



City of Canterbury

City of Cultural Diversity

Theme 2

Stronger Community



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Priority Projects

Priority Project	Status
Punchbowl Multipurpose Centre	Construction will commence in the first quarter of 2008-09.
Riverwood Community Centre	Work commenced on 23 June 2008 on construction of a second floor adjacent to the existing small hall to provide office accommodation for staff.
Gardens of the World in Gough Whitlam Park	Tree and shrub plantings have completed work on the Gardens of the World.
Landscaping, bike paths, picnic and play areas around Riverwood Wetlands	Work is in progress on the installation of the ramps to the two bridges and the construction of the picnic area and children's playground.
New amenities building at Rosedale Reserve	Designs have been prepared and work is now planned to commence in the 2009-10 financial year.
Riverwood Indoor Sport and Recreation Centre	Development consent for the project has been obtained and plans are being finalised to enable applications to be made for a Construction Certificate.
Five Year Strategic Social Plan	Consultation has been completed and all service sections are complete. Maps, demographic summary and Introduction will be completed in the first quarter of 2008-09.
City-wide Recreation Plan	A project plan, approach, and outline for the City Wide Recreation Plan have been completed. A brief for specialist advice has been prepared and this will be sought in the first quarter of 2008-09.
Expansion of Graffiti Response program	A new purpose built vehicle has been obtained to provide state of the art and efficient response.
Domestic Violence Awareness program	One stop shops providing information and advice have been facilitated by the Domestic Violence Liaison committee continue to be run once a month.
Public online database of available halls and facilities	Information for the database has been compiled and published to our website and this project is complete.
Girls-only-space at Belmore Youth Resource Centre	The space was created in the latter half of 2007. An average of 20 young women per week use the room as a drop-in service.

2.1 Safety and Health

Principal Activities

Services provided:	Service standards met
Local Emergency Management - reviewed Displan & held 3 LEMC meetings	✓
Dividing fences - processed 22 applications	✓
Road safety - implemented 7 projects	✓
Public Amenities - cleaned all 11 amenities buildings daily	✓
Community Information - held 76 information stalls	✓
Civics education program - conducted 6 education sessions	✓
Safety inspections - undertook 37 safety inspections	✓
Project Sabre (fire alarms) - provided alarms to 23 residents	✓
Senior citizens centres - over 50 groups use the 6 centres	✓
Baby capsule hire - hired out 122 capsules	✓
Community bus coordination - facilitated 479 separate uses	✓
Belmore Youth Resource Centre - over 5,000 young people used the centre	✓
Learn to Swim School - conducted 25 different programs	✓
Roselands Aquatic and Canterbury Aquatic and Fitness Centres - attendance over 370,000	✓
Early Childhood Intervention Service - support provided to 73 children	✓
Bookings of parks and facilities - facilitated over 2,100 bookings for use	✓
Regulated premises & Cooling tower inspections - conducted 450 inspections	✓
Swimming pool inspections - conducted 900 inspections	✓
Immunisation program - immunised 1,421 children	✓
Animal control - conducted 331 inspections	✓
Abandoned vehicles - removed 460 vehicles	✓
Parking and general enforcement - conducted 835 area inspections	✓
Places of public entertainment inspections - conducted 50 inspections	✓
Places of shared accommodation inspections - conducted 30 inspections	✓

Initiatives Completed:

- ✓ Improved aquatic centres change room facilities.
- ✓ Implemented Domestic Violence Awareness Program.
- ✓ As part of Council's Financial Assistance Program \$73,429 was provided to 71 local community organisations.
- ✓ As part of the Community Development Support Expenditure Program, Clubs contributed \$888,812 to 76 organisations who provide valuable services in our community.
- ✓ A food handling seminar conducted as part of the Campsie Food Festival.

Companion Animals Management

Activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulation included:

- lodgement of data on impounded animals and dog attacks with the department of Local Government.
- Expenditure of approximately \$175,000 on impounding services and the continued employment of an Animal Control Officer.
- Community education and micro-chipping for dogs and cats.
- Establishment of three new Off-Leash Areas.
- Continuation of our no-kill and re-homing policy for impounded animals.
- Development of a desexing strategy.



2.2 Access to responsive services

Principal Activities

Services provided:	Service standards met
Access Inspections – conducted 8 inspections	✓
Canterbury Child and Family Interagency – facilitated 11 agency meetings	✓
Aboriginal Advisory Group – facilitated 4 meetings	✓
Language aide program – provided 1,586 instances of support	✓
Canterbury women's issues network – facilitated 3 meetings	✓
Children's centres – provided 290 places	✓
Family day care – provided 371 places	✓
Occasional care – provided 252 places	✓
Outside school hours care – provided 150 places	✓
Vacation Care - provided 273 places	✓
Library Collection development – 18,325 items added to collections	✓
Library Lending service – lent 789,579 items	✓
Library Information service – answered 59,914 queries	✓
Library Online computer literacy program – held 11 training sessions	✓
Library specialised programs – attended by 22,200 people	✓

Initiatives Completed:

✓	Selected a new Library Management System.
✓	Provided out of hours return chutes for Lakemba library.
✓	Provided information to women on nominating for election to local government.
✓	Implemented a Girls Only Space at BYRC.
✓	Prepared a public on-line database of available halls and facilities.
✓	Introduced Aquatic Recreation Programs for target communities.
✓	Engaged a recreation planner and commenced preparation of a Recreation Plan.

Access and Equity

Access and Equity Activities are those that benefit the broad community and/or specific target groups and help us to:

- Promote fairness in the distribution of resources, particularly for those most in need.
- Recognise and promote people's rights and improve the accountability of decision-makers.
- Ensure that people have fairer access to economic resources and services essential to meeting their basic needs and improving their quality of life.
- Give people opportunities for genuine participation and consultation about decisions affecting their lives.

