of students and should not be limited to academic degrees, but also include vocational training.

—

"There should be an education pathway for everyone. There is too much pressure to go to uni. We need increased opportunities available to us to broaden study options."

MALE YOUTH - NORTH SUDANESE COMMUNITY MEMBER

◨ FAMILY RELATIONSHIPS ★

Family members are important social connections that are valued. Our multicultural community members mentioned they try to keep connected to their family through Facebook, email, telephone or by sending letters. This includes family members still living in their country of origin and those that have settled across the globe often as a result of seeking asylum or having refugee status.

For individuals who have limited community connections, their family is all that they have and they try their best to keep everyone together in their local community. The proximity of family members appears to be one of the main considerations for choosing housing locations in Gippsland. Employment, education and family relationships are linked and are all highly important for personal happiness. Keeping family together was such an important factor that it was sometimes at the expense of proximity to places of worship.

People also highlighted the value they find in family members helping them to accomplish tasks.

For example, family members act as translators when accessing services and assist in understanding letters or bills. This was heightened when the respondent couldn't write in English or had physical limitations. People were overwhelmingly grateful and proud their family members provide them the support they needed.

As mentioned, respondents typically try to keep their family close to each other. Some also try to help their family members living in their country of origin by sending money home for support or helping them to migrate to Australia.

It was also mentioned there can be intergenerational tension between a migrant adult and their children who grew up in Australia (e.g. gender segregation). It was suggested there should be local Gippsland programs to help parents integrate into the Australian culture to better understand the environment and culture their children are growing up in.

"Family connection acts as a personal & emotional anchor."

MALE - ITALIAN COMMUNITY MEMBER

ACCESS TO SERVICES

Access to services was a common priority for community members across Gippsland. There seems to be a high level of variance in the knowledge people have about services with which they can connect. Many people rely on their social connections to assist them in identifying and getting recommendations for services.

Many people expressed the need to know what, where and how to access services and support. This is important to be able to address personal and family issues early on. In addition, it was highlighted that they want to have an active involvement in addressing their issues.

—

"We want to be in charge. We want to fix our own problems and often a small issue becomes bigger and bigger stress because we don't know what to do."

FEMALE, FILIPINO COMMUNITY MEMBER

During the consultation sessions, it was noted there were people who were not aware of important emergency and health service information. Many didn't know about the triple zero ('000') services, or about ambulance cover.

Neighbourhood/community houses, Centrelink, housing, legal and health services (dental, GP, optometrist, etc) were some of the services identified, which people access in their local communities across Gippsland. Easy accessibility, friendly staff and staff linking them to other services were some of the positive remarks received. For example, one person mentioned a health service linked them to Gippsland Multicultural Services where they now have links to social networks and have made friends.

However, there are instances when services are difficult to access. Some community services are not accessible for various reasons, such as having long waiting times; remote areas of Gippsland not offering services;

complexity of accessing services; and services not using translators. Specialist services are also not often available in Gippsland.

It was highlighted individuals regularly rely on family members to translate when accessing services. One person mentioned this sometimes limits her from fully disclosing her health conditions as she is uncomfortable talking about certain things in front of her son. Another person also mentioned service providers with limited English language skills make access to service difficult. In addition, not having family or community connections makes it difficult for some parents to access services since they have no one to leave their children with.

Online booking/registration was the preferred way of accessing services. It was widely felt that talking on the telephone is difficult and sometimes confusing. One lady mentioned that a service provider hung up on them because they could not understand them.

It was mentioned the changing immigration law has led to an increase in anxiety. One long-term Australian resident discussed the fear of possibly having to go back to her country of origin where she no longer has any family or social connections. This significantly impacted her mental health.

Information packs were a topic of conversation in many consultations. The migrant information pack and council welcome packs were identified as important resources in learning about and accessing various services. However, one respondent highlighted that not everyone knows about these resources, and in some Gippsland municipalities they do not exist. There is also some information that is not readily available in welcome packs. For example, it was highlighted that Halal meat availability is something some Gippsland residents were looking for.

