

CM13.7. Multicultural Plan - Project Scope and Stakeholder Engagement Plan

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Purpose of Report

To provide Council with the proposed scope, timeframes, and Stakeholder Engagement Plan for the development of a draft Multicultural Plan.

Background

The Albury region has a unique multicultural heritage. Traditionally the home of the Wiradjuri people, the region became home to German, Dutch, Italian, Greek and Polish migrant communities after World War II, with settlements located at Bonegilla. More recently, Vietnamese, Philippine, Laotian, Albanian, and Bosnian residents have contributed to the city's vital, cosmopolitan feel. AlburyCity has become a regional settlement hub for families from The Congo, Nepal, Bhutan and Sudan.

Albury is a Culturally and Linguistically Diverse (CALD) community. Based on data from the 2016 Census, 5,543 (10.8%) residents living in Albury were born overseas, originating from 54 different countries (Attachment 1), with 3,449 (6.7%) speaking a language other than English at home. The top ten countries of birth of our migrant population were (in descending order) United Kingdom, India, New Zealand, Philippines, Bhutan, Germany, Nepal, Netherlands, South Africa and China.

Department of Home Affairs data shows that between 2016-2021 the primary migrant settlement in Albury was as follows:

- 254 Humanitarian migrants.
- 348 Family migrants.
- 796 Skilled migrants.

Red Cross is the organisation that delivers the Humanitarian Settlement Program in Albury. Local reports indicate that since 2008, over 3,000 Bhutanese refugees have been settled in the border cities of Albury and Wodonga. More recently there has been a large number of Congolese refugees settled in the Albury LGA. It is estimated in 2021, there were around 800 Congolese adults in Albury-Wodonga, many of which have very large families. Recent arrivals are an important cohort to identify and understand. Many migrants have experienced difficulties settling into their new community.

The richness and diversity of our community makeup is what makes AlburyCity a welcoming place to live, work and visit. In addition to people settling in the Albury LGA, through regular migration streams, Council has committed to being a safe haven for displaced populations fleeing war zones and political conflicts in their own country by becoming recognised as a Welcome Zone. In 2015,

AlburyCity joined 112 local government areas across Australia to sign a declaration to officially recognise their respective LGA's as a Welcome Zone for refugees. A Welcome Zone is a local government area that has made a commitment in spirit, to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees, and enhancing cultural and religious diversity in the community.

Since June 2021, AlburyCity has participated in the NSW Growing Regions of Welcome (GROW) pilot, led by Multicultural NSW and Welcoming Cities Australia, which looks to help migrants from Western Sydney re-settle in six regional NSW LGAs (Riverina and Murray regions). AlburyCity is a member of the NSW GROW Murray Taskforce and provides insights and expertise on topics that could impact the success of resettlement, such as housing and transport.

The Australian Government's latest version of its Multicultural Statement 'Multicultural Australia: United, Strong, Successful', shows the clear intent the country has on embracing cultural diversity and recognising the many benefits of multicultural communities. The State of NSW, through Multicultural NSW, also promotes community harmony and social cohesion. It has also recognised the critical role local Councils play in providing services and facilities to their culturally diverse communities with the 'Multicultural NSW Act 2000' (the Act) giving public authority responsibility for implementing the Principles of Multiculturalism.

Until March 2021, AlburyCity's multiculturalism strategic intent and any supportive actions were captured through AlburyCity's Social Plan 2012-2016. Local Government NSW (LGNSW) is a peak advisory body for local governments in NSW and has advised that many councils are no longer developing stand-alone social plans. Councils are relying on their Community Strategic Plans and individual, targeted strategies and plans (such as disability, homelessness and multiculturalism) to meet the needs of their communities and to plan for the future.

The Social Plan aimed to provide Council with an understanding of how to address the social needs of the community (including the CALD community). However, it was recognised that many of the strategic actions outlined in the Social Plan were similar to the strategic objectives listed in the overarching AlburyCity Community Strategic Plan 'Albury 2030', which incorporates social principles of equity, access, participation, and rights. A thorough analysis was undertaken to understand the necessity of updating the Social Plan, with findings clearly demonstrating that the social needs of the Albury community were addressed through 'Albury 2030' and a range of other endorsed supporting strategies and plans. However, the review also highlighted a gap in planning and identifying needs for two specific groups within the Albury community, one of which is the CALD cohort.

