



**Blacktown**  
City Council

**Multicultural strategy and action plan  
2019 to 2023**

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## Attachments

1. Community consultation: summary of findings
2. ABS Census data - Blacktown 2016

# 1 Introduction

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Blacktown City is a dynamic, progressive and fast-growing area that is home to around 395,000 people. Spread out over 247 km<sup>2</sup> and 48 suburbs, it is the second largest local government area in NSW and the fifth largest council by population in Australia.

We can also boast of being the second largest culturally diverse community in NSW with 40% of the population being born overseas. Our residents originate from 188 countries (32% are from culturally and linguistically diverse backgrounds) and they speak 182 languages (46% speak a language other than English).

Multiculturalism is therefore central to our identity and recognises our City as a vibrant, resilient and valuable diverse community.

Advancing Blacktown City's diverse communities is explicit in the principles and strategic directions set out in our Community Strategic Plan, *Our Blacktown 2036* (see section 4) and in our:

Vision            'City of Excellence – diverse, dynamic and progressive'

Mission           'To provide our community with the best living and working environment through commitment to service'

Multiculturalism creates a rich society, brings social and cultural benefits and contributes to a stronger economy.

This Multicultural Strategy supports our Multiculturalism Policy and has been developed within Council's Integrated Policy Framework (as described in section 5). It focuses on 5 key priority areas:

1. social inclusion
2. community resilience
3. justice and fairness
4. social and civic participation
5. economic benefit.

The strategy has been developed from a report 'Our Multicultural Blacktown' prepared by Embrace Society consultants for our Multicultural Advisory Committee. We thank the Advisory Committee for its guidance with this strategy.

## Acknowledgment of First Peoples

The custodianship of the Darug people is acknowledged and respect is paid to Elders past, present and emerging.

Implicit in the development of both our multiculturalism policy and this strategy, is the notion that our culturally diverse and socially inclusive community undertakes to work together for a united city that respects and values the contribution of all people of Aboriginal and Torres Strait Islander heritage.

## 2 Defining multiculturalism

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There have been many definitions of multiculturalism through the years based on the particular perspectives of the government of the day, but always as an exercise of nation building. However contemporary definitions of multiculturalism have guided the development of this policy.

Multicultural NSW defines 6 multicultural principles, which guide the development and implementation of multicultural policy in NSW. In essence, these principles commit the government and the people of NSW to:

1. share democratic values, governed by the rule of law and promote a unified commitment to Australia
2. accept that we have diverse linguistic, religious and ancestral backgrounds
3. create opportunities for all people to participate in all aspects of public life
4. respect and provide for different cultures, languages and religions, with English recognised as our common language
5. provide the greatest possible access to government programs and services
6. promote and maximise the value of our diverse cultural and linguistic heritage to develop NSW.

In 2017, the Federal Government released its Australian multicultural statement *Multicultural Australia, United, Strong and Successful* which renewed and reaffirmed its commitment to a multicultural Australia where racism and discrimination have no place. The statement is based on the following principles:

1. shared values of respect, equality and freedom
2. shared rights and responsibilities  
safe and secure Australia
3. shared vision for the future
4. encouraging economic and social participation of new arrivals
5. harnessing advantages of our diversity and shared national interest where English remains our national language
6. continue to build harmonious and socially cohesive communities.

### Legislation and multiculturalism

The primary provision for councils with respect to multiculturalism is set out in the Council's Charter as defined in the *Local Government Act 1993*. It allows councils to perform their functions 'in a manner that is consistent with and actively promotes the principles of multiculturalism' (s.8 (1) dot point 3). The Local Government (General) Regulations 2005 establishes the principle framework for a council to exercise its functions 'with due regard to the cultural and linguistic diversity of its community'.

The *Multicultural NSW Act 2000* (formerly Community Relations Commission and Principles of Multiculturalism Act 2000) gives CEOs of public authorities, the definition of which includes local councils, responsibility for implementing the principles of multiculturalism in a way that is best suited to the needs of their local communities.

Federal government legislation that may inform the development of multicultural policy includes the *Racial Discrimination Act 1975*, and the *Human Right Commission Act 1986*.

### 3 Our objectives

We have developed objectives and measures for each of our key priority areas as set out below. Targets, actions, responsibilities and priorities of each are in the Action plan at section 6.

#### 1. Social inclusion

| Objective  | KPI measures  |
|--|---|
| 1.1 To continue to enhance community cohesion in Blacktown City where good will, respect and fair dealings are valued.                         | <ul style="list-style-type: none"> <li>a. Council facilities are easily accessible by Blacktown City's multicultural community.</li> <li>b. Cultural diversity is publicly celebrated in Blacktown City.</li> <li>c. Council funded programs including small grants programs, allocate funds for multicultural projects.</li> <li>d. Information and communication programs about Council's and decisions, are undertaken in identified key languages using suitable ethnic media.</li> <li>e. Communities are supported and connected, and local relationships built.</li> </ul> |
| 1.2 To increase English language proficiency as means of facilitating social inclusion, reducing social isolation and enhancing participation. | <ul style="list-style-type: none"> <li>a. More women avail themselves of English language classes.</li> <li>b. Older people with poor English language proficiency, avail themselves of English language classes.</li> <li>c. Workers with poor English language who wish to access English language classes but are unable to because of work commitments. Have their English language needs met.</li> </ul>   |
| 1.3 To encourage the artistic and cultural expression of Blacktown City's diverse society to foster social cohesion and understanding.         | <ul style="list-style-type: none"> <li>a. Blacktown City's cultural diversity is highlighted and celebrated in an empowering and positive manner.</li> </ul>  |

#### 2. Community resilience

| Objective   | KPI measures   |
|---|--|
| 2.1 To advocate and participate in actions that support the inclusion of and build on opportunities for culturally diverse communities. | <ul style="list-style-type: none"> <li>a. Council engages with culturally and linguistically diverse youth.</li> </ul>   |
| 2.2 To provide a conduit for the voice of Blacktown City's multicultural community.   | <ul style="list-style-type: none"> <li>a. Council uses consultation processes to actively seek input and feedback from its multicultural community to determine needs and inform forward planning.</li> <li>b. Council identified Committees and advisory bodies to reflect the culturally diverse voice of Blacktown City.</li> </ul> |

| Objective  | KPI measures  |
|--|---|
| 2.3 To foster and support community professional partnerships with Blacktown City's culturally diverse community as a way to build resilience. | <ul style="list-style-type: none"> <li>a. Build community leadership and mentoring skills.</li> <li>b. Provide a cost effective and affordable swim safety program for Blacktown City residents.</li> </ul>   |
| 2.4 To build resilient, happy and functional culturally and linguistically diverse families.   | <ul style="list-style-type: none"> <li>a. Council works with external providers to provide affordable information and education programs to build resilient and functional families.</li> <li>b. Blacktown City residents' safety, and especially women, is increased.</li> </ul> |

### 3. Justice and fairness

| Objective   | KPI measures  |
|---|---|
| 3.1 To continue to enhance civil society in Blacktown City where good will, respect and fair dealings are valued. | <ul style="list-style-type: none"> <li>a. A positive poster campaign that creates a community dialogue promoting the benefits of multiculturalism.</li> <li>b. Racism and discrimination towards migrants and refugees are combatted by highlighting and advocating positive contributions during Refugee Week.</li> <li>c. Culturally and linguistically diverse workers' rights and responsibilities are promoted.</li> </ul> |

### 4. Social and civic participation

| Objective  | KPI measures   |
|--|--|
| 4.1 To facilitate and support community access to Council services, programs and activities. | <ul style="list-style-type: none"> <li>a. Information that is culturally and linguistically appropriate is provided to rate payers.</li> <li>b. Ethnicity data is collected to identify needs, improve service and program delivery.</li> <li>c. Ethnicity data fields are: country of birth, language spoken, English language proficiency, date of arrival in Australia / length of residence, religious affiliation, birthplace of parent(s).</li> <li>d. Privacy principles are respected and adhered to in collecting ethnicity data.</li> <li>e. All Council staff are trained in cultural awareness</li> <li>f. A fact sheet on how to use interpreters and the Telephone Interpreter Service (TIS) is distributed Council wide.</li> <li>g. Council provides bi-lingual services for ratepayers who do not speak English well or at all.</li> <li>h. Information and communication programs about Council policies, programs and decisions, are undertaken in identified key languages using suitable ethnic media.</li> </ul> |

| Objective  | KPI measures  |
|--|---|
| 4.2 To successfully implement and manage Council's multicultural policy. | <ul style="list-style-type: none"> <li>a. Appropriate human resources are allocated to facilitate the successful implementation of this policy.</li> <li>b. The multicultural policy is applied across all of Council.</li> <li>c. Council actively develops recruitment strategies to encourage participation of underrepresented community language groups on Council's workforce.</li> </ul> |

## 5. Economic benefits

| Objective  | KPI measures  |
|--|---|
| 5.1 To build Blacktown City as the premium workplace in the Western Suburbs. | <ul style="list-style-type: none"> <li>a. Council and Welcoming Cities deliver better employment outcomes and higher employment participation by culturally and linguistically diverse / refugee community in Blacktown City.</li> <li>b. Council supports local small businesses.</li> </ul> |

## 4 Strategy inputs

### Our Blacktown 2036

Blacktown City Council's long-term Community Strategic Plan, *Our Blacktown 2036*, identifies 6 strategic directions that drive our planning process. These strategic directions address social, environmental, economic and civic leadership aspirations and are:

1. A vibrant and inclusive city  
Local communities are welcoming, vibrant and inclusive enabling individuals and groups to achieve their potential and the City to prosper as a centre of culture, creativity and learning.
2. A clean, sustainable and healthy environment  
Local places and spaces are clean and healthy, turning sustainability awareness into action to halt or reverse negative impacts on our built and natural environment.
3. Smart and Prosperous economy  
Strategic opportunities and partnerships facilitate sustainable growth of our local and regional economy, attract investment to our City and foster local business and employment.
4. A growing city supported by accessible infrastructure  
Neighbourhoods are well planned and liveable with housing, transport and infrastructure that meet the diverse needs of our growing community.
5. A sporting and active City  
Blacktown City is the recognised sporting capital of Western Sydney with world standard sporting venues and events and community participation in local sports supporting an active and healthy lifestyle.
6. A leading City  
Blacktown City leads through a shared vision, engaged civic governance and excellent services and systems.