COMMUNITY CONNECTIONS

Community connections were identified as being exceptionally important. To have friends, socialise and keep an active mind were all listed as important aspects to avoid loneliness. There are various ways in which people develop community connections. These include attending English as an Additional Language classes, PAG groups, church, volunteering, or going to their children's playgroup or school to meet other people. One person mentioned her GP prescribed her to go to groups in order to socialise and overcome depression.

—

"As a migrant you are already isolated and it is more important to socialise."

FEMALE, ECUADORIAN COMMUNITY MEMBER

It was reported overall, people across Gippsland were friendly and respectful. However, there were some people who reported experiencing racist attitudes. It was identified by one Italian gentleman that only spending time with people from the same cultural background wasn't helpful to learn English or make a life in Australia.

He mentioned this can be particularly difficult if people become isolated. There were several situations where a partner had passed away and the remaining spouse became isolated and vulnerable due to not having personal community connections. It was also mentioned people may not know how to organise and build connections. Often people's level of English proficiency impacts their confidence in interacting outside of their own cultural group.

A "newcomers welcome" group at community houses was one of the recommendations mentioned to build connections. Having a prayer room or a multi-faith room within each local government area in Gippsland was another recommendation. Community members also mentioned social media provides a good opportunity to spread awareness about ways to connect to other people in the local community.

There is interest by many cultural community groups across Gippsland to create more community activities so people can showcase their cultural arts, crafts and food. There was also discussion about projects such as the "welcome neighbours project" and having people from multicultural backgrounds participate on mainstream boards and committees as a way of building capacity and breaking down barriers.

—

"Community houses have a huge impact on joining communities together. The use of social media to advertise free events like festivals was good."

FEMALE, PAKISTANI COMMUNITY MEMBER

HOUSING

Housing was one of the least-mentioned priorities in our community over the consultation period. Employment was typically a more immediate priority and was considered to be the first step to saving money and eventually owning a house. Some mentioned they rent their current home and experience some financial challenges in doing so. Getting enough money for a rental bond was also challenging for some. It was also mentioned it can be difficult finding a house to rent because some owners do not want people from other countries renting it. Overcrowding was raised as an issue with one person mentioning that four families were living in one home until they found houses to move to within the same area.

The proximity of available housing to family members and frequently accessed services were some of the factors considered in choosing a home. One woman said she moved to another house to have better access to services and she was able to use public housing services in doing so. Another person mentioned wanting to move to another house because it's closer to her family; they are in the priority housing transfer list but the process takes a long time.

TRANSPORTATION

Transportation is linked to most, if not all, of the key priorities identified in this report. The majority of the people consulted either drive or have a spouse, family member or friend who drives for them. This may be because public transport in many parts of Gippsland is minimal or non-existent.

"Having a timetable is good. Drivers are helpful and nice. Cost is okay."

MALE, THAI COMMUNITY MEMBER

For those within the major towns of the Latrobe Valley and within the bus service area in Wonthaggi, public transport is easy to use. However, in the same area one person mentioned more frequent, earlier and later buses could improve the public transport service. Another mentioned moving to another suburb in order to have better access to public transportation. We spoke to a person who couldn't read English and they mentioned they found it difficult to use public transport.

—

"If I didn't get my licence back I would have moved to aged care because I would have been too lonely and isolated."

FEMALE, ECUADORIAN COMMUNITY MEMBER

An older respondent who lives in a town without transport mentioned she worries the time will come when she will not be able to drive and she'll eventually be isolated.

People mentioned help in obtaining a driver's licence would be good. One person expressed disappointment that VicRoad's L2P program (learner driver mentor) was limited to younger people (under 21 years old). Migrants of all ages who want to obtain a driver's licence would find the program beneficial.

—

"I am working full-time and don't get time to socialise, meet other parents at school or attend groups, resulting in isolation other than workplace relationships that usually do not turn into friendships. Also, difficult to manage family relationships due to different working routines and time differences with home country. Access to services is limited due to being in regional area, long waitlists, difficulty to take time off when an appointment is offered and cost of consultations with specialist."