At its Council Meeting held on Monday 22 March 2021, Council resolved to:

- a. Endorse the findings and rationale not to develop a Social Plan and continue to use the Community Strategic Plan Albury 2030, and its future iterations, to meet the needs and interests of the community in relation to social issues; and
- b. Develop a Multicultural Plan and Early Years Plan following the review of the Albury Community Strategic Plan.

Local Government is one of a number of agencies that is well placed to provide services to support new migrants and refugees. Other local councils comparable in size to AlburyCity, have formalised

their commitment to multiculturalism through key documents. Greater Shepparton adopted a Multicultural Plan in 2019 and Wagga Wagga Council relies on their 'Cultural Plan 2020-2030' (cultural diversity) to meet and understand the needs of their CALD community. Wodonga Council supports the CALD community through strategic actions within their 'Wodonga Council Plan 2017-2018 to 2020-2021'.

A Multicultural Plan, sitting beneath the Community Strategic Plan, will enable Council to identify the needs of the CALD community and to work with resettlement agencies to better assist and support newcomers to settle in the area.

Issues

The Multicultural Plan will support the achievement of the following outcomes and actions identified in Towards Albury 2050:

- *A Caring Community*
 - 3.3 Our community values arts, culture, heritage and place. All residents share and celebrate our multiculturalism in a welcoming and open community.
 - 3.3.1 Become more culturally and linguistically aware, with greater diversity in our communication offerings.
 - 3.3.3 Create a safe environment for all community members through innovative approaches to safe and secure communities.
 - 3.5 Albury is a safe, inclusive and accessible region for our entire community.
 - 3.5.1 Partner with local community service providers to identify and address social issues.

The engagement outcomes of Towards Albury 2050 also identifies that our community values and wants:

"Multiculturalism: a welcoming diverse community supportive of all cultures, that recognises and celebrates culture through education, facilities and events."

The Multicultural Plan also supports the achievement of the following outcome identified in the Two Cities One Community (2C1C) Community Strategic Plan:

- *Our Economy*
 - 1.2 We are a destination that offers a variety of experiences, attractions, and events.
 - 1.5 We are a destination of choice for new residents considering a 'city change'.
- *Our Community*
 - 3.1 We are recognised as a cultural and creative region, that embraces and celebrates diversity.
 - 3.4 We are a caring, equitable and inclusive community.

Under the 2C1C Plan, Albury and Wodonga Councils will continue to align plans, strategies and strategic outcomes to identify opportunities to work together to meet the needs of the CALD community. AlburyCity will seek input from Wodonga Council as it develops a Multicultural Plan for the community and will continue to work together under the 2C1C framework in delivering meaningful outcomes to our community.

The Multicultural Principles stated in the 'Multicultural NSW Act 2000' are the policy of the State of NSW. Accordingly, each public authority, including Councils, must observe the multicultural principles in conducting its affairs. As such, under the Act, AlburyCity should:

- respect and make provision for the culture, language and religion of others [within an Australian legal and institutional framework where English is the common language], and;
- recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

However, it is important to recognise that Council alone will not be able to deliver on its strategic objectives for a cultural and diverse LGA, without the support of and collaboration with key stakeholders such as:

- The Albury Wodonga Ethnic Communities Council
- The Albury Wodonga Volunteer Resource Bureau
- The Australian Red Cross Southern Western NSW
- Wodonga Council
- Regional Development Australia – Murray
- The Department of Communities and Justice
- The Department of Social Services
- NSW Health Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
- Gateway Health CALD Employment Connector Service
- NSW TAFE Albury / Wodonga TAFE
- AlburyCity Youth Council

To ensure that multicultural principles are embedded in AlburyCity policy and programs, Council Officers will need to work and partner with local government and non-government agencies, organisations, and community groups.