## Our Social profile 2016

Blacktown City's Social Profile 2016 outlines the major social issues currently facing Blacktown City and informs our strategic planning process. The Social Profile identifies eleven priority areas: social gradient, stress, early life, social exclusion, work, unemployment, social support, addiction, food, transport, and service development.

## Community consultations

*People from Culturally and Linguistically Diverse Backgrounds: A Social Profile* was developed concurrently with the Social Profile in 2016 to further understand the specific concerns of our culturally and linguistically diverse community against the 11 priority areas.

A series of 7 community consultations was held between October and December 2018 as part of this strategy development to update findings. The focus groups included people of African, Chinese, Fijian, Indian, Filipino descent as well as Mount Druitt Women's Circle and Blacktown Youth. We also consulted 2 peak community organisations: Blacktown Mount Druitt Combined Interagency (BMMI) and Blacktown Emerging Communities Action Plan (BECAP).

The questionnaire/discussion guide was developed in consultation with the consultant and members of Multicultural Advisory Committee (MAC) and Community Resource Network (CRN).

The consultations were conducted using the Harwood Model of Community Conversations and World Café model especially for the Blacktown culturally and linguistically diverse youth forum. A summary of the findings is at attachment 1.

## ABS Census 2016 data

A further analysis of Blacktown City's diversity is broken down according to 2016 Census data. The ABS data clearly demonstrates Blacktown City is not only a highly diverse community but the growth in its cultural diversity, when compared to the Australian total population, is significantly higher. A summary of key elements is at attachment 2.

## Annual Report data

Our 2017/18 Annual Report was used to inform the strategy development which commenced in 2018. The annual report provided the following data:

- an estimated population of 360,000
- a very diverse society with 32% hailing from culturally and linguistically diverse backgrounds while 46% speak a language other than English
- 44% of people who live in Blacktown City, work in Blacktown City
- couples with children constitute 45% of the population
- Blacktown City is a young community with the average age of people being 33 years, and 44% of the population aged 30 years and under
- the average household income per week is \$1,709 while the unemployment rate of 7.3% (2016 ABS)
- households with mortgages comprise 42% of the population while 32% of households are renters
- 22% of residents hold a bachelor or higher degree while vocational qualifications are held by a further 17%.

## 5 Integrated planning and reporting

Blacktown City Council complies with the integrated planning and reporting framework mandated by the NSW Government in 2009.

This framework was introduced to strengthen councils' strategic focus and integration of statutory planning and reporting processes. It ensures councils make short, medium and long-term plans that meet community needs and operate sustainably. It is a requirement to produce the following set of strategic plans (also refer figure right):

- Community Strategic Plan: 10+ years with a review every 4 years, upon election of a new Council
- Delivery Program: every 4 years, upon election of a new Council
- Operational Plan: annually
- Annual Report: annually



A 10 year Resourcing Strategy, comprising a Long Term Financial Plan, Workforce Management Plan, an Asset Management Strategy and a Social Profile, inform the our Community Strategy Plan.

Progress on Council's implementation of the delivery and operational plans is reported each year to the community in the Annual Report.

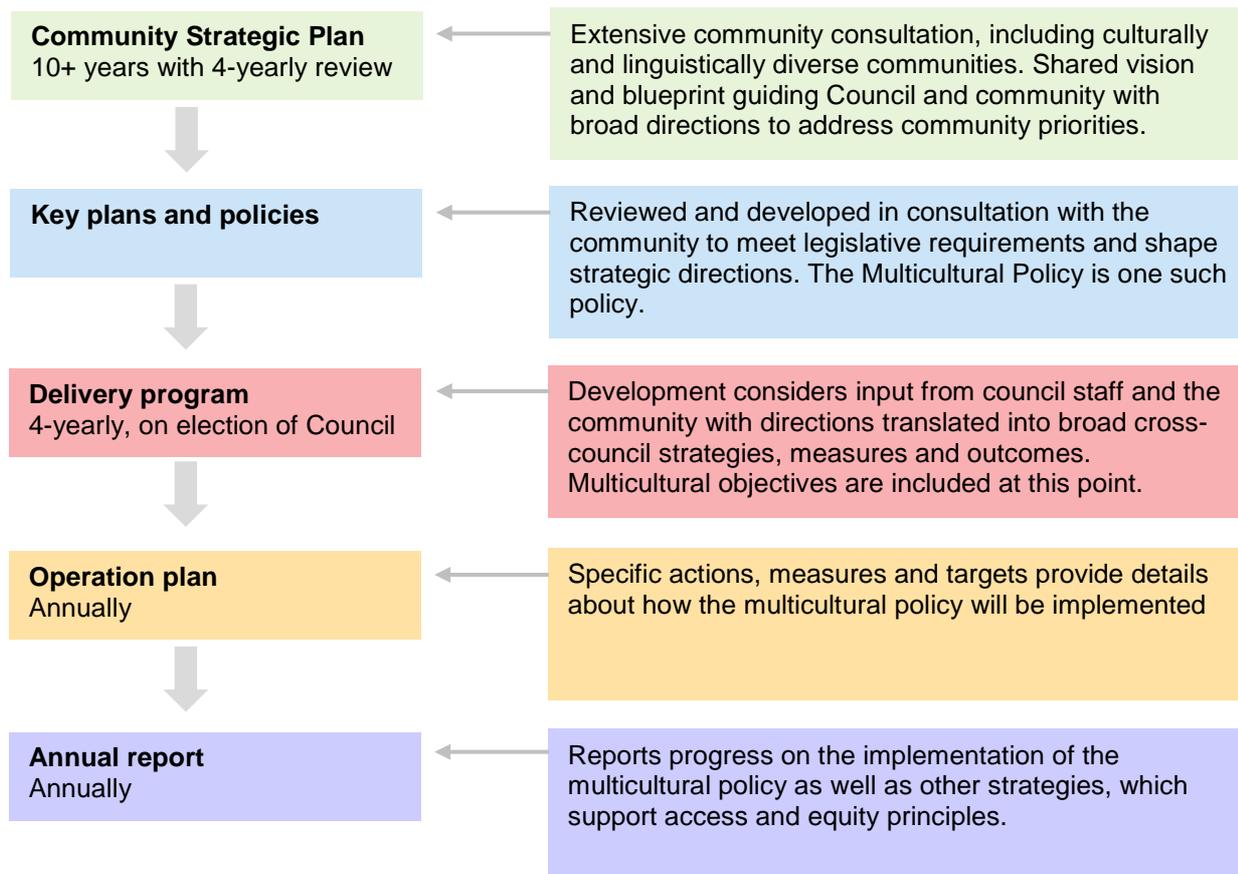
In formulating the plans, a process of community and stakeholder engagement is undertaken and once the plans are finalised, go on public exhibition for input before final approval by Council.

The plans, based on the quadruple bottom line principles of social, environmental, economic and civic leadership/governance (refer figure right), are driven by the overall vision and long-term community objectives and must fit together.



## How this strategy fits within the planning framework

This strategy slots into the integrated planning process as described below.



## 6 Multicultural action plan

### Key priority area 1: Social inclusion

**Objective 1.1 To continue to enhance community cohesion in Blacktown where good will, respect and fair dealings are valued.**

| KPI measure   | Target/action   | Responsible manager/comment  | Priority/timeframe |
|---|---|--|--------------------|
| a Council facilities are easily accessible by Blacktown's multicultural community.                    | i Fees and processes for venue and facility are assessed to enable greater access by Blacktown's CALD community organisations.                | Supported<br><b>Manager Community:</b> we already have a fee waiver process in place with 80%+ of fee waivers to date have been for CALD groups.<br>We will develop a translated brochure on how to apply for a fee waiver.  | High - June 2020   |
| b Cultural diversity in publicly celebrated in Blacktown.   | i A large food and music base multicultural festival event is organised (Global table, Food Safari) as part of Multicultural March each year. | Not supported but alternative proposed<br><b>Manager Events and Sister Cities:</b> we currently deliver 5 food festivals per year. We will evolve our events to focus on different cultural groups and food options and include performances and service information.  | High - June 2020   |
|   | ii At least 40% of stall holders at major Council events provide vegetarian and halal options.  | Supported – but not the 40% target<br><b>Manager Events and Sister Cities:</b> we already ensure we provide halal and vegetarian options/stall holders at all our major events and food festivals.   | High - June 2020   |
| c Council funded programs including small grants programs, allocate funds for multicultural projects. | iii At least 25% of small grants funds are allocated to multicultural projects.   | Not supported – but target is indirectly met<br><b>Manager Events and Sister Cities:</b> our Community Grants program is based on community need and the quality of the application.<br><b>Manager Community:</b> we oversee on behalf of local Clubs, the ClubGRANTS program. We can proactively assist preparing applications, and recommend applications from CALD/refugee communities, but we have no control over the final decision made by participating Clubs. | NA                 |

| KPI measure   | Target/action   | Responsible manager/comment   | Priority/timeframe        |
|---|---|---|---------------------------|
| d Information and communication programs about Council's and decisions, are undertaken in identified key languages using suitable ethnic media. | i At least one major linguistically and culturally appropriate information campaign is undertaken annually ethnic press, radio, online and social media channels. | Supported<br><b>Executive Manager Communications and Marketing:</b> in 2019 we ran a calendar of advertising and media was designed to capture Council events and services in relevant community language groups in western Sydney and Sydney. This will be repeated. | Medium -<br>December 2020 |
|   | ii Blacktown Council commits to maintaining a minimum spend of 7.5% of media budgets on multicultural above and below the line communications each year.          | Supported<br><b>Executive Manager Communications and Marketing:</b> this target is already met.   | Medium -<br>December 2020 |
|   | iii An Information Bulletin Wall providing multicultural information about Council services and events at Blacktown CBD and Dawson Mall Mount Druiitt is erected. | Indirectly supported<br><b>Manager Community:</b> an information wall is old technology. Council is rolling out information screens in its major facilities and service centres and information can be included on these screens in different languages.              | Medium -<br>December 2020 |
| e Communities are supported and connected and local relationships built.  | i One civic pride program per year is conducted, which promotes volunteering and participation from within CALD communities.                                      | Supported<br><b>Manager Community:</b> we are currently preparing a Volunteering Strategy for one-off volunteering. These will capture events such as Clean up Australia Day. We will include this target in this Strategy.   | Medium -<br>December 2020 |
|   | ii Council allocates a resource a staff resource to facilitate civic pride activities   | Supported - business as usual<br><b>Manager Community:</b> Council has staff members who facilitate community pride activities. An additional specific staff member is not required.  | NA                        |