FEMALE, SOUTH ASIAN SKILLED MIGRANT

WHAT THEMES CAME OUT OF THE SURVEYS WITH SKILLED MIGRANTS

A skilled migrant survey (Appendix 2) was developed to capture the thoughts and feelings of this significant cohort of people within Gippsland. The survey link was emailed to an extensive list of agencies across Gippsland as well as advertised at community consultations.

We identified a number of demographic characteristics such as gender, age and location, then asked them to identify the three most important areas for them from the following:

→ Employment
→ Education
→ Housing
→ Transport
→ Access to Services
→ Family Relationships
→ Community Connections

There were 19 skilled migrant surveys returned. Employment, family relationships and access to services were listed as their leading priorities. Similar to the community consultation we then asked why these areas were chosen, what is working well and what areas need improvement.

EMPLOYMENT   **FAMILY RELATIONSHIPS**   **ACCESS TO SERVICES**

Overwhelmingly employment was the most important priority for skilled migrants who replied to our skilled migrant survey. Employment is a means to obtain the basic necessities in life, has direct impacts on quality of life and provides a sense of dignity. Family relationships are essential for skilled migrants as it serves as the primary source of social interaction and psychological support. Lastly, access to services is important in maintaining personal and family health.

Skilled migrants were asked what they think is working well regarding the priorities that they've selected. The key themes identified for Gippsland were as follows:

→ Access to services was good and there are some specialists from Melbourne who travel to Gippsland for appointments. Service providers acted very professionally, which helped in facilitating a positive experience. In addition, vouchers for dental services for low-income earners were identified as a positive.

→ Education and health services were responsive, welcoming and friendly to people from multicultural backgrounds. Despite this, the health and wellbeing of multicultural communities still needs more attention.

→ Bus and train services improved but need to adapt to increasing number of passengers.

→ Health services have always been good, but it is becoming increasingly difficult to find timely doctor's appointments and the 'family' doctor is nearly non-existent.

→ The community itself is lovely and can be quite supportive.

Areas for improvement were obtained from Gippsland skilled migrants regarding their selected priority areas. The following points were identified:

→ Build better connections between education/ training and employment institutions

→ A localised marketing/advertising system for services in the area so people are aware of what services are available – help migrants navigate the service system and identify which ones they are eligible for

→ Provide more opportunities to connect and increase the availability of community spaces for local and multicultural community members

→ Build awareness of service providers regarding migration and how it impacts individuals and families

→ Help migrant families find ways to afford a house

→ Improve the quality of education available in the region

→ Increased availability of specialist service providers in local catchments

→ Increased transport options

WHAT THEMES CAME OUT OF THE SURVEYS WITH SERVICE PROVIDERS

A survey of service providers (Appendix 3) was developed to identify the needs of people from a multicultural background from a service provider perspective. We met with 106 service providers across Gippsland. The survey link was advertised widely throughout the service sector including through the Gippsland Primary Health Network and the Gippsland Primary Care Partnerships.

Similar to the other consultations that were undertaken, we identified a number of demographic characteristics such as gender, age and location, then asked them to identify the three most important areas for them from the following:

→ Employment
→ Education
→ Housing
→ Transport
→ Access to Services
→ Family Relationships
→ Community Connections

There were 28 service provider surveys returned. Employment, education and access to services were identified as key priority areas. Similar to the community consultation, we then asked why these areas were chosen, what is working well and what areas need improvement.

EMPLOYMENT   **EDUCATION**   **ACCESS TO SERVICES**

Service providers identified employment and education as both being important for communities in Gippsland in order to earn a living and integrate in the community. Work was identified to be a source of pride and fulfilment. In addition, having access to economic resources allows people to participate and contribute to the community.

"Employment is the most significant aspect for anyone to feel connected and respected, particularly if they are working in meaningful and sustainable work."