The purpose of a Multicultural Stakeholder Engagement Plan (Attachment 2) is to:

- Communicate AlburyCity's commitment to multiculturalism for a richer and more diverse community.
- Encourage CALD community members to share their views and experiences living within the Albury LGA.
- Understand issues faced by CALD communities within the Albury LGA.
- Reach out to the broader community to gauge their understanding and attitudes toward the local multicultural community.
- Engage specific hard to reach cohorts of various CALD communities.
- Consult with community groups, service providers and agencies to identify priorities and strategies that will support the delivery of Towards Albury 2050.

Currently, AlburyCity supports the CALD community through advocacy, event sponsorship (Refugee Week), subsidised hire fees (community centres), grant funding (Community and Cultural Grants) and in-kind support with the delivery of events and programs. The development of the plan will consider the continuation of these supports as well as:

- Council advocacy on behalf of the multicultural community.
- Integrating principles of multiculturalism into council planning and reporting.

- Council partnering with other organisations and local service providers to meet the needs of the local community.
- Building organisational and community capacity to welcome and engage people from CALD communities.
- Communicating and engaging with people from CALD communities.
- Supporting the social and economic development of CALD communities.
- Embracing and celebrating multiculturalism with our community.

Actions identified within the plan may be the responsibility of AlburyCity or other stakeholders in the community, such as service providers.

The Plan will not address issues that are the responsibility of other levels of government including the resettlement of refugees, nor will it address employment support by AlburyCity for CALD applicants/employees (this will be captured in the Diversity and Inclusion Strategy, to be developed by People and Culture) or support for First Nation people (this is captured in the Reconciliation Action Plan).

Risk

- **Business Risk** – The NSW government regularly updates regulations, policies, and procedures to guide Council's execution on matters that will create positive outcomes for the whole of community, including multiculturalism, and without an action relating to keeping up to date with the latest laws, mandatory policies or guidelines, Council risks overlooking best practice when delivering its Multicultural Plan.
- **Corporate Risk** – By having a Multicultural Plan that meets the needs and expectations of the CALD communities, Council can mitigate reputational risks associated with addressing issues that impact them.
- **WHS and Public Risk** – AlburyCity can address cultural diversity issues that are identified as a result of engagement activities. If Council does not have processes, procedures, and best-practice standards in place, it fails to provide the many communities living in the Albury LGA with a welcoming, safe, understanding and supportive environment. People from CALD communities may feel that they are not welcomed, safe, valued, understood or supported.
- **Environmental Risk** – N/A
- **Delivery Program Risk** – Actions identified in the Multicultural Plan will be accommodated in Council's delivery program taking into consideration the resources available. To meet ongoing resourcing, it is recommended that the Multicultural Plan is implemented across five years. Activities and programs can be funded through the operational budget, with items that are not able to be funded by the operational budget prioritised and included in the future Council budget processes.

Community Engagement

The Stakeholder Engagement Plan will guide the community engagement process.

Community surveys and feedback via consultation sessions will be the primary source of information which will inform the development of the Multicultural Plan.

It is anticipated that formal consultation will be undertaken with Councillors to gain their input into the development of the Plan.

The whole of community and identified stakeholders will be invited to participate in a series of engagement activities including:

- Online and paper surveys – sent via email to key stakeholders, distributed via existing AlburyCity communications channels and uploaded on Council's 'Have Your Say' platform. Hard copies of the survey to be delivered to off-site locations as needed, such as Council managed community centres and libraries, which are well-frequented sites by CALD communities.
- Virtual and in-person consultations – identified key stakeholders across community groups and service providers.
- On-location activities – at high traffic locations to encourage the whole of community to have their say.

A comprehensive Stakeholder Engagement Plan has been developed to guide our approach. This has been summarised below:

Stage 1: Engage Community and Stakeholders (July 2022)

- **Inform** – External and internal awareness of the project and the opportunity to have a say.
- **Consult** – Gather feedback from stakeholders to understand attitudes and issues regarding cultural diversity within the Albury LGA, with a particular focus on reaching people from CALD communities.
- **Consult** – Feedback on how Council can better support cultural diversity in its LGA.
- **Consult** – Internal clusters (Business and Lifestyle, Community and Place, Engagement) to ensure the success of the Plan and address any potential gaps.