**Objective 1.2 To increase English language proficiency as means of facilitating social inclusion, reducing social isolation and enhancing participation**

| KPI measure  | Target/action  | Responsible manager/comment  | Priority/timeframe |
|--|--|--|--------------------|
| a More women avail themselves of English language classes. | i Council works with the Adult Migrant English Program and other English language providers to provide childcare support for women learning English. | Supported - business as usual<br><b>Manager Library Services:</b> we already provide (in partnership with WSI-TAFE) English language classes at Blacktown and Mount Druiitt libraries. | NA                 |

| KPI measure   | Target/action   | Responsible manager/comment   | Priority/timeframe |
|---|---|---|--------------------|
| b Older people with poor English language proficiency, avail themselves of English language classes.  | i Council works with the Adult Migrant English Program and other English language providers to meet the needs of this cohort and to provide such services.  | Supported - business as usual<br><b>Manager Library Services:</b> we already provide (in partnership with WSI-TAFE) English language classes at Blacktown and Mount Druitt libraries.   | NA                 |
| c Workers with poor English language who wish to access English language classes but are unable to because of work commitments have their English language needs met. | i Council works with the Adult Migrant English Program and other English language providers to meet the needs of this cohort and develop an offering that will see this group sign up to classes. | Supported - business as usual<br><b>Manager Library Services:</b> we already provide (in partnership with WSI-TAFE) English language classes at Blacktown and Mount Druitt libraries. Our Multicultural Services Librarian is happy to work with employment and service providers to target/support particular communities and individuals. | NA                 |

**Objective 1.3 To encourage the artistic and cultural expression of Blacktown diverse society to foster social cohesion and understanding**

| KPI measure  | Target/action  | Responsible manager/comment  | Priority/timeframe        |
|--|--|--|---------------------------|
| a Blacktown's cultural diversity is highlighted and celebrated in an empowering and positive manner. | i A major annual Blacktown City Council multicultural festival is organised, implemented and promoted.<br>ii An affirmative action policy for the employment of local CALD artist is instituted.<br>iii A suitable budget is allocated within Council's annual budget process. | Not supported but alternative proposed<br><b>Manager Events and Sister Cities:</b> we currently deliver 5 food festivals per year. Each event can focus on a different cultural group and food options and include performances and service information. | Medium -<br>December 2020 |

## Key priority area 2: Community resilience

**Objective 2.1 To advocate and participate in actions that support the inclusion of, and build on opportunities for, culturally diverse communities.**

| KPI measure  | Target/action   | Responsible manager/comment  | Priority/timeframe |
|--|---|--|--------------------|
| a Council engages with culturally and linguistically diverse (CALD) youth. | i A social education and sporting program for CALD children and young people is conducted weekly. Special needs of CALD girls and | Partially supported<br><b>Manager Community:</b> it is beyond Council's capacity to provide social support programs for young people from all cultural | NA                 |

| KPI measure | Target/action                               | Responsible manager/comment  | Priority/timeframe |
|-------------|---|--|--------------------|
|             | young women are addressed and accommodated. | groups and geographic locations in Blacktown City.<br>Our Emerton Youth Centre provides cultural and recreation programs for young people from Mount Druitt. This includes culturally specific programs such as the Mana at Heart young women's program. |                    |

**Objective 2.2 To provide a conduit for the voice of Blacktown's multicultural community.**

| KPI measure  | Target/action  | Responsible manager/comment   | Priority/timeframe     |
|--|--|---|------------------------|
| a Council uses consultation processes to actively seek input and feedback from Blacktown's multicultural community to determine needs and inform forward planning. | i All community consultation and community engagement activities include at least 40% CALD participants.                     | Supported<br><b>Manager Community:</b> Council's Social Profile 2020 consultations (and Multicultural Strategy 2020) consultations were undertaken in multiple languages with translator-assisted focus groups or hard copy translated surveys.                         | High - June 2020       |
|  | ii A comprehensive database of CALD organisations and leaders is built and maintained.                                       | Supported<br><b>Manager Community:</b> we will work with Library Services to include CALD organisations and key contacts in Council's on-line Community Information Directory.  | Medium - December 2020 |
|  | iii Key multicultural community organisations are consulted in all community consultation activities.                        | Supported<br><b>Manager Community and Executive Manager Communications and Marketing:</b> invitations to attend/participate in key community forums and consultations is sent to key groups. Culturally specific focus groups will be held for key strategic documents. | Medium - December 2020 |
|  | iv Women from diverse cultural and religious backgrounds are specifically consulted in any community consultation exercises. | Supported<br><b>Manager Community and Executive Manager Communications and Marketing:</b> invitations to attend/participate in key community forums and consultations is sent to key groups. Culturally specific focus groups will be held for key strategic documents. | Medium - December 2020 |
| b Council identified Committees and advisory bodies reflect the culturally   | i The Multicultural Advisory Committee undertakes one major community consultation per year to determine                     | Supported<br><b>Manager Community:</b> this will be included on the Committee's   | Medium - December 2020 |

| KPI measure                 | Target/action   | Responsible manager/comment  | Priority/timeframe |
|-----------------------------|---|--|--------------------|
| diverse voice of Blacktown. | progress of the implementation of the various plans.                        | future agenda.   |                    |
|                             | ii An Interfaith Forum of faith leaders is established and meets quarterly. | Indirectly supported<br><b>Manager Community:</b> in 2018 Council convened an Interfaith group. The group resolved to meet separately with convening role shared by members. | NA                 |

**Objective 2.3 To foster and support community professional partnership with Blacktown's culturally diverse community as a way to build resilience.**

| KPI measure   | Target/action  | Responsible manager/comment   | Priority/timeframe        |
|---|--|---|---------------------------|
| a Build community leadership and mentoring skills.  | i A free community leadership program is developed in conjunction with a suitable organisation and one course delivered annually.  | Supported<br><b>Manager Community:</b> this can be funded from existing operational budgets.  | Low - June 2021           |
|   | ii A panel of leadership mentors is developed to mentor participants in the leadership program.  | Supported<br><b>Manager Community:</b> this can be funded from existing operational budgets.  | Low - June 2021           |
|   | iii Council runs an annual course for community leaders on how to write a successful grant application, how to manage it and how to acquit it.   | Supported<br><b>Manager Community:</b> this can be funded from existing operational budgets.  | Medium -<br>December 2020 |
|   | iv Council runs 2 courses per year for community leaders on how to run a community organisation, how to chair meetings, financial management, financial management, fiduciary responsibilities, Australian law, fair trading, etc. | Supported (but target changed)<br><b>Manager Community:</b> we can facilitate/partner with other organisations to run 1 course per year.  | Medium -<br>December 2020 |
| b Provide a cost effective and affordable swim safety program for Blacktown City Council residents. | i An overarching strategy is developed by Council's in the western Sydney suburbs of Sydney to provide coherent, coordinated and culturally appropriate water safety for CALD  | Supported (but target changed)<br><b>Manager Community:</b> we do not have authority to make this happen – action changed to:<br>Council <b>advocates</b> for an overarching strategy by Council's in | Low - June 2021           |

| KPI measure | Target/action  | Responsible manager/comment   | Priority/timeframe |
|-------------|--|---|--------------------|
|             | communities.   | the western Sydney suburbs of Sydney to provide coherent, coordinated and culturally appropriate water safety for CALD communities. |                    |
|             | ii Partnering with relevant Surf Living Saving Clubs, conduct 2 surf life-saving courses annually. | Supported<br><b>Manager Community:</b> this can be funded from existing operational budgets.  | Low - June 2021    |

#### Objective 2.4 To build resilient, happy and functional culturally and linguistically diverse (CALD) families.

| KPI measure  | Target/action  | Responsible manager/comment   | Priority/timeframe |
|--|--|---|--------------------|
| a Council works with external providers to provide affordable information and educational programs to build resilient and functional families. | i Working with external experts, trial a Family Strengthening and Parenting program. This program may include: transition from childhood to adolescence, adolescent violence, children's development and mental health, impact of children's development and mental health, impact of children children's witnessing DV, Australian legal system, appropriate discipline, parenting in a new culture, soothing techniques for infants. | Supported (but target changed)<br><b>Manager Community:</b> action changed to:<br>Council <b>identifies and supports</b> external partners to trial a family strengthening and parenting program including transition from adolescence, adolescent violence, etc. | Low - June 2021    |
|  | ii Working with local Police and other experts conduct a workshop for parents/young people on on-line bullying, how to identify it and how to address it.  | Supported - business as usual<br><b>Manager Library Services:</b> in partnership with local Police Commands we already deliver e-smart programs for in different languages for CALD communities and young people.   | NA                 |
| b Blacktown City resident's safety, and especially women, is increased.  | i Working with Police, establish a24 hour multilingual safety hotline where incidents can be reported and registered.  | Not supported<br><b>Manager Community:</b> this is not a local government responsibility. The NSW Police Service's Crime Stoppers service has an established process/partnership with the Translating and Interpreting Service.                                   | NA                 |

## Key priority area 3: Justice and fairness

### Objective 3.1 To continue to enhance civil society in Blacktown where goodwill, respect and fair dealings are valued.

| KPI measure   | Target/action   | Responsible manager/comment  | Priority/timeframe        |
|---|---|--|---------------------------|
| a A positive poster campaign creates a community dialogue promoting the benefits of multiculturalism.                                 | i A positive poster promoting the benefits of multiculturalism is produced and distributed to key outlets.                                | Supported (but target changed)<br><b>Executive Manager Communications and Marketing and Manager Community:</b> social media campaign undertaken annually in Harmony Week.  | Medium -<br>December 2020 |
| b Racism and discrimination towards migrants and refugees are highlighting and advocating positive contributions during Refugee Week. | i A minimum of 6 activities/events are undertaken by Council in Refugee Week each year which help initiate a positive community dialogue. | Supported<br><b>Manager Community, Manager Kids Early Learning and Manager Library Services:</b> this can be funded from existing operational budgets.   | High - June 2020          |
| c CALD workers' rights and responsibilities are promoted.   | i Translated brochures about workers' rights included in Council's publications program.  | Supported (but target changed)<br><b>Manager Community:</b> information on worker's rights to be included on Multicultural page of Council's website.  | High - June 2020          |
|   | ii An education story about worker's rights and the Fair Work Ombudsman is included in Council's newsletter.                              | Supported (but target changed)<br><b>Manager Community:</b> Council's publications focus on Council services and programs. A presentation on worker's rights will be included in Blacktown Migrant Interagency and Blacktown Emerging Communities Action Plan agendas. | Medium -<br>December 2020 |