SERVICE PROVIDER

Access to services was another key priority identified by service providers. People from multicultural backgrounds may struggle finding their way through service appointments or bookings. In addition, some remote clients cannot access some services because local providers do not exist.

"There are many services available, but new migrants often don't know they exist, or how to access them - case support [is] important.

FEMALE, GREEK COMMUNITY MEMBER

Service providers were asked what they think is working well in terms of providing services to multicultural communities. The key themes identified were:

→ Organisations having access to translators and providing services and materials in various languages

→ Organisations having a good understanding of the different issues that affect people from multicultural backgrounds

→ Organisations having linkages with other organisations to support their work

→ Organisations having dedicated services and resources for people from multicultural backgrounds

→ Organisations being involved with initiatives and research that cover individuals from both multicultural and non-multicultural backgrounds

Service providers identified the following as points for improvement:

→ Having a procedure to guide the use of interpreters and translating materials into other languages

→ Strengthening community awareness about existing services

→ Celebrating diversity more

→ Cultural awareness training about specific needs of the CALD community

→ Engaging the community more to identify needs

→ More linkages to other organisations providing services to people from multicultural backgrounds

→ Service organisations need to be aware of cultural differences in accessing services

→ Online booking services

→ Better recruitment processes

For the above changes to happen, most of the respondents mentioned that:

[a] there is a need for resources to further support the workforce and the delivery of services,

[b] there is a need to have cross cultural training across sectors, and

[c] for staff to engage more in multicultural events

Other needs identified were as follows:

→ A central point to get information about multicultural communities and culture

→ Flexibility regarding recruitment

→ Grassroots engagement of CALD communities and better advertising

→ Linking with other agencies

→ More commitment from organisations

FOUR KEY PRIORITIES

Analysis of the consultations, community profiles and literature review guided the development of these priority areas. Four key priority areas have been developed from the key themes identified through the community consultation process.

Education & Employment

→ **Goal:** To create an accessible education sector for people from multicultural backgrounds.

→ **Goal:** Increase employment opportunities for people from multicultural backgrounds.

Access to Information Services

→ **Goal:** To meet the information and service needs of multicultural communities across Gippsland.

Social Cohesion & Leadership

→ **Goal:** To create a sense of belonging and inclusiveness across Gippsland.

→ **Goal:** To build capacity in governance and leadership.

Health

→ **Goal:** To improve the health and wellbeing outcomes of multicultural communities across Gippsland.

Goals and Objectives

3

◨ EDUCATION & EMPLOYMENT

GOAL
To create an accessible education sector for people from multicultural backgrounds across Gippsland.

OBJECTIVE
Have coverage of English as an Additional Language classes across Gippsland.

STRATEGIES

→ Work with funding bodies and service providers to identify opportunities to expand formal English as an Additional Language classes across Gippsland.

→ Work with service providers and community groups to deliver informal English as an Additional Language classes across Gippsland.

→ Identify opportunities to increase the accessibility of English as an Additional Language classes throughout Gippsland using, but not limited to, transport and technology models.

What will success look like – Increased formal and informal English as an Additional Language classes across Gippsland; identification and use of transport and technology.

OBJECTIVE
Have supportive learning environments and pathways to employment across Gippsland. Work with the education sector to:

STRATEGIES

→ Promote the "no wrong door" concept across the education sector including access to education planning and information.

→ Build capacity and promote pre-employment training programs into multicultural communities.

→ Support cultural competency training for education providers.

→ Support translator training for education providers.

What will success look like – Increase the percentage of multicultural community members completing training and education courses.

GOAL

Increase employment opportunities in Gippsland for people from multicultural backgrounds.

OBJECTIVE

Work with industry and government to raise awareness and encourage opportunities for employment.

STRATEGIES

→ Raise awareness of the under employment and unemployment of multicultural communities within each local government area.

→ Work with Local Government Economic Development departments to identify potential business attraction into area.

→ Identify business labour shortages across municipalities and link CALD community members.