We are committed to developing Access and Equity and Social Justice programs across all of our relevant activities. In line with this commitment, the Local Government (General) Amendment (Community and Social Plans) regulation requires all councils to prepare a Social Plan and include an Access and

Equity Activity summary in their Management Plan and Annual Report.

A summary of our significant access and equity activities and their outcome is outlined below.

General Community

- Supported coordination of community transport provision by community-based services, monitoring and supporting the Community Transport Brokerage Service.
- Prepared design and Development Application for Riverwood Indoor Sport and Recreation Centre.
- Implemented improvements to Peace Park, Ewen Park and Rotary Park.
- Commenced City Recreation Plan.
- Maintained active and passive open space areas and children's play equipment in accordance with the adopted schedules.



Concept designs of Riverwood Indoor Sport and Recreation Centre.

- Supported community management of Council facilities ensuring documented leases for community use of key facilities and sports facilities.
- Developed and implemented social planning processes to inform and improve council services across all programs.
- Operated quality community services and support community development for priority needs.
- Implemented priority recommendations from the Community Facilities Study.
- Supported the implementation of the licensed clubs Community Development Support Expenditure Program.
- Commenced work on the new community facilities in Punchbowl.
- Consulted community representatives on the design of significant works.
- Refurbished library facilities in Riverwood.
- Reviewed and deliver staff training on Equal Employment Opportunities (EEO) and Anti-discrimination policies.
- Reviewed and updated Library services and Strategic Information Technology Plan to deliver quality library services, and ensured appropriate equipment and public access technology to deliver excellent customer service.
- Supported community agencies in developing and delivering priority programs to address community needs.
- Advocated on behalf of local residents for resources for programs relevant to priority needs.
- Implemented City events & citizen recognition programs.
- Produced information about the City's population based on the 2006 Census data, and make available to the community. Developed a Demographic Profile.
- Produced information on local needs, service

levels and profiles of local communities for planning purposes. Produced an up-dated Canterbury Social Profile.

- Consulted residents on service levels and works priorities. Involved advisory committees for seniors, youth, disability, Culturally and Linguistically Diverse (CALD) and community safety as appropriate.

Seniors

- Monitored new Bus Brokerage Service.
- Implemented Pedestrian Access Plan and Bus shelter improvements.
- Conducted a seminar for Council staff on the projected impact of the aging population on Council services organised by the Senior Citizens Advisory Committee.
- Implemented Community Safety program targeting seniors including project Sabre and information programs.
- Reviewed partnership with Canterbury City Community Centre Skills Training and Resource Services (STARS) Project. Reported to Council on volunteer recruitment.
- Developed maintenance schedules for Senior Citizens' facilities to be incorporated into the Building Management System.
- Supported advocacy for and contributed to planning for development of a Muslim cluster nursing home for ageing Muslim population.
- Consulted with older people, youth, NESB groups, Aboriginal people and people with disabilities as appropriate, regarding ecological sustainable development projects, town centres initiatives, and the development of new or revised planning policies.
- Recognised older volunteers through our Citizen of the Year Awards.
- Implemented Seniors Week & Seniors Recreation

program with Council's Senior Citizen's Advisory Committee.

People with a disability

- Consulted the Disability Access Committee on relevant infrastructure, access and environment programs such as Canterbury Road Development Control Plan (DCP) and Town Centres policies, Pedestrian Access Mobility Plan (PAMP), draft DCP for Equity of Access and other programs where appropriate.
- Reviewed priority sites for audio-tactile pedestrian signals identified by the PAMP study.
- Completed infrastructure projects in accordance with the PAMP study.
- Implemented best practice in development assessment ensuring compliance with Disability Access requirements.
- Reviewed website for accessibility. Consulted with Libraries to provide resources in accessible formats. Distributed information to Libraries, senior citizen's centres and disability organisations. Provided resources for vision impaired.
- Referred further design proposals to the Disability Access Committee for Salt Pan Creek redevelopment.
- Developed training strategy to improve disability awareness throughout the organisation.
- Provided information in accessible formats for vision impaired.

Women

- Supported the Canterbury-Bankstown Employment and Training Forums.
- Organised two Playgroup in the Park events and other activities for young families.
- Promoted recreation programs for women at Council's Aquatic Centres.
- Continued to co-ordinate a Newly Arrived Young Women's Program in collaboration with

Canterbury Multicultural Youth Health Service.

- Sought stakeholder input to determine service levels for building infrastructure, maintenance and renewal programs.
- Implemented Community Safety Programs relevant to women.
- Ensured quality programs for children and families, through consultation and planning.
- Prioritised improvements to disability access for council owned child care centres, consider funding options and monitor implementation.
- Provided funding & coordinate celebration of International Women's Day.
- Through the Canterbury Child and Family Interagency maintained communication and referral system to identify gaps in service provision and to analyse needs of refugee families. Distributed a directory of family services.
- Delivered community information services and support community information campaigns and promotional events on key community issues of concern to local women (eg. Stop Domestic Violence Day, Day of Action Against Sexual Assault, Well Women's Clinic).
- Facilitated a program informing local women on how to nominate for local government elections, in conjunction with agencies of the Women's Issues Network.

Youth

- Implemented Council's Youth Action Plan.
- Supported the implementation of Youth Crime Prevention Initiatives including alternative education and cultural information sessions. Established new U Turns for Youth Project. Established Building Bridges to Communities Project with Pacific Islander communities (PIYDAT).

- Sought funding for Youth Development Officer, Parenting Program for refugee families, Sports, Youth Week, music, girls only and School Holiday programs
- Delivered environmental, aquatic/recreation, library, community safety & road safety and drug and alcohol education programs relevant to youth.
- Developed an action plan to implement recommendations from the Community Facilities Study including priorities for youth facilities such as girl's only spaces and skate parks.
- Developed and delivered Youth Support Program.