Stage 2: Draft Multicultural Plan (August-September)

- Council officers will develop and discuss draft Multicultural Plan concepts and ideas with targeted stakeholders, including identified CALD community groups. Their input will be sought in the development of outcomes and actions.
- Collaborate with internal AlburyCity teams whose functions relate to the focus areas of the Plan to refine outcomes and actions and ensure they are achievable.

Stage 3: Draft Multicultural Plan presented to Council (October 2022)

- Seeking Council endorsement to proceed with Public Exhibition.

Stage 4: Public Exhibition (October – November 2022)

- Opportunity for formal feedback on the Draft Multicultural Plan.
- If no feedback is received during the Public Exhibition, the Multicultural Plan will be endorsed and the community informed.
- If significant feedback has been received, a further report will be presented to Council providing a response to feedback and any amendments made to the Plan as a result and seeking endorsement. If endorsed, the community will be informed.

Stage 5: Launch of the Multicultural Plan to community (December 2022)

- Plan published on the website and roll out of identified actions.

Options

That Council:

1. Endorses the project scope and Stakeholder Engagement Plan for the development of a Multicultural Plan. **Recommended.**
2. Endorses the project scope and Stakeholder Engagement Plan – Multicultural Plan with suggested amendments. **Not Recommended.**

Conclusion

The Albury region is a CALD community with over 10% of its residents being born overseas. AlburyCity is developing a Multicultural Plan to ensure Council responds to the needs of CALD communities across the Albury LGA so that they feel welcomed, safe, valued, understood, and supported.

AlburyCity must work with identified stakeholders to develop a plan that supports the integration and social cohesion of its CALD community members, and guide AlburyCity in the implementation of best practice regarding multiculturalism.

The Plan will involve collaborating with community and stakeholders, including governmental and non-governmental organisations, to deliver key recommendations and actions that strategically address issues around cultural diversity.

The engagement process will be critical to understand community concerns, lived experiences, and identify gaps and opportunities that support and nurture the rich and diverse cultures that exist in the Albury LGA.

This report outlines the proposed scope, timeframes, and Stakeholder Engagement Plan for developing the Draft Multicultural Plan, to provide guidance to Council identified CALD community needs and how best to work with resettlement agencies to better assist and support newcomers to settle into the Albury LGA.

Recommendation

That Council endorses the project scope and Stakeholder Engagement Plan for the development of a Multicultural Plan.