What will success look like – Increased linkages between multicultural groups and industry.

OBJECTIVE

Create supportive pathways to employment across Gippsland. Work with industry to:

STRATEGIES

→ Create opportunities for job readiness including resume development, interview skills and support, and online applications.

→ Identify and support the delivery of pre-employment training programs to multicultural communities.

→ Identify the opportunity to develop workplace mentoring programs.

→ Identify the opportunity to create workplace traineeships and volunteer opportunities.

→ Support cultural competency training for employment service providers including the use of translator services.

→ Create learning experiences, skill development and employment through the use of social enterprise and entrepreneurship.

What will success look like – Improved pathways to employment leading to employment.

ACCESS TO INFORMATION AND SERVICES

GOAL
To meet the information and service needs of multicultural communities across Gippsland.

OBJECTIVE
Ensure services are responsive to the needs of multicultural communities.

STRATEGIES

→ Familiarise and reinforce service providers' knowledge of the use of translator services.

→ Encourage and support services in cultural competency training and skill development.

→ Encourage key organisations to have multicultural staff "champions".

→ Undertake tasks to improve service coordination & collaboration to increase the service linkages and referral processes across providers.

→ Showcase multicultural service to mainstream services promoting the 'no wrong door' approach.

→ Increase the inclusion of multicultural strategies within key strategic documents across Gippsland.

What will success look like – Service providers are equipped with the basic skills to meet the changing needs of the community.

OBJECTIVE
Ensure Gippsland communities have the information they need to make informed decisions.

STRATEGIES

→ Identify opportunities to extend services to meet the needs of multicultural communities.

→ Raise awareness of culturally specific food and faith options to meet the changing demographics of communities across Gippsland.

→ Encourage and support multicultural communities to identify and contribute solutions to their specific needs.

→ Identify the options for the dissemination of information to multicultural communities.

What will success look like – A process for information dissemination is developed and implemented.

SOCIAL COHESION & LEADERSHIP

GOAL
To create a sense of belonging and inclusiveness across Gippsland.

OBJECTIVE
Support events and activities that celebrate cultural diversity across Gippsland.

STRATEGIES

→ Enhance the inclusion of multicultural communities within festivals in each local government area.

→ Encourage and support community activities across Gippsland; such as Refugee Week, Harmony Day and Cultural Diversity Week.

→ Work with multicultural groups in promoting culturally important events.

→ Encourage and support promotional campaigns such as *Refugee Welcome Zone* and *Racism. It Stops With Me* across the service sector.

What will success look like – The support of events, activities and community celebrations; the number of events delivered in each LGA; numbers of participation.

OBJECTIVE
Increase understanding, acceptance and respect of cultural diversity across Gippsland.

STRATEGIES

→ Identify, promote and build on good practice initiatives to prevent and reduce racism.

→ Work with multicultural groups to showcase cultural traditions.

→ Identify and encourage opportunities for multicultural communities to participate in community life and hold community events.

What will success look like – Number of community, cultural and traditional events delivered.

⬗ SOCIAL COHESION & LEADERSHIP [CONTD.]

OBJECTIVE
Increase participation of people from multicultural communities in sport.

STRATEGIES

→ Work with sporting bodies and sporting clubs to identify and reduce the barriers to participation.

→ Work with sporting bodies and sporting clubs to integrate multicultural communities into clubs.

→ Encourage and support clubs in cultural competency training and skill development.

What will success look like – An increase of people from multicultural background participating in sport; delivery of cultural competency training.

OBJECTIVE
Enhance capacity and networks of relationships of people from multicultural backgrounds across Gippsland.

STRATEGIES

→ Use existing community development platforms in building strong community connections.

→ Be responsive to the changing needs of the Gippsland multicultural community.

What will success look like – Increased linkages across the community.

GOAL
To build capacity in governance & leadership of multicultural communities across Gippsland.

OBJECTIVE
Strengthen and empower Gippsland multicultural communities in leadership and governance.