- Coordinated, promoted, and supported Youth Week activities including coordination of festival. Sought funding through grants and sponsorships.
- Maintained Homework Help and improved Library services to Youth.
- Conducted Youth Environment Day and consulted youth on proposals for ecologically sustainable development and other environmental policies.

Community Information

- Consulted community information stakeholders and involve them in decisions affecting their programs. Implemented the Community

Information program in line with NSW Department of Community Services Funding agreement.

- Conducted community education programs to newly arrived residents raising awareness of Council and government services.
- Produced and disseminated community reports, media releases and Council publications.
- Coordinated use of Customer Service Centre, council services and sites to provide current information in community languages.
- Assisted in conducting community education programs on environmental issues & road safety.
- Updated council's website and distributed updated Community Information Directory.
- Undertook exhibitions & displays on major proposals for town centres, environment, recreation and new public infrastructure.
- Promoted and implemented Community Information Volunteer Program.
- Promoted Community Information Hotline.
- Provided voting information session to inform small and emerging communities in anticipation of upcoming elections.
- Approached community organisations to identify gaps in information provision at each centre.

Community Safety

- Implemented Community Safety and Action Plan.
- Supported the Canterbury Child Protection Committee, Community Drug Action Team and Domestic Violence Liaison Committee.
- Conducted a Road Safety Program.
- In conjunction with other Divisions, consulted the community, developed and implemented a formal policy position to prevent, manage and respond to graffiti on council and private property.

- Researched community safety needs of emerging African communities.
- Supported projects developed for Youth Crime Prevention Program.
- Through appropriate protocols involved police and Fire Brigades in the assessment of Development Applications for Crime Prevention Through Environmental Design.
- Continued to implement car theft reduction programs, Safer Business Resources, 'Walk Safe' and Traffic Signal Boxes Public Art Project.
- Continued to implement Fire Safety Awareness Campaigns with NSW Fire Brigades.

Children's Services

A key objective in our City Plan is the provision of high quality services for children aged from birth to 12 years old. We provide many different types of services, including children's centres (long day care), occasional care, family day care, outside school hours care, and an early childhood intervention centre.

Our long day care centres, occasional care and family day care are all licensed with the Department of Community Services. The children's centres, family day care and each of the outside school hours services are all accredited with the National Child Care Accreditation Council.

A creative artist works to assist in implementing a music and drama program and consolidating other arts within all of our children's services.

The Early Childhood Intervention Service provides assistance to about 160 children annually, with disabilities, speech, language or developmental delays or disorders, and other syndromes, health issues or behavioural difficulties. Specialist staff of speech pathologists and an early childhood educator provided a home based service as well as support to children's services within the City. They facilitated training for early childhood staff and for families in the area on topics relevant to children's development.

Highlights for 2007-08

- Each of our four Outside School Hours Centres (OSHC) were re-accredited for the second time. Lakemba Children's Centre was successfully re-accredited, and Earlwood, Hurlstone Park, and Punchbowl children's centres were re-licensed. Canterbury Family Day Care Scheme was successfully re-accredited, with seven carers' homes visited by the Validator.

- Three of our OSHC, at Clemton Park, Lakemba and Punchbowl received grants from NAPCAN under the KidsCan microgrants in National Child Protection Week to purchase laptops for the children's use in After School Care.
- All of our children's services participated in National Simultaneous Storytime in promotion of children's literacy learning.
- Both Clemton Park and Punchbowl After School Care services receive ongoing Sports Grants from the Australian Sports Commission under the Active Kids Sports Program. Activities have included tennis, soccer, table tennis, martial arts, and circus skills.
- Direct Debit payments were introduced in our four children's centres eliminating the need for a cash pick up service and greatly increasing safety.
- Our creative artist worked for an extended time at Hurlstone Park Children's Centre, and during that time produced "The Sounds of Hurlstone Park", a video of performances by some of our youngest children.
- Delegates from Korea visited Canterbury Family Day Care, Clemton Park Outside School Hours Care and Earlwood Children's Centre.

Library Services

- A Library Development Grant of \$135,000 was received to implement a new Library Management System. This will be an important step to enabling the provision of Web 2.0 technologies through the online catalogue and will provide a higher level of online services to library members.
- Involvement in the WESCOL multicultural resource sharing project has given library borrowers from Vietnamese, Chinese and Arabic backgrounds an expanded range of materials to choose from. This has resulted in the highest ever loans for community language collections. 219,766 items were lent this year, an increase of 12% over the previous year and 27% of total loans for the library service.
- The Yourtutor service, an online tutoring program for students from Years 4 – 12 commenced in August 2007. Provision of Yourtutor, which complements the existing Homework Assistance Program, has been made possible by Community Development Support Expenditure (CDSE) funding and has proven very popular with local students. Satisfaction rates have been consistently high and average usage is approximately 150 people logging-in per month.
- Improving the age of library collections, initiated through the 2007 Collection Funding Strategy has been a major focus in the past twelve months. Removing redundant collections makes it easier for people to find the newer material they are seeking and actually increases lending rates. More work has to be done, but substantial headway has been made with the overall percentage of items under 5 years old moving from 40% to 49% and the percentage of items under ten years old improving from 64% to 74%.
- Wireless Hotspots at Campsie Library were installed ahead of schedule due to very competitive pricing received through NSW.net. The popularity of this service has surpassed expectation.
- The library service received a high commendation in the Energy Australia National Trust Awards for its Pictorial Canterbury database which provides online access to more than 10,000 photographs.
- English Language Classes have grown at an extraordinary rate over the last year. Attendance was up by 89% to 1,848. The popularity of the classes is so great that over 25 students attend each session. We are fortunate to have a range of very committed and enthusiastic trained volunteers to provide these classes.
- A Bouncing Babies Storytime Program was launched for children aged 0 – 18 months. The weekly storytime sessions, aimed at fostering ideas and encouraging parents to understand the importance of reading, singing and spending time with their babies include singing, rhymes, board books and puppets.
- Book groups are growing in popularity and attendance reached 401 this year with 58 sessions held across the library service.
- A photographic exhibition of Wollli Creek and the Cooks River Valley, titled "The Two Valley Trail" photographic exhibition was opened at Campsie Library by the Governor of NSW, Professor Marie Bashir.