## Key priority area 4: Social and civic participation

### Objective 4.1 To facilitate and support community access to Council services, programs and activities

| KPI measure  | Target/action   | Responsible manager/comment   | Priority/timeframe        |
|--|---|---|---------------------------|
| a Information that is culturally and linguistically appropriate is provided to | i Provide translations of all relevant Council information across Council in the top 12 identified languages. | Supported (but target changed)<br><b>Manager Community:</b> Our translation budget is used to translate | Medium -<br>December 2020 |

| KPI measure   | Target/action   | Responsible manager/comment   | Priority/timeframe |
|---|---|---|--------------------|
| rate payers.  |   | information in the main 7 community languages in Blacktown City.<br><b>Executive Manager Communications and Marketing:</b> We run a calendar of advertising and media was designed to capture Council events and services in relevant community language groups in western Sydney and Sydney. This will be repeated.  |                    |
| b Ethnicity data is collected to identify needs, improve service and program delivery.<br>c Ethnicity data fields are: country of birth, language spoken, English language proficiency, date of arrival in Australia, length of residence, religious affiliation, birthplace of parent(s).<br>d Privacy principles are respected and adhered to in collecting ethnicity data. | i Improved collection of ethnicity data in library services, customer services, child care centres, corporate communications, arts programs, Council funded or supported services, successfully funded grants programs, community events and participation with Council more generally. | Supported<br><b>Manager Library Services:</b> already collects this data<br><b>Manager Key Venues:</b> already collects data<br><b>Manager Kids Early Learning:</b> do not collect data but has access to it through Federal Government database.<br><b>Executive Manager People and Culture:</b> this will be included in the internal Census of all staff (and Tech One database) planned for 2023. | Low - June 2023    |
| e All Council staff are trained in cultural awareness.  | i Cultural awareness training is attended by 20% of all Councils staff each year.<br>ii All Council staff will have undertaken cross cultural awareness training within 5 years.  | To be considered<br><b>Executive Manager People and Culture:</b> will be considered as part of the Diversity Strategy (2021) which will aim to support and increase workforce participation and better reflect the community we serve (also ATSI, Women, Disability, CALD etc.)   | Low - June 2023    |
|   | iii All new staff participate in cultural awareness training that is part of Council's induction program.   | To be considered<br><b>Executive Manager People and Culture:</b> will be considered as part of the Diversity Strategy (2021) which will aim to support and increase workforce participation and better reflect the community we serve (also ATSI, Women, Disability, CALD etc.)   | Low - June 2023    |
|   | iv Conduct information sessions to relevant Council staff to reinforce multicultural policy, goals and actions.   | To be considered<br><b>Executive Manager People and Culture:</b> will be considered as part of the Diversity Strategy (2021) which will aim to support and increase workforce participation and better reflect the community  | Low - June 2023    |

| KPI measure  | Target/action  | Responsible manager/comment   | Priority/timeframe  |
|--|--|---|---|
|  |  | we serve (also ATSI, Women, Disability, CALD etc.)  |   |
| f A fact sheet on how to use interpreters and the Telephone Interpreter Service is distributed Council wide. | i All Council staff to attend a workshop on best practice use of interpreters, and how to use the TIS service.   | Supported<br><b>A/Manager Corporate Governance and Executive Manager People and Culture:</b> we will establish baseline of current use and deliver Toolbox Talks to Managers and all customer focused teams on the use of TIS service (2020).   | High - June 2020  |
| g Council provides bilingual services for ratepayers who do not speak English well or at all.                | ii An audit of language skills at Blacktown City Council staff is undertaken and suitable direct staff identified.   | Supported<br><b>Executive Manager People and Culture:</b> this will be included in the internal Census of all staff (and Tech One database) planned for 2023<br><b>Manager Library Services:</b> we have audited our staff language skills and provide translation services where rostering allows. | Low - June 2023   |
|  | iii Suitable directs staff undertake NAATI accreditation to receive a language allowance based on the use of their language skills for any of Council's direct service delivery. | To be considered<br><b>Executive Manager People and Culture:</b> this will be considered when we develop our next Staff Enterprise Agreement.   | Low - June 2023   |
|  | iv Proficiency in a community language is included as a desirable criterion for all frontline staff.   | To be considered<br><b>Executive Manager People and Culture:</b> will be considered as part of the Diversity Strategy (2021) which will aim to support and increase workforce participation and better reflect the community we serve (also ATSI, Women, Disability, CALD etc.)                     | Low - June 2023   |
|  | v Provision is made in Council's annual budget for the payment of a language allowance.  | To be considered<br><b>Executive Manager People and Culture:</b> this will be considered when we develop our next Staff Enterprise Agreement.   | Low - June 2023   |
|  | h Information and communications programs about Council policies, programs and decisions, are undertaken in identified key languages using suitable ethnic media.                | i At least 1 major linguistically and culturally appropriate information campaign is undertaken annually using ethnic press, radio, on line and social media channels.  | Supported<br><b>Executive Manager Communications and Marketing:</b> in 2019 we ran a calendar of advertising and media was designed to capture Council events and services in relevant community language groups in western Sydney and Sydney. This will be repeated. |
| ii Blacktown City Council commits to maintaining a minimum spend of  |  | Supported<br><b>Executive Manager Communications and Marketing:</b> this target   | Medium - December 2020  |

| KPI measure | Target/action   | Responsible manager/comment   | Priority/timeframe     |
|-------------|---|---|------------------------|
|             | 7.5% of media budgets on multicultural above and below the line communications. | is already met.   |                        |
|             | iii Jobs at Blacktown City Council are advertised in the ethnic media.          | Supported<br><b>Executive Manager Communications and Marketing:</b> relevant positions are advertised in variety of publications and websites including ethnic media. | Medium - December 2020 |

#### Objective 4.2 To successfully implement and manage Council's multicultural policy.

| KPI measure  | Target/action  | Responsible manager/comment   | Priority/timeframe     |
|--|--|---|------------------------|
| a Appropriate human resources are allocated to facilitate the successful implementation of this policy.                                      | i An identified, fulltime senior position is created, advertised and filled.   | Not supported<br><b>Manager Community:</b> this is not supported in the current organisational financial climate.   | NA                     |
|  | ii A senior Executive manager is responsible for the delivery of the multicultural policy.   | Supported<br><b>Director City Living:</b> with support from Manager Community.  | High - June 2020       |
|  | iii Council's different directorates identify funds to support the implementation of the multicultural policy in their areas of operation. | Supported<br><b>Manager Community:</b> managers seek level 2 enhancement funding for particular projects/initiatives.   | Medium - December 2020 |
| b The multicultural policy is applied across all Council's directorates.   | i Council directorates incorporate relevant multicultural initiatives into their policies and practices.                                   | Supported<br><b>Manager Community:</b> following cultural awareness training managers to develop/enhance practices as appropriate.  | Medium - December 2020 |
|  | ii Directorates allocate sufficient human and financial resources to effectively implement.  | Supported<br><b>Manager Community:</b> managers seek level 2 enhancement funding for particular projects/initiatives.   | Medium - December 2020 |
| c Council actively develops recruitment strategies to encourage the participation of underrepresented community language groups on Council's | i Council develops a traineeship program which engages 20 people from CALD/refugee backgrounds annually.                                   | Not supported but alternatives proposed<br><b>Executive Manager People and Culture:</b> we are unable to fund a CALD specific traineeship program but will work with key employment and sector stakeholders to run workshop to support/assist potential CALD/refugees in their application process. We will also promote our work experience program to | Low - June 2021        |

| KPI measure | Target/action   | Responsible manager/comment  | Priority/timeframe |
|-------------|---|--|--------------------|
| workforce.  |   | CALD/refugee communities to encourage their participation.   |                    |
|             | ii An affirmative action recruitment program be developed which increases workforce representation by people from CALD/refugee backgrounds by 1% a year reviewable after 5 years. | To be considered<br><b>Executive Manager People and Culture:</b> will be considered as part of the Diversity Strategy (2021) which will aim to support and increase workforce participation and better reflect the community we serve (also ATSI, Women, Disability, CALD etc.)  | Low - June 2021    |
|             | iii Interview panels have a least 1 person from CALD background with suitable experience participating.   | Not supported – but alternative proposed<br><b>Executive Manager People and Culture:</b> it will not be feasible (and create a precedent) to have people from CALD, disability, ATSI backgrounds etc. on every interview panel. This will be covered in training in unconscious bias for interview panels (we are developing) as part of 6 weeks to recruitment program 2020/21. | Low - June 2021    |

## Key priority area 5: Economic benefit

### Objective 5.1 To build Blacktown City as the premium workplace in western Sydney.

| KPI measure   | Target/action  | Responsible manager/comment  | Priority/timeframe |
|---|--|--|--------------------|
| a Blacktown Council and Welcoming Cities deliver better employment outcomes and higher employment participation by CALD/refugee community in Blacktown. | i Council partners with the Blacktown WSI TAFE's to introduce a job readiness program for young CALD/refugee people.   | Supported<br><b>Manager Community:</b> this can be funded from existing operational budgets.   | Low - June 2021    |
|   | ii Research commissioned into understanding businesses in Blacktown, their staff and training needs as well as a identifying potential business opportunities for CALD/refugees for growth and development in the next 10 years. | Supported with changed target<br><b>Manager Community:</b> grant funding sought to research and understand businesses in Blacktown, their staff and training needs as well as an identifying potential business opportunities for CALD/refugees for growth and development in the next 10 years. | Low - June 2021    |
|   | iii Work with job search agencies and businesses to identify and reduce barriers to employment for migrants and refugees.  | Supported<br><b>Manager Community:</b> this can be funded from existing operational budgets.   | Low - June 2021    |

| KPI measure                                | Target/action   | Responsible manager/comment  | Priority/timeframe |
|--|---|--|--------------------|
|  | iv Council works with federal, state and others in job creation activities targeting CALD/refugee people.   | Supported<br><b>Manager Community:</b> this can be funded from existing operational budgets.   | Low - June 2021    |
|  | v Partnering with relevant local institutions and businesses, a mentor program is established that links skilled migrants and refugees to create pathways to meaningful employment. | Supported with changed target<br><b>Manager Community:</b> identify and support external partners (and assist them in grant funding applications) to establish a mentoring program that links skilled migrants and refugees to create pathways to meaningful employment. | Low - June 2021    |
| b Council supports local small businesses. | i Council conducts an SME business seminar for migrants and refugees addressing business development, Fair Trading, Australian law, start up support, financing and networking.     | Supported<br><b>Manager Community:</b> this can be funded from existing operational budgets.   | Low - June 2021    |