STRATEGIES

→ Enhance existing governance & leadership training to be responsive to multicultural communities.

→ Promote local leadership and governance training to multicultural communities.

→ Encourage a model of succession planning within communities that rely upon an individual as community leader.

→ Connect communities to networks and partnerships as an important aspect in the success and sustainability of community groups.

What will success look like – Increased attendance from people from a multicultural background at training sessions and developed succession planning for community leaders.

◪ HEALTH

GOAL
To improve the health and wellbeing outcomes of multicultural communities across Gippsland.

OBJECTIVE
Create supportive environments focusing on better health outcomes for multicultural communities.

STRATEGIES

→ Support and build on programs specifically working with Gippsland's multicultural communities.

→ Develop a coordinated approach to assist in the navigation of services.

→ Advocate for inclusion of multicultural communities on public health policy at a local, state and federal level.

What will success look like – Increase or retention of specific services and programs; improved service coordination; increase in multicultural needs within public policy & increase/maintain funding for agencies enhancing multicultural health and wellbeing.

OBJECTIVE
Have supportive learning environments and pathways to employment across Gippsland. Work with the education sector to:

STRATEGIES

→ Work with local service providers to promote specific initiatives and resources targeting our multicultural communities across Gippsland.

→ Identify best practice health and wellbeing models and implement appropriate initiative across Gippsland.

→ Investigate specific health needs of people from multicultural backgrounds and partner with agencies to address service gaps.

What will success look like – Number of health promotion initiatives targeting the multicultural community.

APPENDIX 1 - LITERATURE REVIEW

1. Rural City of Wangaratta. Multicultural Strategy 2014–2017.

2. Greater Shepparton City Council. Cultural Inclusion Strategy 2012–2015.

3. City of Greater Geelong. Multicultural Action Plan 2011–2014.

4. Mildura Rural City Council. Cultural Diversity and Inclusion Strategy 2012–2017.

5. Latrobe City Council. Cultural Diversity Action Plan 2014–2018.

6. Baw Baw Shire Council. Draft Municipal Public Health and Wellbeing Plan 2017–2021.

7. Bass Coast Shire Council. Draft Municipal Public Health and Wellbeing Plan 2017–2021.

8. East Gippsland Shire Council. Diversity Access and Social Inclusion Plan 2014–2017.

9. South Gippsland Shire Council. Municipal Public Health and Wellbeing Plan 2013–2017.

10. Wellington Shire Council. Draft Municipal Public Health and Wellbeing Plan 2017–2021.

11. Victorian Department of Health. Primary Care Partnership Program Logic 2013–2017.

12. Central West Gippsland Primary Care Partnership. Strategic Partnership Plan for Central West Gippsland Community health and wellbeing 2012–2013.

13. South Coast Primary Care Partnership. Strategic Plan 2013–2017.

14. East Gippsland Primary Care Partnership. Strategic Plan 2013-2017.

15. Wellington Primary Care Partnership. Strategic Plan 2013–2017.

16. Gippsland Women's Health. Strategic Plan 2017–2020.

17. Gippsland Primary Health Network. http://www.gphn.org.au/

18. Centre for Multicultural Youth. http://www.cmy.net.au/

19. Gippsland Ethnic Communities' Council. http://www.gippslandethniccommunitiescouncil.websyte.com.au

20. Gippsland Multicultural Services. A New Life in Gippsland 2006.

21. Victorian Refugee Health Network. Talking about health and experiences of using health services with people from refugee backgrounds 2016.