2.3 Celebration of diversity

Principal Activities

Services provided:

Services provided:	Service standards met
Event coordination – held 7 major community events	✓
Citizenship ceremonies – naturalised 1,262 people	✓
Law Week Seminars – held 3 events attended by 64 people	✓
Library Book Groups – attended by 398 people	✓
Local heritage events – attended by 80 people	✓
Celebrating cultures program – attended by 930 people	✓
Library Exhibition Program – held 6 informational and cultural displays	✓
Author Talks – attended by 207 people	✓



Korean performer at the Campsie Food Festival 2008.

Multicultural Services

Local Demographics

At the 2006 Census, our area had a population of almost 130,000 people. 47.0 % of all residents were born overseas and 43.7 % in non-English speaking countries (NES). There were 8,617 people settled in Canterbury LGA since 2001 who were newly arrived to Australia, nearly 6.5% of the resident population. Further, 62.7% of the general population spoke a language other than English at home, which was a slight increase from the last census (62.2%). The English proficiency of new settlers is on average much lower in Canterbury than in the Sydney statistical division.

The face of Canterbury is constantly changing with more and more families from the Asia-Pacific region settling in the area. This has remained a general trend after the last two censuses. The Chinese community has outgrown the Lebanese and Greek communities which used to be the most predominant groups in Canterbury. The Vietnamese community is now the fourth largest group followed by the Italians and the South Koreans.

Chinese speaking migrants comprise the bulk of settler-arrivals in the area together with Indian, Bangladeshi, Fijian, Indonesian, Pakistani, Filipino, Korean and smaller Pacific Islander groups and African migrants from Sudan, Sierra Leone, Egypt, Liberia, Burundi, Eritrea and other countries.

According to the Department of Immigration settlement data, most settlers to this area come sponsored under the Family Reunion Program or are refugees and a significant proportion do not possess good English skills. This creates a challenge for Council in applying communication strategies to inform residents not just about our services but to consult with them in community languages and encourage greater participation in government.

The following are the top ten countries of birth of Culturally and Linguistically Diverse (CALD) residents in our area:

Country	Percentage born overseas
China	6.7
Lebanon	5.6
Greece	4.4
Vietnam	3.3
Italy	2.0
South Korea	1.9
Philippines	1.4
Indonesia	1.3
Fiji	1.3
India	1.2

Programs Undertaken

To ensure service delivery is accessible and linguistically and culturally relevant to all residents, the following initiatives were undertaken:

Multicultural Advisory Committee

Our Multicultural Advisory Committee continued to meet throughout the year on a quarterly basis to monitor implementation of the multicultural action plan and initiate community relations projects. The Committee's membership increased by 1 and includes 17 community representatives, seven Councillors and senior Community Services staff. Two African organisations have continued to be involved providing strong links with families from African nations and advice on critical needs in their communities for basic orientation, information and referral services.

During the year 2007-08 the Committee:

- provided further feedback on community language resources for emerging groups in Canterbury and relevant promotional strategies for our Libraries,
- organised a successful Growing Peace in Canterbury Forum in conjunction with Columban Mission Centres for Peace, Ecology and Justice and Christian Muslim Relations promoting non-violence and community building at a local level,
- implemented Canterbury Bankstown Community Harmony Initiatives Project with funding from NSW Department of Community Service where 27 organisations received small to medium size grants toward 32 community development projects across the region to enhance our local community harmony,
- continued to sponsor advertising and translated flyers for women's only swimming programs at Roselands indoor pool in conjunction with NSW Sport & Recreation,
- assessed applications for a 2008 Citizen of the

Year Award in medium age category focusing on community harmony and leadership,

- advocated on a number of access and equity issues for the CALD communities.

Other strategies that continued to operate throughout the year include:

Language Aides

Our Language Aide Program continues to provide effective language assistance to our customer services staff and our field officers in dealings with non-English speaking customers in 9 community languages including: Arabic, Cantonese, Greek, Indonesian, Italian, Korean, Mandarin, Spanish and Vietnamese.

Over the last three years, we have seen 3 of our long standing language aides leave the organisation but we have managed to accredit 3 new staff in the priority languages of Cantonese and Mandarin, Korean and Vietnamese. The highest level of use remains to be in the Arabic language followed by Mandarin and Cantonese and the Greek language. The number of requests in the Korean language is also likely to increase as we recently appointed a Korean language aide.

In total, our 21 language aides have assisted with 1,617 face to face or telephone enquiries and checking of translations over the 2007-08 period which represents an increase of 17.8% compared with the year 2005-06 and an increase of 29.5% compared with the year 2006-07.

Staff Learning and Development

The implementation of our Learning and Development and Study Assistance Policies enforced our commitment to equity in selection for programs and career development.

A two day refresher program, previously offered to our Compliance Team to provide them with customer service techniques, managing emotions and effective communication strategies whilst working within the community, has been delivered for all relevant staff.