## Attachment 1 - Community consultation: summary of findings

1. Blacktown City: all participants stated that they love Blacktown City for its diversity and multiculturalism. In addition, members of established communities emphatically stated that despite having the ability to reside in more affluent suburbs/post codes they chose to live in Blacktown City as the city resonates with their identity, hopes and dreams.
2. Favourite places in Blacktown City: the top city landmarks of the list include: Blacktown Showground, Blacktown International Sports Park, Blacktown Workers Club, WestPoint, suburban shopping centres, Reservoir Park, drive in movies, Animal Holding Facility, swimming pools, Featherdale Park, clubs and pubs.
3. Things not liked about Blacktown City: Participants in general do not like the stigma attached to Blacktown City and the image of the City in the media and stereotyped populist perceptions.
4. Changes sought: Participants wanted to see:
  - a safer city
  - an environmentally friendly city
  - an affordable city; and iv. a resilient thriving city with good infrastructure and support services.
5. Council communication with culturally and linguistically diverse communities: Except for participants linked to Council's advisory bodies, all participants stated that they rarely receive any information on Council activities, events or festivals. They further stated that they prefer Council communications be disseminated in respective community languages.
6. Frontline customer service: Most participants stated that they find it difficult to communicate with front line customer service team especially over the phone. The frontline customer service is inadequate i.e. standard response is redirection to Council website which is not user friendly and hard to navigate. Most participants prefer front line customer service staff to be bi-lingual so that they can communicate and advise on complex enquiries such as aged care, NDIS, grants.
7. Council facilities: Most participants have no information about Council facilities such as community centres except for the libraries and swimming pools.
8. Civic experience: Most participants expressed concerns about:
  - a. public transport: inadequate and unreliable: takes almost 2 hours to get to Quakers Hill from Doonside or from the Hills to Blacktown city centre.
  - b. heat waves and rising temperature and lack of trees in the suburbs and public places viz. parks and reserves
  - c. raising discrimination (work place) and racism (public places). "It's a big Struggle Street for migrants" one participant summed up
  - d. lack of local employment opportunities. Most participants expect Council to do something to improve local employment.
  - e. absence of recreational facilities such as similar to Riverside theatre
  - f. stigma attached to Blacktown City (a place)
  - g. housing affordability.

## Attachment 2 - ABS Census data – Blacktown 2016

Australian Bureau of Statistics (ABS) data clearly demonstrates Blacktown City is not only a highly diverse community, the growth in its cultural diversity, when compared to the Australian total population, is significantly higher.

### 1 Top 10 birthplaces

Country of Birth data identifies where people were born and is indicative of the level of cultural diversity in Blacktown City. The mix of Country of Birth groups is also indicative of historical settlement patterns, as source countries for Australia's immigration program have varied significantly over time.

ABS confirmed that overall, at the 2016 census, 40% of the Blacktown City population was born overseas, while 35.1% came from countries where English was not their first language. Interestingly the Australian population comprises 26.3% of the population born overseas, and 18.0% from countries where English is not the first language.

When compared to the total Australian population, Blacktown City had a larger proportion of people born overseas as well as a larger proportion of people from a non-English speaking background. When compared to the 2011 census, Blacktown City's overseas born population has seen a growth, as a proportion, above that for the total Australian population (Table 1).

Table 1: Birthplace summary

| Birthplace                      | 2016           |                  |              | 2011           |                  |              | Change         |
|---------------------------------|----------------|------------------|--------------|----------------|------------------|--------------|----------------|
|                                 | Number         | Blacktown City % | Australia %  | Number         | Blacktown City % | Australia %  | 2011 to 2016   |
| Total overseas born             | 136,101        | 40.4             | 26.3         | 113,068        | 37.6             | 24.6         | +23,033        |
| Non-English speaking background | 118,252        | 35.1             | 18.0         | 95,185         | 31.6             | 15.6         | +23,067        |
| Main English speaking countries | 17,849         | 5.3              | 8.2          | 17,883         | 5.9              | 8.7          | -34            |
| Australia                       | 182,146        | 54.1             | 66.7         | 173,765        | 57.7             | 69.8         | +8,381         |
| Not stated                      | 18,699         | 5.5              | 7.0          | 14,241         | 4.7              | 5.6          | +4,458         |
| <b>Total population</b>         | <b>336,946</b> | <b>100.0</b>     | <b>100.0</b> | <b>301,074</b> | <b>100.0</b>     | <b>100.0</b> | <b>+35,872</b> |

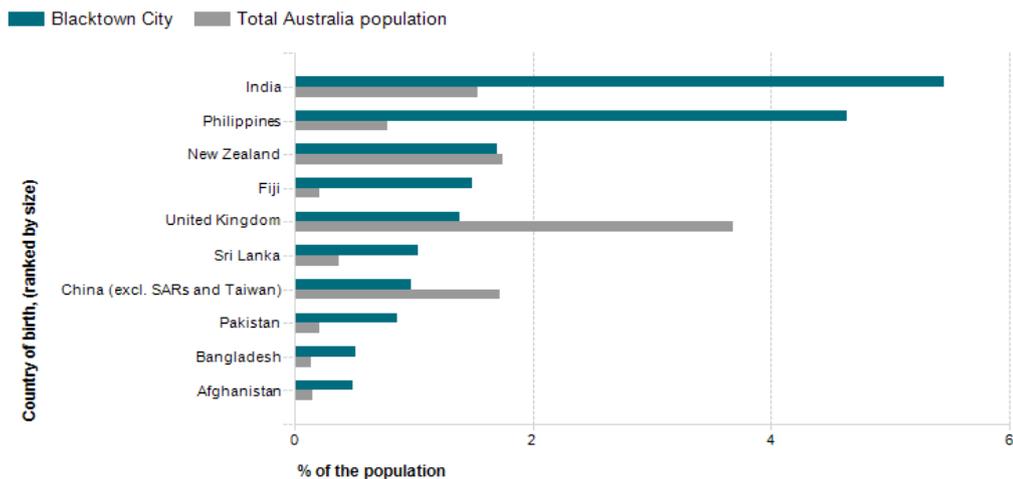
Source: Australian Bureau of Statistics, [Census of Population and Housing 2011 and 2016](#)

The largest non-English speaking country of birth in Blacktown City is India where 5.4% of the population (compared to 1.5% of Australian population), or 25,760, were born. The Philippines was the second highest group, followed by New Zealand, Fiji, United Kingdom, Sri Lanka, China, Pakistan, Bangladesh and Afghanistan respectively.

Table 2 shows top 10 birthplaces for Blacktown City and as compared against the total Australian population. In all instances with the exception of New Zealand, the UK and China, the numbers are proportionally greater than for the Australian population. Between 2001 and 2016, the number of people in Blacktown City born overseas increased by 23,033 or 20.4%, and the number of people from a non-English speaking background increased by 23,067 or 24.2%

Table 2:

### Birthplace, 2016



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)  
 Compiled and presented by .id, the population experts.

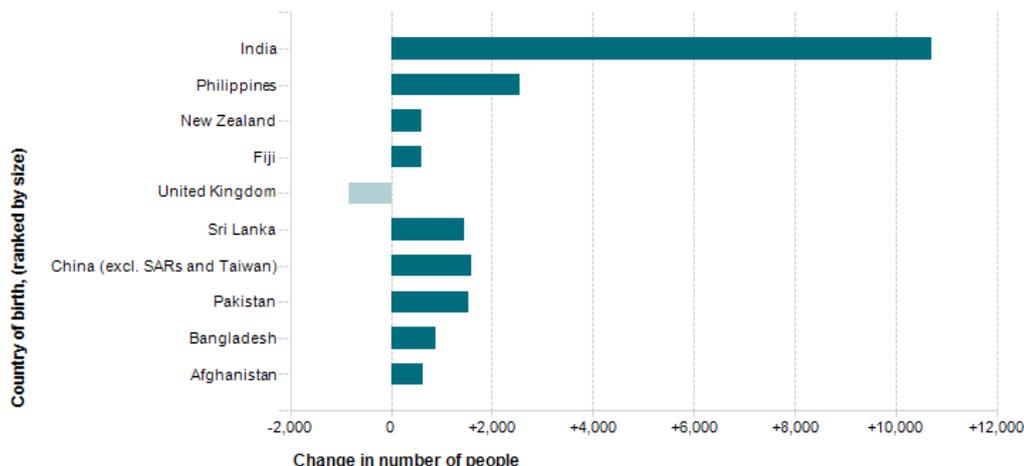


Table 3 shows groups with the highest growth rates between census periods include people who have come from India (10,707), Philippines (2,551), China (1,591) and Pakistan (1,536). Growth rates were also seen for people coming from Sri Lanka, Bangladesh and Afghanistan.

Table 3:

### Change in birthplace, 2011 to 2016

Blacktown City



Source: Australian Bureau of Statistics, Census of Population and Housing, 2006 and 2011 (Usual residence data)  
 Compiled and presented by .id, the population experts.



## 2 Top 10 languages

Blacktown City's language statistics show the proportion of people who speak a language at home other than English. They indicate how culturally diverse a population is and the degree to which different ethnic groups and nationalities are retaining their language.

At the time of the 2016 census, 41.0% of people in Blacktown City spoke a language other than English at home. Analysis of the languages spoken at home by the Blacktown City population compared to the Australian total population shows that in 2016 there was a smaller proportion of people who spoke English only, and a larger proportion of those speaking a non-English language (either exclusively, or in addition to English).

Overall, 53.7% of the Blacktown City population spoke English only, and 41.0% spoke a non-English language, compared with 72.7% and 20.8% respectively for the Australian total population; refer Table 4.