22. Australian Attorney-General's Department. Agency Multicultural Plan 2013–2015.

23. Victorian Department of Health. Victorian Public Health and Wellbeing Plan 2015–2019.

24. Victorian Department of Health. The Victorian refugee and asylum seeker health action plan 2014–2018.

25. Victorian Department of Human Services. Multicultural Servicing Strategy 2016–2019.

26. Gippsland Strategic Partnership. Gippsland Regional Plan 2015–2020.

27. Regional Development Victoria. New Arrivals to Gippsland Project 2012.

28. Australian Human Rights Commission. Anti Racism Strategy 2012.

29. AMES. Responding to CALD Learners: Cultural Diversity in Action 2012.

30. Department of Home and Community Care. Cultural And Linguistic Diversity Plan 2008.

31. AMES. CALD Settlement ACR Possibilities, Gippsland Region 2010.

32. Victorian Multicultural Affairs and Citizenship. Victoria's advantage: Unity, Diversity, Opportunity 2014.

33. Office of Multicultural Affairs and Citizenship. Evaluation of Refugee Action Program 2012.

34. Department of Health. Agency Multicultural Plan 2013–2015.

35. Ballarat Regional Statement and Advocacy Committee. Destination Ballarat: A Leading Regional Settlement Destination 2016.

36. The Victorian Foundation for Survivors of Torture. Engaging and Supporting General Practice in Refugee Health 2016.

37. American Education Development Centre. Strategies for Engaging Immigrant and Refugee Families 2011

APPENDIX 2 - SKILLED MIGRANT SURVEY

Latrobe Community Health Service together with our partners: Gippsland Ethnic Communities' Council, Centre for Multicultural Youth and Latrobe City Council will work with other community organisations and multicultural communities (including humanitarian settlement) across Gippsland to develop a three-year strategic plan to strengthen and celebrate multiculturalism. Funding for this important work was received from the Victorian State Government's Department of Premier and Cabinet.

We invite skilled migrants to contribute to the data collected by filling in this survey, which will inform the development of this plan.

This plan aims to build on the good work that is happening across Gippsland, as well as identifying areas for improvement.

We thank you and welcome your input into the development of this Gippsland Multicultural Strategic Plan.

Kind regards,
Leslie Smith | Project Coordinator

1. What is your cultural background?

2. How old are you?

3. What is your gender?
   - Male
   - Female
   - Other (please specify)

4. How long have you lived in Australia?

5. Where do you live?
   - Bass Coast
   - Baw Baw
   - East Gippsland
   - Latrobe
   - South Gippsland
   - Wellington
   - Other (please specify)

6. What is your employment status?
   - Currently working
   - Unemployed but looking for work
   - Unemployed and not looking for work
   - Retired

7. Are you studying?
   - Yes
   - No
   - Looking to study in the near future

8. Which among the following are most important to you? Choose the 3 most important priorities.
   - Study: school, TAFE, university or job training
   - Job or employment
   - Housing
   - Access to services e.g. health services
   - Family relationships
   - Community connections (e.g. finding friends)
   - Transportation

9. Why are the priorities that you've selected important to you?

10. What is working well within these priorities?

11. What could be improved with these priorities?

12. What services do you or your family commonly use?

13. What is working well with these services?

14. Is there anything else that you would like us to know?

5. What would be needed to make this happen?

6. Which of the following do you feel is a priority for people from a multicultural background? Choose the 3 most important themes.
   - Work
   - Community connection
   - Education
   - Transport
   - Family relationships
   - Housing
   - Access to Services

7. Why did you choose these as the top 3 priorities?

8. What do you think could support the themes you've selected above?

9. Is there anything else you would like us to know about?

◪ APPENDIX 3 - SERVICE PROVIDER SURVEY

1. Please briefly list/describe the services or programs your role/organisation offers.

2. What percentage of your clients would be from a multicultural background? (please estimate if your organisation does not collect this data)

3. What is working well within your role/organisation to meet the needs of people from a multicultural background?

4. Are there any improvements/changes within your role/organisation that could improve the delivery of services to people from a multicultural background?

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We thank and acknowledge all the communities who have participated in the extensive consultation process for the development of this Gippsland Multicultural Strategic Plan. To the people who opened up, shared stories, journeys, dreams and desires; often arriving to Australia with hope and anticipation and sometimes under difficult circumstances – thank you. Acknowledgement and thanks is also extended to the agencies who work in this space, tirelessly, and who were so open to share their experience, expertise and provide input into this plan.