Attachments

1. Birthplace of Albury Residents (DOC21/52537)
2. Multicultural Plan - Stakeholder Engagement Plan (DOC22/97325)

Birthplace - Ranked by size

Albury City - Overseas born (Usual residence)	2016			2011			Change
Birthplace	Number	%	Regional NSW %	Number	%	Regional NSW %	2011 to 2016
United Kingdom	1,239	2.4	3.4	1,334	2.8	3.7	-95
India	559	1.1	0.5	355	0.7	0.3	+204
New Zealand	540	1.1	1.1	476	1.0	1.1	+64
Philippines	283	0.6	0.4	217	0.5	0.3	+66
Bhutan	270	0.5	0.0	137	0.3	0.0	+133
Germany	248	0.5	0.4	288	0.6	0.5	-40
Nepal	200	0.4	0.1	76	0.2	0.0	+124
Netherlands	197	0.4	0.3	194	0.4	0.3	+3
South Africa	132	0.3	0.3	135	0.3	0.3	-3
China	116	0.2	0.4	69	0.1	0.3	+47
Sri Lanka	102	0.2	0.1	37	0.1	0.1	+65
United States of America	102	0.2	0.3	86	0.2	0.3	+16
Laos	87	0.2	0.0	81	0.2	0.0	+6
Bangladesh	81	0.2	0.0	90	0.2	0.0	-9
Italy	73	0.1	0.3	88	0.2	0.4	-15
Ireland	66	0.1	0.2	72	0.2	0.2	-6
Thailand	63	0.1	0.1	44	0.1	0.1	+19
Serbia / Montenegro (fmr Yugoslavia)	61	0.1	0.1	67	0.1	0.1	-6
Greece	54	0.1	0.1	57	0.1	0.1	-3
Austria	51	0.1	0.1	53	0.1	0.1	-2
Croatia	48	0.1	0.1	44	0.1	0.1	+4
Canada	48	0.1	0.1	48	0.1	0.1	0
Malaysia	43	0.1	0.1	29	0.1	0.1	+14
Fiji	41	0.1	0.1	38	0.1	0.1	+3
Hong Kong	38	0.1	0.1	23	0.0	0.1	+15
Poland	37	0.1	0.1	47	0.1	0.1	-10
Vietnam	35	0.1	0.1	18	0.0	0.1	+17
South Korea	34	0.1	0.1	37	0.1	0.1	-3
Pakistan	32	0.1	0.1	22	0.0	0.0	+10
Zimbabwe	32	0.1	0.1	28	0.1	0.1	+4
Iran	28	0.1	0.0	13	0.0	0.0	+15
Hungary	26	0.1	0.0	24	0.1	0.1	+2
Egypt	22	0.0	0.0	22	0.0	0.0	0
Singapore	21	0.0	0.0	11	0.0	0.0	+10
Papua New Guinea	20	0.0	0.1	21	0.0	0.1	-1
Finland	20	0.0	0.0	17	0.0	0.0	+3
Kenya	20	0.0	0.0	13	0.0	0.0	+7
Ukraine	19	0.0	0.0	25	0.1	0.0	-6
France	19	0.0	0.1	19	0.0	0.1	0
Japan	18	0.0	0.1	13	0.0	0.0	+5

Zambia	17	0.0	0.0	10	0.0	0.0	+7
Congo, Democratic Republic of	17	0.0	0.0	6	0.0	0.0	+11
Indonesia	16	0.0	0.1	22	0.0	0.1	-6
Chile	15	0.0	0.1	8	0.0	0.1	+7
Czech Republic	15	0.0	0.0	16	0.0	0.0	-1
Belgium	15	0.0	0.0	16	0.0	0.0	-1
Spain	14	0.0	0.1	20	0.0	0.1	-6
Switzerland	13	0.0	0.0	20	0.0	0.0	-7
Peru	13	0.0	0.0	3	0.0	0.0	+10
Lebanon	13	0.0	0.1	26	0.1	0.0	-13
Malta	13	0.0	0.1	12	0.0	0.1	+1
Russian Federation	12	0.0	0.0	10	0.0	0.0	+2
Sweden	12	0.0	0.0	8	0.0	0.0	+4
Eastern Europe, nfd	11	0.0	0.0	14	0.0	0.0	-3

AlburyCity Stakeholder Engagement Plan

STEP 1. The required detail for your plan. Complete the information below:

Project Name	<ul style="list-style-type: none"> Multicultural Plan
Engagement Plan Author	<ul style="list-style-type: none"> Keaton Johnson
Date of Engagement Plan	<ul style="list-style-type: none"> 05/05/2022
TRIM Number	<ul style="list-style-type: none"> DOC22/78745 FIL21/02197
Project Overview	<p>The Albury region has a unique multicultural heritage. Traditionally the home of the Wiradjuri people, the region became home to German, Dutch, Italian, Greek and Polish migrant communities after World War II, with settlements located at Bonegilla. More recently, Vietnamese, Philippine, Laotian, Albanian, and Bosnian residents have contributed to the city's vital, cosmopolitan feel. AlburyCity has become a regional settlement hub for families from The Congo, Nepal, Bhutan and Sudan.</p> <p>Until March 2021, AlburyCity's multiculturalism strategic intent and any supportive actions were captured through the AlburyCity's 'Social Plan 2012-2016'. The Social Plan aimed to provide Council with an understanding of the social needs of the community, including that of the Culturally and Linguistically Diverse (CALD) communities. However, it was recognised that many of the strategic actions outlined in the AlburyCity Social Plan, for Council and the community to achieve, were very similar to the strategic objectives listed in the overarching AlburyCity Community Strategic Plan 'Albury 2030'. However, the review also highlighted a gap in planning and identifying needs for two specific groups within the Albury community, one of which is the CALD cohort.</p> <p>Albury is already recognised as a 'Welcome Zone' for refugees, and in recent years has welcomed large numbers of newcomers from Bhutan and the Democratic Republic of Congo under the Humanitarian Settlement Program. In addition, we are part of a pilot, with Welcoming Cities and Multicultural NSW for Growing Regions of Welcome, that seeks to facilitate secondary migration from Western Sydney to the Murray region.</p> <p>The Multicultural Plan will guide AlburyCity's approach to supporting and engaging with CALD communities residing within the Albury Local Government Area, with considerations for:</p> <ul style="list-style-type: none"> Advocacy