Table 4: Language spoken at home – Summary

| Language summary        | 2016           |                     |                | 2011           |                     |                | Change<br>2011 to<br>2016 |
|-------------------------|----------------|---------------------|----------------|----------------|---------------------|----------------|---------------------------|
|                         | Number         | Blacktown<br>City % | Australia<br>% | Number         | Blacktown<br>City % | Australia<br>% |                           |
| Speaks English only     | 180,924        | 53.7                | 72.7           | 177,070        | 58.8                | 76.8           | +3,854                    |
| Non-English total       | 138,103        | 41.0                | 20.8           | 111,037        | 36.9                | 18.2           | +27,066                   |
| Not stated              | 17,903         | 5.3                 | 6.5            | 12,965         | 4.3                 | 5.1            | +4,938                    |
| <b>Total population</b> | <b>336,930</b> | <b>100.0</b>        | <b>100.0</b>   | <b>301,072</b> | <b>100.0</b>        | <b>100.0</b>   | <b>+35,858</b>            |

Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

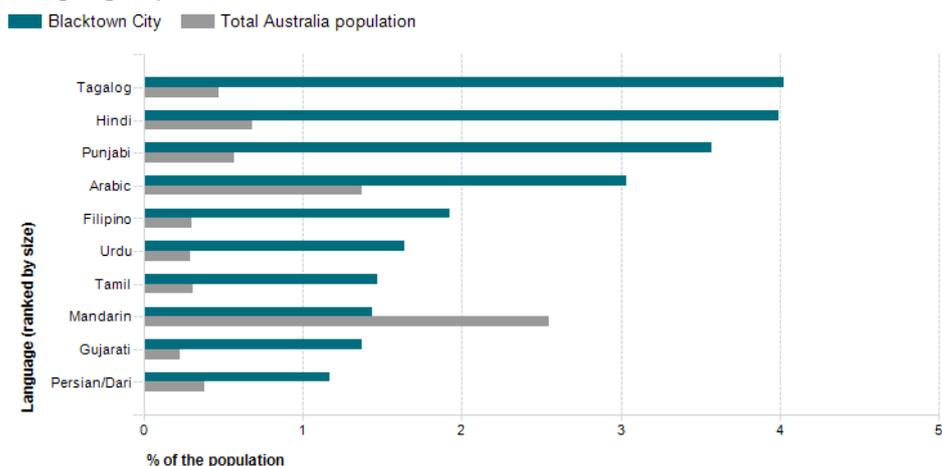
The dominant language spoken at home other than English was Tagalog, with 4.0% of the population, or 13,556 people speaking this language at home.

Other commonly spoken languages are highlighted in Table 5 with Hindi, Punjabi, Arabic, Filipino, Urdu, Tamil, Mandarin, Gujarati and Persian / Dari all within the top 10. Interestingly, when comparing languages spoken at home in Blacktown City as compared to the total Australian population, all languages identified are a higher with the exception of Mandarin, which is lower. By way of comparison, the ABS data shows a larger percentage speaking:

- Tagalog at home (4.0% compared to 0.5%)
- Hindi at home (4.0% compared to 0.7%)
- Punjabi at home (3.6% compared to 0.6%)
- Arabic at home (3.0% compared to 1.4%)

Between 2011 and 2016 the number of people living in Blacktown City who spoke a language other than English increased by 27,066 or 24.4%, while the number of people who spoke English only, increased by 3,854 or 2.2%.

Table 5 Language spoken at home, 2016



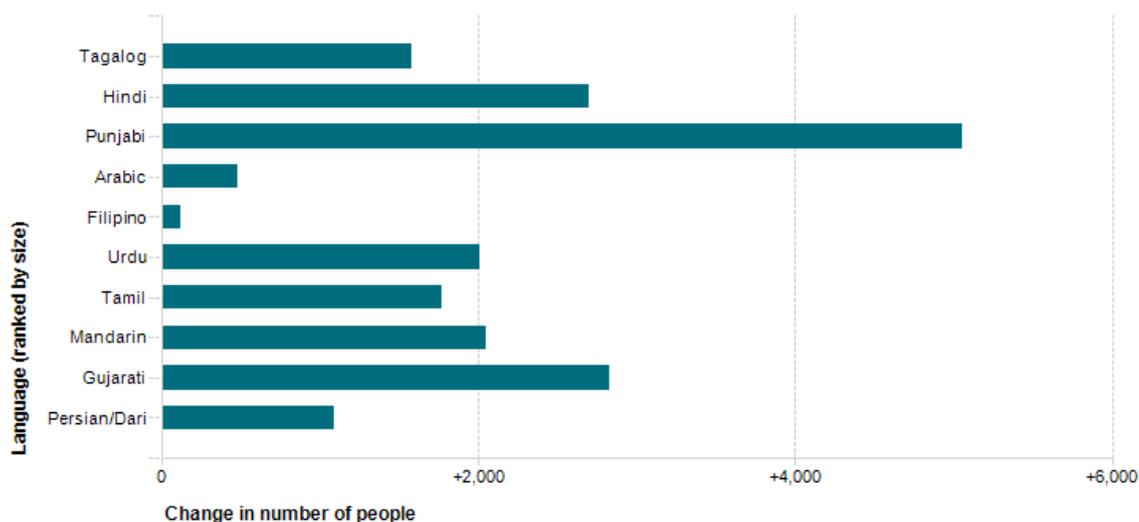
Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data)  
Compiled and presented in profile.id by .id, the population experts.



The breakdown of change in language spoken at home in Table 6 between the two census periods, shows very substantial increases with Punjabi seeing the biggest growth at 5,050 people. This was followed by Gujarati with 2,823 speakers, Hindi with 2,698 speakers and Mandarin at 2,046 extra speakers. Tagalog, Urdu, Tamil, and Persian / Dari also saw increases of over 1,500 people.

Table 6 Change in language spoken at home, 2011 to 2016

Blacktown City



Source: Australian Bureau of Statistics, Census of Population and Housing, 2006 and 2011 (Usual residence data)  
 Compiled and presented by .id, the population experts.



### 3 Ancestry

The ABS defines ancestry as the ‘*cultural association and ethnic background of an individual going back three generations.*’ Ancestry is a good measure of the total size of cultural groups in Blacktown City regardless of where they were born or what language they speak.

Ancestry data is able to clearly and strongly show migration trends and changes in cultural diversity over time.

Analysis of the ancestry responses of the population in Blacktown City in 2016 (Table 7) shows that the top five ancestries nominated were:

- Australian (76,675 people or 22.8%)
- English (69,712 people or 20.7%)
- Indian (38,064 people or 11.3%)
- Filipino (29,924 people or 8.9%)
- Irish (19,117 people or 5.7%).

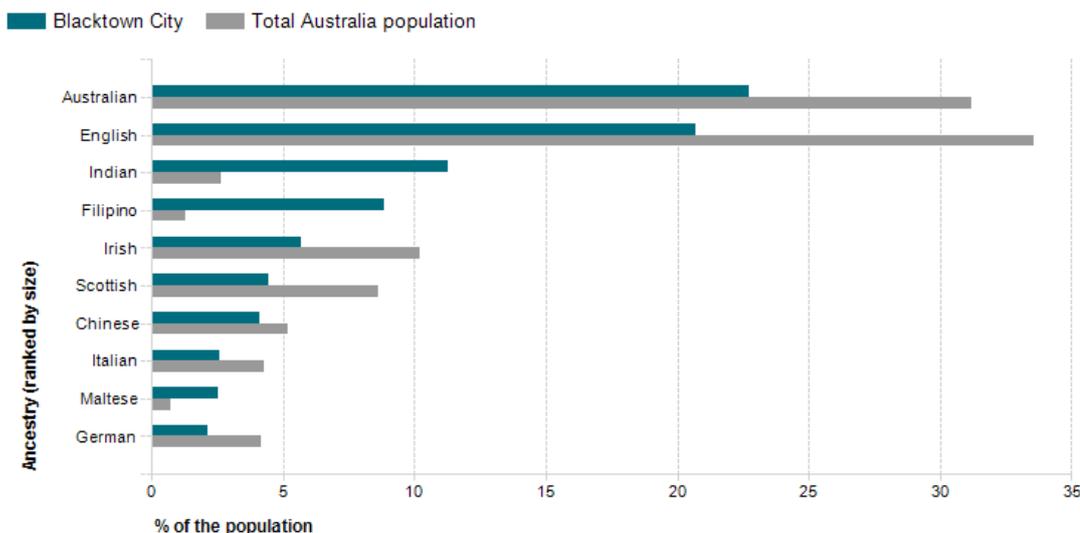
In combination these five ancestries account for 233,492 responses in total, or 69.29% of all responses.

The major differences between the ancestries of the Blacktown City population compared to the Australian total population were a:

- larger percentage of people with Indian ancestry (11.3% compared to 2.6%)
- larger percentage of people with Filipino ancestry (8.9% compared to 1.3%)
- smaller percentage of people with English ancestry (20.7% compared to 33.6%)
- smaller percentage of people with Australian ancestry (22.8% compared to 31.2%).

Table 7

### Ancestry, 2016



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)  
 Compiled and presented by .id, the population experts.



When

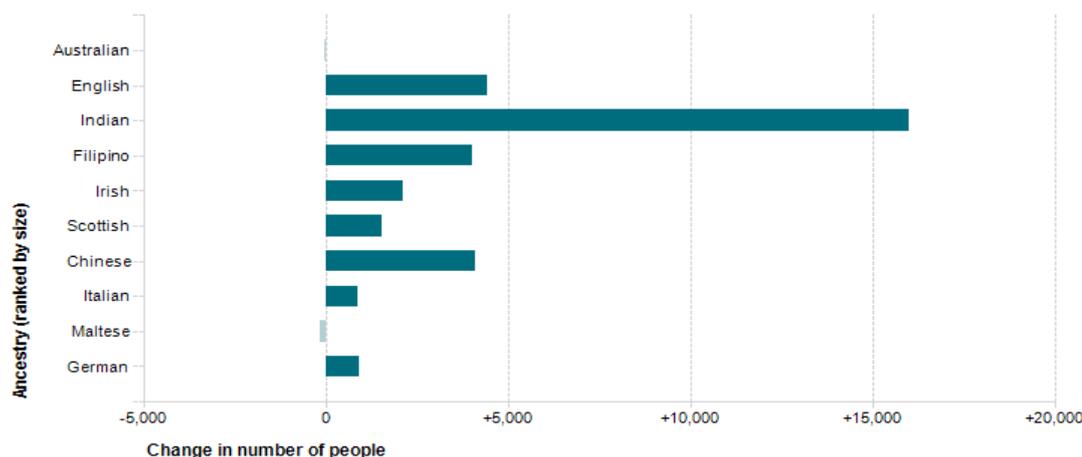
considering changes in ancestry (Table 8), a pattern of emerging groups appear. The largest changes in the reported ancestries of Blacktown City population between 2011 and 2016 were:

- Indian (+15,994 persons)
- English (+4,412 persons)
- Chinese (+4,087 persons)
- Filipino (+4,020 persons).