This year saw the implementation of our EEO Management Plan. The object of this Plan is to eliminate and ensure the absence of discrimination in employment on the grounds of race, colour, nationality, ethnic or ethno-religious background and other factors. The Plan also aims to promote equal employment opportunity for members of disadvantaged groups such as women, members of racial minorities, physically handicapped persons, Aboriginal people and Torres Strait Islanders, older workers and youths. To support the implementation, individual compulsory programs were developed for Managers and staff. This training was provided to all groups over the past year. The EEO program has also been incorporated into the induction process for all new employees.

A new cultural intelligence program is currently being developed. The initial phase of the program was to conduct a needs analysis with target groups from a range of different cultures, positions and levels in the organisation. Following this, the feedback will be incorporated into a tailored program to be delivered to all new employees during the induction process. This program will provide staff with the skills to improve service to our multicultural residents and build cultural competencies that are beyond cultural awareness.

Immunisation

Our immunisation clinic has been using consent forms, pre and post- vaccination checklists and fact-sheets on specific childhood diseases and the vaccines translated into the Arabic, Chinese,

Indonesian, Korean and Vietnamese languages. We produced a general information sheet on our Clinics as well.



Animal control

We have been using translated brochures for Companion Animals produced by Department of Local Government.

Environmental Health Program

We have made use of already translated material from the NSW Food Authority and Department of Health in regard to Food Business Operations and where necessary have made use of Council Language Aides to convey messages and information to ethnic businesses.

Children's Services

A cross-cultural anti-bias policy is operating in all of our children's services ensuring maintenance of culture and home languages of children from CALD. Throughout July 2007 to June 2008, the Early Childhood Educator and Speech Pathologists of our Early Childhood Intervention Service supported 76 children and their families. Of these approximately

78% came from culturally and linguistically diverse (CALD) backgrounds. Among these families of CALD backgrounds, the most predominant were Greek (15.4%) and Arabic (15.2%) followed by Chinese (5%). Anglo-Australian families rated the third (12.17%).

Other cultural and linguistic backgrounds represented include Australia/Aboriginal, Italian, Maori/New Zealander, Vietnamese, African, Indonesian, French, Indian, Egyptian, Portuguese, Spanish, Croatian, Bangladeshi, Turkish, Tongan, Filipino, Cook Islands, Pakistani and Iranian.

All Children's Services staff continue to participate in local networking and interagency forums in order to maintain up to date with support services and resources available to children and families from CALD background.



School students participating in our after school care program.

Community Information Service

Our Community Information Service participated in all local festivals distributing information in community languages. Six civic education programs for newly arrived migrants have been offered to Adult Multicultural Education Services (AMES) students and emerging community groups through the Canterbury Bankstown Migrant Resource Centre. Of all materials distributed at 74 information stalls 17% were in languages other in English. The service attended all Council Citizenship Ceremonies (10). An Employment Expo was held targeting CALD women, and was well attended with 350 participants on the day.

Canterbury Child and Family Interagency (facilitated by Council and funded by DoCS) conducted African Women's Dance Night in March 2008 to engage African women with young children to improve their knowledge of local services and social networks. The Canterbury Child and Family Interagency were successful in applying for a grant of \$62,000 from the Community Development Support Expenditure program to operate a mobile outdoor playgroup four mornings per week in parks across the Canterbury LGA to engage CALD families and families from emerging communities. Two Picnic in the Park events were held in January and May to engage isolated families, particularly from CALD backgrounds.

Waste Education

We have produced our Waste Guide in six languages, that is, Chinese, Arabic, Vietnamese, Korean, Italian and Greek. We designed and printed a translation card which encompassed 50 languages, saying, "Please point to the language you speak" to be used by our field officers.

We are also running a series of workshops for the Muslim Women's Association. This is for an English

class and includes topics such as Natural Cleaning, Recycling, Composting and Worm Farming.

We have provided a Greek Bilingual educator for two workshops for the Greek community, and have invited an Arabic bilingual educator to attend Haldon Street Festival to speak to the residents about the range of waste education topics.

Senior Citizens Centres

In June 2008, based on statistics following the annual booking process, 74 groups identified themselves as seniors groups – of these 38 groups have members from a CALD background. Centre users from a CALD background represented approximately 52% of the total centre users.

Seniors Recreation Program

During Active Ageing Week in September 2007 we conducted senior indoor bowling competition at Punchbowl Ex-Services and Community Club

between Chinese Seniors Group and Riverwood Senior Citizens Assoc. There has been other ongoing recreational activities in the Seniors Centres that involve CALD seniors including a Korean line dancing group and a Chinese ballroom dancing and Tai Chi.

Seniors Week

The Sydney Korean Senior Performance group performed traditional Korean dance and drumming to the Muslim senior group at Lakemba Senior Citizens Centre during our Seniors Week 2008 event. Both groups are currently using our facilities.

Youth Services

Multicultural events and programs were facilitated throughout the year including the 2008 Youth X Festival, Artstart Music Program, Newly Arrived Young Women's Group, Releasing the Fear workshops and the Pacific Cultural Performances and Whakairo Workshops.



Seniors enjoying our Seniors Week celebrations at Canterbury Park Racecourse.

The Pacific Cultural Performances and Whakairo Workshops provided the opportunity for Pacific young people to identify and connect with their culture. The program also celebrated Pacific Culture with the wider community. Approximately 100 visitors and participants attended the launch of this project.

Through their participation in various programs 172 new young people were introduced to the Belmore Youth Resource Centre in 2007-08, the majority from CALD backgrounds. An increase in the number of African young people accessing the services offered within Belmore Youth Resource Centre was also evident.

Girls Only Space was developed within the Belmore Youth Resource Centre to provide a safe and non-intimidating space for young women to hang out in. This has resulted in a considerable number of new young women accessing the centre. Structured activities included; multi-medium art workshops, movie days, air-hockey competitions, sexual health workshops, consultation workshops, floral arranging, origami, theatre sports, volleyball, jewellery making, journal decoration and chocolate making.