	<ul style="list-style-type: none"> • Policy development • Service delivery
Overarching project goal or objective (s)	<p>Primary objective To develop a Multicultural Plan to guide AlburyCity's approach to supporting and engaging with CALD communities.</p> <p>Secondary objective To identify barriers faced by CALD communities and recommend strategies to address these and increase social and economic participation.</p>
Stakeholder Engagement Objective	<p>Through community consultation and feedback, AlburyCity aims to get a better understanding of the barriers faced by the multicultural community in Albury.</p> <p>Stakeholder engagement activities must be undertaken in a manner that is culturally sensitive, and where possible in-language for the audience (or with the support of a translator).</p> <p>This engagement activity seeks the input from all community members in the Albury LGA, however community members from CALD communities will be the priority cohort.</p> <p>The objectives of a Multicultural Stakeholder Engagement Plan are to:</p> <ul style="list-style-type: none"> • Communicate AlburyCity's commitment to multiculturalism for a richer and more diverse community. • Encourage CALD community members to share their views and experiences living within the Albury LGA. • Understand issues faced by CALD communities within the Albury LGA. • Reach out to the broader community to gauge their understanding and attitudes toward the local multicultural community. • Engage specific hard to reach cohorts of various CALD communities. • Consult with community groups, service providers and agencies to identify priorities and strategies that will support the delivery of Albury 2050.
Stakeholders	<p>The whole-of-community and identified stakeholders will be invited to participate in a series of engagement activities including, online and paper survey, remote and in-person discussions.</p> <ul style="list-style-type: none"> • Internal stakeholders: Councillors Mirambeena and Glenecho Community Centres, Communications & Engagement Team, Youth Development, Aboriginal Community Development, Events, Economic Development, People and Culture. • CALD Service Providers:

	<p>Albury Wodonga Ethnic Community Council (AWECC), Albury Wodonga Volunteer Resource Bureau (VRB), Australian Red Cross – South Western NSW (Settlement Assistance Program), Regional Development Australia (RDA) - Murray Skilled Migration), Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), Murray Valley Sanctuary Refugee Group</p> <ul style="list-style-type: none"> • Education Providers: Albury TAFE, Wodonga TAFE, Albury Primary & Secondary Schools • Youth Cohort: Retro Youth Management Committee, AlburyCity Youth Council • Health Providers: Gateway Health, Albury Wodonga Health, Mercy Health Albury • Community Groups: Albury-Wodonga Aus-Bangla Community, Albury Wodonga South African Group, Albury Wodonga Thai Community Group, Albury Wodonga Indian Australian Association, Association of Ukrainians in Victoria (Wodonga branch), Filipino Australian Community of Albury Wodonga Inc (FACAW), Lao Community of Albury Wodonga and District, Wodonga Australian Croatian Club Inc, Bhutanese Australian Community Support Group in Albury Wodonga (BACSGAW), Growing Regions of Welcome Murray Taskforce • Government Wodonga Council Multicultural NSW
Timeline	<ul style="list-style-type: none"> • Community engagement – July 2022 • Development of draft plan – August - September 2022 • Present draft strategy to Council – October 2022 • Public Exhibition – October - November 2022 • Final Report to Council – December 2022 • Launch plan – January 2023
Level of Engagement (IAP2 Spectrum)	<p>INFORM:</p> <ul style="list-style-type: none"> ○ Community awareness of the project and the opportunity to have a say. ○ Inform the community about the multicultural make up of our region. <p>CONSULT:</p> <ul style="list-style-type: none"> ○ Consult CALD stakeholders to understand their