Table 8

### Change in ancestry, 2011 to 2016

Blacktown City



Source: Australian Bureau of Statistics, Census of Population and Housing, 2006 and 2011 (Usual residence data)  
 Compiled and presented by .id, the population experts.



## 4 Year of arrival

The Year of Arrival data records when the overseas born population arrived in Australia. The data shows the degree to which areas are 'ports' for new overseas arrivals and reveals the role of Blacktown City in housing the overseas-born. The number of recent overseas arrivals in an area is

often determined by housing affordability, employment opportunities and pre-existing communities located in the area.

In 2016, 136,285 people were born overseas of which 16.6% arrived in Australia in the previous five years. Analysing year of arrival data detailed in Tables 9 and 10, for the Blacktown City overseas born population compared to the Australian total population, in 2016 there was a larger proportion of people who arrived before 2006, and a smaller proportion of recent overseas arrivals (those who arrived between 2006 and 2011).

Overall, 61.9% of the Blacktown City overseas born population arrived before 2006, and 35.3% arrived during or after 2006, compared with 59.1% and 37.5% respectively for the Australian total population. The major differences in year of arrival data between the Blacktown City population and the Australian total population are a:

- larger percentage of arrivals between 1991 to 2000 (10 year period) (20.0% compared to 12.4%)
- larger percentage of arrivals between 2001 to 2005 (13.3% compared to 9.1%)
- smaller percentage of arrivals between 2011 to 9 Aug 2016 (16.6% compared to 21.5%)
- smaller percentage of arrivals between 1961 to 1970 (10 year period) (5.2% compared to 9.6%).

Table 9: Year of arrival – Total persons

| Year of arrival in Australia  | 2016              |                  |              |
|-------------------------------|-------------------|------------------|--------------|
|                               | Number of persons | Blacktown City % | Australia %  |
| 2011 to 9 Aug 2016            | 22,597            | 16.6             | 21.5         |
| 2006 to 2010                  | 25,534            | 18.7             | 16.0         |
| 2001 to 2005                  | 18,155            | 13.3             | 9.1          |
| 1991 to 2000 (10 year period) | 27,212            | 20.0             | 12.4         |
| 1981 to 1990 (10 year period) | 19,772            | 14.5             | 12.5         |
| 1971 to 1980 (10 year period) | 8,075             | 5.9              | 8.8          |
| 1961 to 1970 (10 year period) | 7,113             | 5.2              | 9.6          |
| Arrived in 1960 or earlier    | 4,003             | 2.9              | 6.7          |
| Not stated                    | <b>3,824</b>      | <b>2.8</b>       | <b>3.5</b>   |
| <b>Total</b>                  | <b>136,285</b>    | <b>100.0</b>     | <b>100.0</b> |

Source: Australian Bureau of Statistics, [Census of Population and Housing 2011 and 2016](#).

### Overseas arrivals, 2016

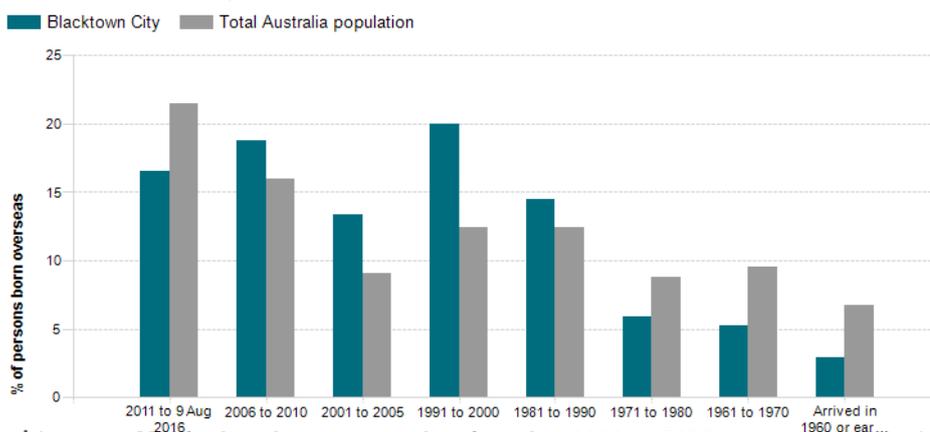


Table 10



## 5 English language proficiency

In Blacktown City, 17,162 people reported difficulty in speaking English. Proficiency in English measures the self-assessed proficiency in spoken English of people who speak a language other than English at home. The data, when viewed with other ethnic and cultural indicators, such as ancestry, country of birth, language spoken at home and religion, reflects Blacktown City's ethnic composition and how long the overseas born have been in Australia. This helps service providers determine whether they need to communicate with the local population in languages other than English.

Amongst dominant groups, analysis of the proficiency in English data of the Blacktown City population compared to the Australian total population shows that in 2016 there was a lower proportion of people who spoke English only, and a higher proportion of people who spoke another language and English not well or not at all (Table 11).

Table 11: Proficiency in English – Total persons

| English proficiency   | 2016           |                  |              | 2011           |                  |              | Change         |
|---|----------------|------------------|--------------|----------------|------------------|--------------|----------------|
|   | Number         | Blacktown City % | Australia %  | Number         | Blacktown City % | Australia %  | 2011 to 2016   |
| Speaks English only   | 180,924        | 53.7             | 72.7         | 177,070        | 58.8             | 76.8         | +3,854         |
| Speaks another language, and English well or very well      | 120,945        | 35.9             | 17.4         | 96,866         | 32.2             | 15.2         | +24,079        |
| Speaks another language, and English not well or not at all | 17,162         | 5.1              | 3.5          | 14,169         | 4.7              | 3.0          | +2,993         |
| Not stated  | 17,936         | 5.3              | 6.4          | 12,995         | 4.3              | 5.0          | +4,941         |
| <b>Total population</b>                                     | <b>336,967</b> | <b>100.0</b>     | <b>100.0</b> | <b>301,100</b> | <b>100.0</b>     | <b>100.0</b> | <b>+35,867</b> |

Source: Australian Bureau of Statistics, [Census of Population and Housing](#) 2011 and 2016.

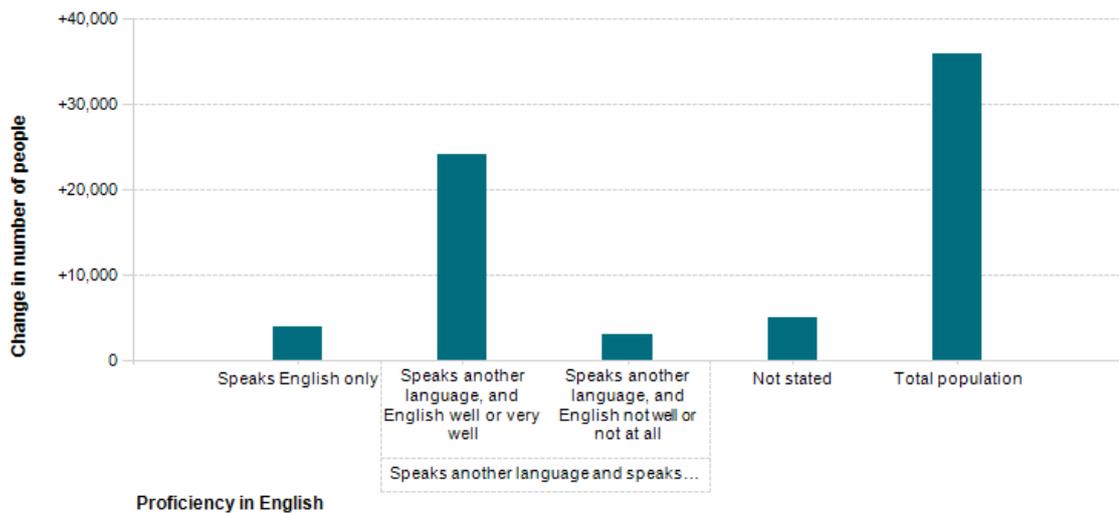
Table 12, change in English language proficiency 2011- 2016, shows the most significant changes in the proficiency in English in this area between 2011 and 2016 were in those speaking:

- another language, and English well or very well (+24,079 persons)
- not stated (+4,941 persons)
- English only (+3,854 persons)
- another language, and English not well or not at all (+2,993 persons).

Table 12:

## Change in Proficiency in English, 2011 to 2016

Blacktown City



Source: Australian Bureau of Statistics, Census of Population and Housing, 2006 and 2011 (Usual residence data)  
 Compiled and presented by .id, the population experts.



## 6 Religion

Blacktown City's religion statistics provide an indicator of cultural identity and ethnicity when observed in conjunction with other key variables.

Religion data reveals the major concentrations of religions as well as revealing the proportion of people with no religious affiliation. There are a number of reasons for different religious compositions across areas including the country of birth and ethnic background of the population, the age of the population (belief in religion is generally stronger the older the population) and changes in values and belief systems.

Analysis of the religious affiliations of the dominant groups of the Blacktown City population compared to the Australian population shows that in 2016 there was a higher proportion of people who professed a religion and a lower proportion who stated they had no religion. Overall, 77.1% of the population nominated a religion, and 15.2% said they had no religion, compared with 60.4% and 29.9% respectively for the Australian population. The largest single religion in Blacktown City at the 2016 census was Western (Roman) Catholic, with 28.5% of the population or 96,097 people as adherents.

The major differences between the religious affiliations of the Blacktown City population compared to the Australian total population were a larger percentage who nominated:

- Hinduism (8.5% compared to 1.9%)
- Western (Roman) Catholic (28.5% compared to 22.3%)
- Islam (6.7% compared to 2.6%)
- Sikhism (3.4% compared to 0.5%).

For emerging groups, the largest changes in the religious affiliations of the Blacktown City population between 2011 and 2016 were for those who nominated:

- Hinduism (+11,385 persons)
- Christian, nfd (+10,675 persons)

- Anglican (-9,064 persons)
- Islam (+5,143 persons).