We have continued to work with local schools and especially Beverly Hills Intensive English Centre to promote activities for local youth. In total, there were 5,079 visitors to the four holiday programs, drop-in program, Youth Support program and counselling services. Of the young people in our After School Program 95% were from CALD backgrounds, and 90% of young people in our School Holiday Programs were from CALD background.

Library Services

We maintained 7 community language collections (Arabic, Chinese, Greek, Italian, Korean, Spanish and Vietnamese). Community language book

stock consisted of 30,659 books and community language book loans almost doubled since last year and reached 219,766. Two multicultural computers for Internet and Word Processing training, two ESL computers for English learning and two tele-videos for community language viewers were in operation.

Community Language membership in four branch libraries constituted over 50 % of total membership. There were 7 sessions of community languages book selection with attendance of 157 people. Community Language Reference Group conducted 2 six monthly meetings. Our library staff also conducted 56 multicultural outreach visits with 1,019 people.

112 special events at all four branch libraries attracted 2,515 attendees including 10 celebrating cultures events (10) for 808 people. At Campsie branch, 141 English conversation classes (up from 110 in the previous year) were delivered to 1,848 students in total (up from 984 in the last year). 13 educational seminars were held for 180 patrons most of whom were from a CALD background and 19 tours were conducted for various groups, ESL students or TAFE students totaling 280 people (89 people in the previous year). 61 sessions of Children's story time in the Arabic, Korean and Chinese languages held throughout the year attracted 671 children.

Community Festivals

We sponsored and organised the ninth Haldon Street Festival at Lakemba in August 2007. This multicultural festival attracted over 30,000 people and it was a showcase of the rich cultural diversity of our City.

This year we also celebrated the tenth Anniversary of our Campsie Food Festival, which coincided with the twentieth anniversary of our Sister City relationship with the city of Eunpyeong-gu. Over 25,000 visitors



Thousands flock to Lakemba to celebrate the annual Haldon Street Festival, which promotes respect, unity and peace.

from all over Sydney came to Campsie to enjoy the festival

Aboriginal/Torres Strait Islanders

There were 746 Aboriginal and Torres Strait Islanders (ATSI) in our area at the time of the 2006 Census. This represents 0.6% of the total population.

We continue to have about 8.0% of all ATSI people in the Southern Sydney region and this ranks sixth out of twelve local government areas in the region in terms of the total number of ATSI. We continue to support reconciliation via Sorry Day and have developed a conservation and protection strategy for Aboriginal sites in our area.

In June 1999, we adopted an Aboriginal Social Plan as part of the overall Canterbury Social Plan. The

following strategies were implemented in 2006-2007:

- Since March 2006, we have been supporting quarterly meetings and quarterly open forums of our Aboriginal Advisory Group which now has 14 regular members. This Group works to implement short term projects which promote Aboriginal heritage and culture and raises awareness of current issues faced by the Aboriginal population, within the responsibilities and resources of our Council.
- Our Canterbury Aboriginal Advisory Group established in 2006 grew in strength, and provided ideas to Council on how to promote inclusiveness for Indigenous residents in all council programs and operations and how to acknowledge and showcase our Aboriginal heritage.

- We celebrated NAIDOC Week 2007 with an open Forum involving our Aboriginal Advisory Group and a special week of short film screenings and displays at our Campsie library. During the week 12 short movies provided courtesy of Australian Film Commission's BLACK Screen were shown

at repeated times during the day and evenings to 85 members of the general public.

- In November 2007, we launched our first Aboriginal webpage on council's website as an educational tool for the community to gain a greater understanding of the Aboriginal culture



Pacific Cultural Performance at Belmore Youth Resource Centre.

and promote awareness of the Bediagal people. The Aboriginal webpage can be viewed at www.canterbury.nsw.gov.au/aboriginal and it includes:

- Map of Traditional Boundaries & Aboriginal Languages
- Aboriginal History, Places of Significance & Population today
- Canterbury Aboriginal Advisory Group Initiatives and Events.

Significant initiatives:

- In February 2008, we initiated a forum between our Aboriginal Advisory Group and local Youth Services including Bernardos Youth Outreach Program, Canterbury Multicultural Youth Health Service, Fusion, Belmore PCYC and Marrickville Youth Resource Centre. The forum aimed to discuss Indigenous strategies in youth services with the help from our Canterbury Aboriginal Advisory Group. The forum was successful in raising awareness of the needs of our Indigenous youth and exploring ways of promoting existing youth programs to them.
- Aboriginal Group members have delivered Acknowledgment of Country at important local events and the group took active part in 2008 Riverworks, an environmental sculpture competition and a family picnic.
- We conducted two movie screenings of *Liyarn Ngarn* at Canterbury Hurlstone Park RSL Club free to the general public to celebrate 2008 Reconciliation Week at the recommendation of our Aboriginal Advisory Group. Over 140 people of varied ages took part in these sessions and listened to a commentary delivered by the Elder of the Group, Ms Joan Tranter. *Liyarn Ngarn* is a compelling new documentary about a difficult road to true and lasting Reconciliation. The

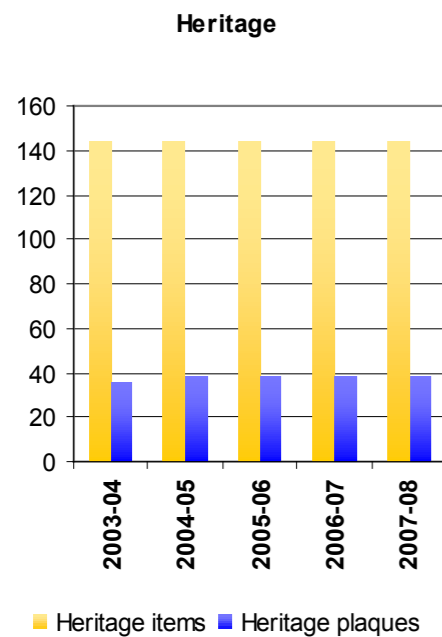
Aboriginal Advisory Group continues to promote cultural exchange between the Indigenous and non-Indigenous community in our City through this kind of initiative.