	<p>experience of living in Albury and seek ideas to guide AlburyCity's approach in future.</p> <ul style="list-style-type: none"> ○ Gather feedback from the general community relating to their understanding of and attitudes toward the local multicultural community.
Media interest	<p>There could be interest from the local media given:</p> <ul style="list-style-type: none"> • The timing of the consultation will align with Refugee Week events. • The draft strategy will be placed on Public Exhibition and members of the public will be asked for input and feedback throughout the development of the Strategy. <p>We will be liaising with the Communications and Engagement team to manage external interest.</p>
Budget	<ul style="list-style-type: none"> • A budget could potentially be required for on-location engagement activities throughout Refugee Week. • Possible costs to develop in-language materials and interpreting for meetings with CALD groups. • Total project budget \$10,000.
Evaluation	<ul style="list-style-type: none"> • Participation in community engagement activities • Sufficient information obtained from community to inform the development of the Plan. • Community support given to project on social media • # survey responses • Feedback received from the diverse range of cultural backgrounds.
Approval	<ul style="list-style-type: none"> • Stakeholder Engagement Plan approved by:

STEP 2. Add details of Stakeholder Engagement Plan to the register

Register this approved plan by listing under the relevant year in FIL21/02197.

STEP 3. Consult with the Communications Team and / or Corporate Planner

Proposed approach:

- Internal - Distribution of survey link internally via CEO's Communique.
- External - Survey uploaded on Have Your Say platform for whole-of-community engagement.
- External - Direct discussion with target community groups, providers and agencies for in-depth insights.
- External - On-location community engagement activities.

STEP 4. Deliverables and techniques.

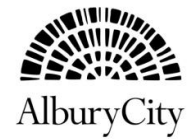
When you have determined the techniques and timing for your engagement process, please list below:

Engagement Techniques and Timeframe	
TECHNIQUES/DELIVERABLES	ESTIMATED DATES FOR ENGAGEMENT DELIVERY
Have Your Say – Page developed for website and online/hard copy surveys available (Including in-language resources).	External – July 2022
Printed surveys available at council customer service sites (inc. community centres)	External – July 2022
On-location community engagement	External – July 2022
Focus groups with specific cultural groups	External – July 2022
Promotion of Have Your Say in AlburyCity News	External – July 2022
Border Mail Public Notice – Have your Say and Public Exhibition	External – June 2022, November 2022
Social Media posts	External – July 2022, November 2022
Direct discussions with target groups	External – July 2022
Internal meetings with key stakeholders	Internal – July 2022
Public Exhibition	External – October/November 2022
Communications Approval (as required)	<ul style="list-style-type: none"> Not required.

STEP 5. Evaluation of the engagement process

At the conclusion of the engagement activity (either internal or external), review the process. Consider the following questions and complete the table below:

Evaluation of the process	<ul style="list-style-type: none"> Did you identify the correct stakeholders? Were their needs met? Were the correct techniques / deliverables used and were they implemented correctly?
Evaluation of the outcome	<ul style="list-style-type: none"> What was the result of the engagement? How many people did it reach? Were the community / stakeholders satisfied? What was the stakeholder impact on the decision process and final decision?



STEP 6. Close the loop. This is important for both internal staff and the external community.

Let the people you engaged know the final outcome of your engagement activity.

When complete, summarise how you closed the loop in the space provided.

For Internal employees:

- Summarise the main findings of your stakeholder engagement
- Determine the best method for advising staff and use this to inform of your findings / outcomes. If required, refer to AlburyCity Corporate Communications Strategy for methods to best communicate with staff.

For External community and other stakeholders

- Summarise the main findings of your stakeholder engagement.
- Complete this form and submit: <http://www.alburycity.nsw.gov.au/inside-alburycity/have-a-say/results/feedback-form/> **nocache**
- Liaise with the Communications team to place the summary back on 'Have a Say' under '**past items**'.

'Close the loop' methods undertaken
What did you do to close the loop of your engagement activity?