Table 13: Religion summary

| Religion totals                   | 2016           |              |              | 2011           |              |              | Change<br>2011 to 2016 |
|-----------------------------------|----------------|--------------|--------------|----------------|--------------|--------------|------------------------|
|                                   | Number         | %            | Australia %  | Number         | %            | Australia %  |                        |
| Christian total                   | 189,842        | 56.3         | 52.1         | 194,052        | 66.0         | 61.1         | -4,210                 |
| Non Christian total               | 70,092         | 20.8         | 8.2          | 48,192         | 16.4         | 7.2          | +21,900                |
| Non-classifiable religious belief | 246            | 0.1          | 0.2          | 0              | 0.0          | 0.8          | +246                   |
| No religion                       | 51,073         | 15.2         | 29.9         | 32,308         | 11.0         | 22.3         | +18,765                |
| Not stated                        | 25,708         | 7.6          | 9.6          | 19,362         | 6.6          | 8.6          | +6,346                 |
| <b>Total population</b>           | <b>336,961</b> | <b>100.0</b> | <b>100.0</b> | <b>293,914</b> | <b>100.0</b> | <b>100.0</b> | <b>+43,047</b>         |

Source: Australian Bureau of Statistics, [Census of Population and Housing 2011](#) and 2016.

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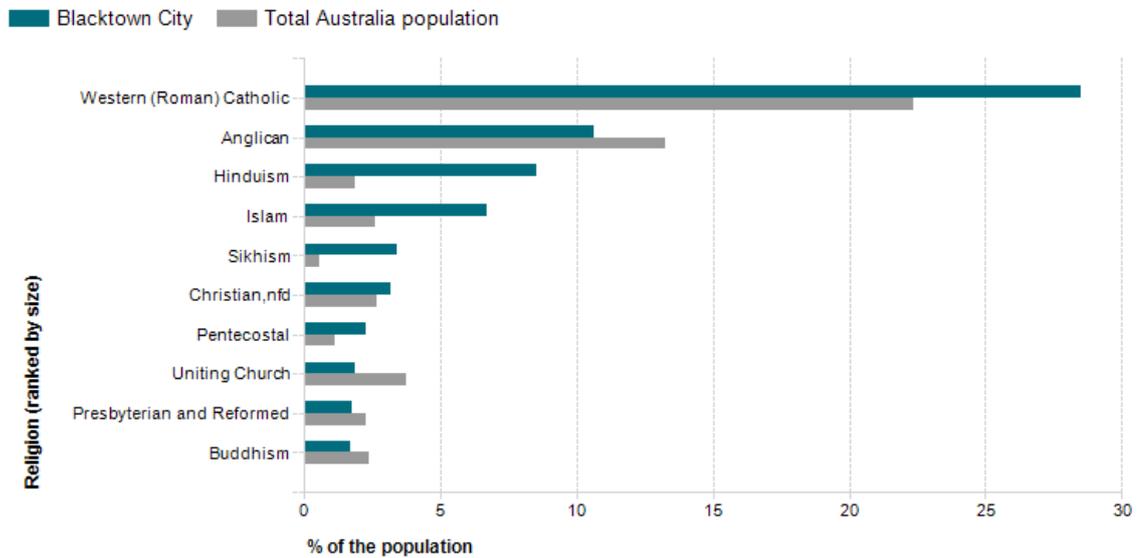
Table 14: Religion ranked by size

| Religion                      | 2016   |      |             | 2011    |      |             | Change<br>2011 to<br>2016 |
|-------------------------------|--------|------|-------------|---------|------|-------------|---------------------------|
|                               | Number | %    | Australia % | Number  | %    | Australia % |                           |
| Western (Roman) Catholic      | 96,097 | 28.5 | 22.3        | 100,154 | 34.1 | 25.1        | -4,057                    |
| Anglican                      | 35,863 | 10.6 | 13.3        | 44,927  | 15.3 | 17.1        | -9,064                    |
| Hinduism                      | 28,783 | 8.5  | 1.9         | 17,398  | 5.9  | 1.3         | +11,385                   |
| Islam                         | 22,645 | 6.7  | 2.6         | 17,502  | 6.0  | 2.2         | +5,143                    |
| Sikhism                       | 11,381 | 3.4  | 0.5         | 6,821   | 2.3  | 0.3         | +4,560                    |
| Christian, nfd                | 10,675 | 3.2  | 2.7         | 0       | 0.0  | 2.2         | +10,675                   |
| Pentecostal                   | 7,567  | 2.2  | 1.1         | 6,713   | 2.3  | 1.1         | +854                      |
| Uniting Church                | 6,277  | 1.9  | 3.7         | 8,242   | 2.8  | 5.0         | -1,965                    |
| Presbyterian and Reformed     | 5,995  | 1.8  | 2.3         | 6,691   | 2.3  | 2.8         | -696                      |
| Buddhism                      | 5,729  | 1.7  | 2.4         | 5,148   | 1.8  | 2.5         | +581                      |
| Baptist                       | 4,494  | 1.3  | 1.5         | 4,667   | 1.6  | 1.6         | -173                      |
| Greek Orthodox                | 3,897  | 1.2  | 1.6         | 4,053   | 1.4  | 1.8         | -156                      |
| Other Protestant              | 3,129  | 0.9  | 0.5         | 1,974   | 0.7  | 0.3         | +1,155                    |
| Coptic Orthodox               | 3,050  | 0.9  | 0.1         | 2,772   | 0.9  | 0.1         | +278                      |
| Latter Day Saints (Mormons)   | 2,344  | 0.7  | 0.3         | 2,251   | 0.8  | 0.3         | +93                       |
| Seventh Day Adventist         | 1,828  | 0.5  | 0.3         | 1,816   | 0.6  | 0.3         | +12                       |
| Jehovah's Witnesses           | 1,189  | 0.4  | 0.4         | 1,187   | 0.4  | 0.4         | +2                        |
| Maronite Catholic             | 1,157  | 0.3  | 0.2         | 957     | 0.3  | 0.1         | +200                      |
| Other Eastern Catholic        | 1,019  | 0.3  | 0.1         | 727     | 0.2  | 0.1         | +292                      |
| Churches of Christ            | 940    | 0.3  | 0.2         | 934     | 0.3  | 0.2         | +6                        |
| Serbian Orthodox              | 799    | 0.2  | 0.2         | 851     | 0.3  | 0.2         | -52                       |
| Other Eastern Orthodox        | 609    | 0.2  | 0.1         | 1,191   | 0.4  | 0.3         | -582                      |
| Baha'i                        | 505    | 0.1  | 0.1         | 367     | 0.1  | 0.1         | +138                      |
| Other Non-Christian Religions | 504    | 0.1  | 0.1         | 370     | 0.1  | 0.1         | +134                      |
| Salvation Army                | 501    | 0.1  | 0.2         | 639     | 0.2  | 0.3         | -138                      |
| Russian Orthodox              | 486    | 0.1  | 0.1         | 496     | 0.2  | 0.1         | -10                       |
| Lutheran                      | 459    | 0.1  | 0.7         | 861     | 0.3  | 1.2         | -402                      |
| Other Oriental Orthodox       | 377    | 0.1  | 0.1         | 284     | 0.1  | 0.0         | +93                       |
| Other Christian               | 311    | 0.1  | 0.1         | 723     | 0.2  | 0.1         | -412                      |
| Macedonian Orthodox           | 229    | 0.1  | 0.2         | 229     | 0.1  | 0.2         | 0                         |
| Armenian Apostolic            | 214    | 0.1  | 0.0         | 255     | 0.1  | 0.0         | -41                       |
| Assyrian Apostolic            | 172    | 0.1  | 0.1         | 176     | 0.1  | 0.0         | -4                        |
| Judaism                       | 147    | 0.0  | 0.4         | 148     | 0.1  | 0.5         | -1                        |
| Paganism                      | 138    | 0.0  | 0.1         | 143     | 0.0  | 0.1         | -5                        |
| Brethren                      | 107    | 0.0  | 0.1         | 208     | 0.1  | 0.1         | -101                      |
| Spiritualism                  | 83     | 0.0  | 0.0         | 92      | 0.0  | 0.1         | -9                        |
| Wiccan/Witchcraft             | 63     | 0.0  | 0.0         | 93      | 0.0  | 0.0         | -30                       |
| Christadelphian               | 57     | 0.0  | 0.0         | 74      | 0.0  | 0.0         | -17                       |

|   |    |     |     |    |     |     |     |
|---|----|-----|-----|----|-----|-----|-----|
| Other Nature Religions                      | 46 | 0.0 | 0.0 | 38 | 0.0 | 0.0 | +8  |
| Chinese and Japanese Religions              | 40 | 0.0 | 2.7 | 50 | 0.0 | 2.2 | -10 |
| Australian Aboriginal Traditional Religions | 28 | 0.0 | 0.0 | 22 | 0.0 | 0.0 | +6  |

Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016

Table 15: **Religion, 2016**

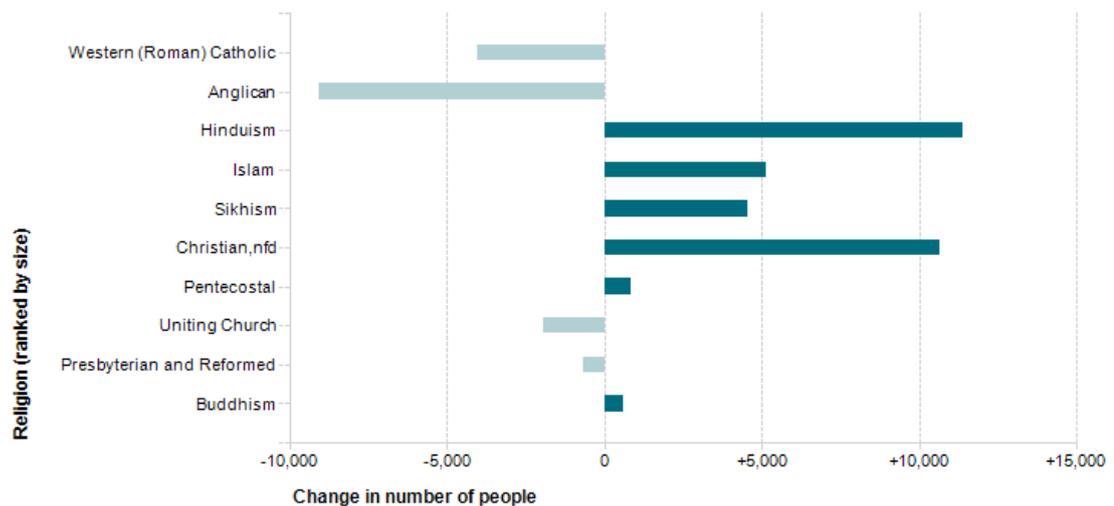


Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data)  
Compiled and presented in profile.id by .id, the population experts.



Table 16 **Change in religion, 2011 to 2016**

Blacktown City



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 and 2016 (Usual residence data)  
Compiled and presented in profile.id by .id, the population experts.