- A current Aboriginal list of resources entitled "Australian Aborigines: A Guide to Finding Resources at Canterbury City Library" is well in use. This resource undergoes regular updating.
- The Aboriginal flag was raised in the central part of Campsie (Anzac Mall) to honour Sorry Day and to celebrate NAIDOC Week.
- The Prime Minister's historic apology to the stolen generation was televised in all council Libraries and our Administration Centre.

State of the Environment - Cultural Heritage

Trends at a glance

Indicator	2003-04	2004-05	2005-06	2006-07	2007-08
Heritage items in the City of Canterbury	144	144	144	144	144
Total number of heritage plaques installed in the City of Canterbury	35	38	38	38	38
Heritage items addressed in a Conservation Management Plan	1	1	3	10	23



State

We have identified and listed heritage items under our environmental planning instruments. There are presently 144 individual heritage items listed in the Canterbury LGA. In addition, there are nine (9) State Heritage Register items listed by the NSW Heritage Council, four (4) of which are also listed by us. Apart from an Aboriginal Rock Art site and midden at Earlwood, all of the other listed heritage items are non-indigenous in nature.

Our Heritage Study Review has been undertaken which has resurveyed the entire LGA, reviewing the existing heritage listings and recommending new items and conservation areas. The Heritage Study Review also has made recommendations in relation to the management of heritage items, including new statutory controls, and sources of funding for conservation. The Review is currently under consideration, with a view to future public exhibition.

Pressure

The greatest pressure on heritage in Canterbury comes from development. It is not development itself which is an issue, however, but rather attitudes towards heritage conservation. Heritage conservation has a role to play in not only conserving individual items but as a factor in enhancing neighbourhoods and town centers. Formal heritage listing is one mechanism in the conservation process. It must be supplemented by other measures to support conservation of items. We currently provide free advice on development applications, do not charge DA fees for heritage related DA's and provide residents with a rate reduction for heritage listed residential properties.

Response

Aboriginal Heritage

The long term conservation of the Aboriginal Rock Art site and midden at Earlwood is a priority of Council. We have investigated options to ensure its maintenance and our nomination for listing on the State Heritage Register is currently being considered by the Heritage Council of NSW.

In March 2006 we conducted community consultations with Aboriginal residents which resulted in our first Aboriginal Advisory Group being formed. This group meets quarterly to implement strategies promoting Aboriginal heritage and improving access to local services by Indigenous residents, such as a NAIDOC week event.

Conservation Plans and Studies

Council's program of Conservation Management Plans and Strategies for Council owned heritage items is continuing. By the end of 2008 Conservation Management Strategies will be completed for 13 significant parks and plantings.

Interpretation and Education

The Local Studies section at Campsie Library continues to play an active role in promoting and educating people about Canterbury's past and present, including the provision of local histories and historic photographs on the library website, the presentation of historical talks and tours, the ongoing acquisition of both written and photographic records of the City's history and the Canterbury City Cemeteries Online Project.

We approved the implementation of a program to install plaques to commemorate people of outstanding sporting achievement. We now have 26 local athletes from a broad range of sporting fields, who will have individual plaques installed in their honour. A group of 11 plaques was unveiled in 2007, the first of a two year program.

The unveiling of 16 World War 2 street nameplates at Riverwood occurred as a History Week event in September 2007. The street nameplates commemorate streets named after World War 2 people, places and events.

"Painting the Towns" is a façade improvement program that provides a cash incentive to businesses and property owners to help meet the cost of improving the facades of their buildings through repainting in period colours.

A Heritage Section has been added to council's Website to improve community awareness of heritage in Canterbury.

Action Plan

Action	Outcome/benefits	Due	Responsibility
<p>Events to be held to celebrate History Week in September 2008:</p> <ul style="list-style-type: none"> the unveiling of the second stage of plaques for the Canterbury Path of Sporting Champions. The second group of World War 2 street nameplates, commemorating the naming of our streets after people, events and places is scheduled for November 2008 	<p>Preserve and make accessible print and photographic resources pertaining to our area's history. The Pictorial Canterbury photograph database continues to be added to, with new photos and stories. The database was Highly Commended in the Energy Australia National Trust Heritage Awards for Interpretation and Presentation, Corporate/Government in April 2008.</p>	June 2009	Library Services
<p>Events will be held to celebrate Heritage Festival in April 2009</p>	<p>Preserve and make accessible print and photographic resources pertaining to our area's history. The Pictorial Canterbury photograph database continues to be added to, with new photos and stories.</p>	June 2009	Library Services
<p>Prepare Conservation Management Plans for 1940s Baby Health Care Centres.</p>	<p>To guide maintenance, use and adaptation in accordance with their heritage significance.</p>	June 2009	Urban Planning
<p>Prepare generic heritage DCP</p>	<p>For best practice development in the City</p>	June 2009	Urban Planning

Community Grants

As part of our commitment to supporting local organisations building community, we provided financial assistance under Section 356 of the Local Government Act 1993 during 2007-08 as follows:

Organisation	Amount
Arabic Australian Child Care Centre	650
Arabic Society for Arts & Literature	1,500
Ashbury Italian Seniors Social Support (COASIT)	650
Ashbury Tai Chi & Social Group	350
Aunties & Uncles Co-operative Family Project Limited	1,500
Australia Day Botany Bay Regatta	500
Australian African Network	2,000
Australian Arabic Family Cohesiveness	1,000
Australian Breastfeeding Association (Marrickville/Canterbury Group)	1,200
Australian Chinese Senior's Club	1,000
Australian Islamic Mission	2,000
Australian Korean Welfare Association	1,400
Australian Lebanese Chamber of Commerce Ltd	150
Australian Red Cross Bangladesh Appeal	5,000
Australian Red Cross Sichuan Appeal	10,000
Belmore PCYC	9,500
Belmore PCYC - Canterbury Multicultural Youth Health	3,000
Belmore Womens Bowling Club	350
Bright Kids' Corner Inc Campsie	550
Campsie Cultural Centre Inc	800
Campsie Drop-In Friendship Centre	2,000
Campsie War Widows Guild	500
Cancer Council of ACT	100
Canterbury - Earlwood Probus Club Inc	300
Canterbury Bankstown Migrant Resource Centre	2,010
Canterbury Bankstown Migrant Resource Centre - Cuiebet Youth Association/Community	2,000
Canterbury Bankstown Migrant Resource Centre - Sudanese African Women's Association	2,000

Organisation	Amount
Canterbury Child & Family Interagency	2,000
Canterbury City Community Centre - STARS	14,000
Canterbury Community Child Care Centre	1,400
Canterbury Earlwood Caring Association	500
Canterbury Junior Rugby Union Football Club	700
Canterbury State Emergency Service	1,900
Cedars of Lebanon Folkloric Group	2,000
Chester Hill Neighbourhood Centre Inc	2,720
Chinese Australian Services Society Co-operative Ltd (CASS)	1,500
Chinese Parents Association - Children with Disabilities Inc	500
Cooks River Valley Association	480
Creating Links Co-Op	1,200
Dosti Multicultural Arts	500
Earlwood Italian Seniors Social Support Group (COASIT)	650
Earlwood Senior Citizen Centre Inc	1,150
Ethnic Child Care, Family and Community Services Co-op Ltd	2,000
Greater Inner West Community Transport	25,000
Greek Orthodox Parish Church of the Transfiguration of the Lord - Earlwood	2,000
Handital NSW Inc	350
Horizon Theatre Co Limited	4,100
Islamic Women's Welfare Association	1,775
Italian Social Support Group	1,150
Jannawi Family Centre	1,500
Khal Asfour Campaign Fund	100
Koori Kids	450
Korean Hibiscus Society of Australia Inc Belmore	500
Korean Society of Sydney	2,600
Lakemba Public School	2,000
Lakemba Star (Seniors' Group) Inc	350
Lebanese Community Council of NSW	150
Lebanese Moslem Association	3,000
Lebanese Muslim Association	2,000
Lighthouse Sports & Recreation Ministry	2,000

Organisation	Amount
Mission of Hope	2,500
MS Society	200
NSW Indo-China Chinese Association - Belmore Elder Group	800
NSW Vietnamese Refugee Support Committee	1,500
Oriental Palace for International Arts & Literature	1,500
Pacific Education Resource X-Change	3,000
Probus Club of Campsie-Kingsgrove	350
Punchbowl Friendship Club	500
Punchbowl Multicultural Tenant Group	500
Recreation, Sports & Aquatics Club (RSAC)	1,750
Rental Subsidy - Canterbury Community Child Care	14,438
Rental Subsidy - Canterbury Earlwood Caring Association	23,140
Rental Subsidy - Koorana Child & Family Centre	69,556
Riverwood Australian Arabic Association	1,500
Riverwood Child Sexual Assault Counselling Service	450
Riverwood Children's Centre	350
Riverwood Community Centre	3,090
Riverwood Community Centre - Campsie Tenant Group	500
Riverwood Community Centre - Family Support Service	1,800
Riverwood Community Centre - Pacific Islanders Project	2,000
Riverwood Estate Advisory Board	350
Riverwood Italian Group	1,000
Riverwood Youth Service	450
Rockdale Council ALP Campaign	370
Rotary Club of Campsie	1,500
Rotary Club of Georges River - Riverwood	2,000
Schizophrenia Fellowship of NSW Inc - Carer Assist	600
Senior Gruppo Di Preghiera (COASIT)	650
Senior Italian Social Group of Campsie	1,150
Serenity NSW Inc	1,000
Somali Cultural Group	2,000
Sporting Ambassador - Blade Richards	500
Sporting Ambassador - Danielle Bartels	500

Organisation	Amount
Sporting Ambassador - Dimitri Daaboul	500
Sporting Ambassador - Lisa Pham	500
Sporting Ambassador - Opo Tagaloa	250
Sporting Ambassador - Rebecca Lau	250
Sporting Ambassador - Shadia Mendrawi	250
Sporting Ambassador - St Mel's Primary School	250
Sporting Ambassador - Stefano Chiandotto	500
St George Oztag Association (Under 23s)	1,500
St Johns Ambulance	160
St John's Campsie ESL Class	300
St Joseph's Riverwood Bursary Fund	1,000
St Mary's House	2,568
Sydney Korean Senior Citizens Society in Belmore	950
Sydney Korean United Senior Performance Group	1,500
Sydney Women's Counselling Centre	7,000
The Inner Western Circle Inc	1,800
Theatre Organ Society of Australia	4,418
Tongan Community Support Services	1,500
Tripoli & Mena Association	2,900
Two Valley Trail Steering Group	500
United Muslim Women Association Inc - Canterbury Women's Issue Network	4,000
Uniting Church - Campsie, Earlwood, Clemton Park	2,600
Woman's Place	1,450
World Vision Australia Myanmar Cyclone Appeal	10,000
Young Achievement Australia	5,000
Total	327,375



Each year we distribute grants to local community groups and associations through our Financial Assistance Program.