



Cultural Understanding

Multicultural Charter Principle 1:

Recognise, respect and value cultural, linguistic, racial and religious diversity and the contribution this has made, and continues to make, to our state.

Objective	Action (how will we achieve this?)	Type of action	Delivery team/s	Timeline for implementation	Action status	Measures of success
Understand how cultural diversity principles are embedded across our workforce and shared with customers and community.	1.1 Establish a framework for multicultural inclusion covering internal operations and community-facing services that identifies existing commitments, highlights our priorities, and applies an intersectional and intercultural lens.	New initiative -internal and external	Community Wellbeing	Establish 2026-27; review every 2 years	Short term and ongoing	Framework endorsed; priority actions mapped to existing Council policy and strategic commitments; reporting mechanism and metrics established.
Publicly affirm the City of Charles Sturt's commitment to the Charter, multicultural inclusion and cultural safety	1.2 Develop and publish a public-facing statement affirming our commitment to the SA Multicultural Charter, multicultural inclusion and support for our diverse communities, and articulating our standards of anti-racism, cultural safety and respectful behaviour.	New initiative – external	Community Wellbeing; Community & Corporate Communications	2026-27	Short term	Statement endorsed by Council; published and communicated across multiple channels and venues; website visits / social media impressions tracked.
Improve understanding of workforce cultural diversity and staff experience.	1.3 Design and deliver a confidential, non-compulsory staff survey to understand cultural identity, sense of belonging, psychological safety, and confidence to discuss diversity and inclusion.	New initiative – internal	People & Culture	Establish 2026-27; repeat every 2 years	Short term and ongoing	Baseline workforce diversity data collected; participation rate achieved; findings used to inform priority actions year-on-year.



Cultural Competency

Multicultural Charter Principle 2:

Are encouraged to engage in the reciprocal exchange of knowledge and understanding of our cultural, linguistic, racial, and religious diversity.

Objective	Action (how will we achieve this?)	Type of action	Delivery team/s	Timeline for implementation	Action status	Measures of success
Shift internal capability from cultural awareness to cultural confidence	2.1 Develop and implement cultural confidence training plan, segmented for all employees, leadership and target roles and including training for Elected Members.	Expansion of existing initiative - internal	People & Culture; Governance & Risk	Plan developed 2026-27; Council Member Training and Development Policy Review 2027; roll out from 2027-28	Short to medium term	Framework designed to align with and build on existing First Nations-focused cultural training; participation rates tracked; increased staff confidence measures; Council Member Training and Development Policy review undertaken.
Strengthen multilingual service confidence for customer-facing staff.	2.2 Scope a Community Language Aide Program, including a feasibility study and identification of key program features and parameters. A Community Aide is a bilingual employee who uses their language skills to assist communication in community settings.	New initiative - internal	Community Engagement and Experience; People & Culture	Scope and feasibility 2026-27; implementation 2027-28 if endorsed	Medium-term	Feasibility completed; number of staff identified and trained; number and outcomes of customer interactions tracked.



Representation

Multicultural Charter Principle 3:

Are able to live, work and study to thrive in all aspects of life in a cohesive society.

Objective	Action (how will we achieve this?)	Type of action	Delivery team/s	Timeline for implementation	Action status	Measures of success
Support workforce representation that better reflects community diversity	3.1 Review recruitment, retention and career progression policies and processes to identify and remove barriers for culturally diverse applicants and staff. Develop a hiring guide for managers that supports inclusive recruitment.	Expansion of existing initiative - internal	People & Culture	Process review 2026-27; hiring guide developed 2027-28	Medium term	Processes adapted to support cultural inclusion; hiring guide introduced; improved diversity across application and recruitment process.
Provide and promote volunteering for a culturally diverse community	3.2 Identify and promote diverse volunteering opportunities across the organisation. Deliver training to build cultural awareness and confidence among volunteers.	Expansion of existing initiative – internal and external	Business Improvement	Identify opportunities from 2026-27; implement volunteer training from 2027-28	Medium term	New opportunities for volunteering identified and addressed; improved diversity across volunteer base; training participation measured.
Increase representation of multicultural perspectives in engagement and decision-making.	3.3 Review community engagement mechanisms including Your Say Charles Sturt and direct outreach, to identify culturally appropriate and safe ways to hear from multicultural residents, businesses and community groups.	Expansion of existing initiative - internal	Community Engagement and Experience	2026-27 review; embed in future engagement cycles	Short to medium term	Review completed; culturally inclusive feedback methods implemented; CALD participants and communities engaged where measurable.



	3.4 Conduct targeted community engagement outreach to support culturally diverse participation in neighbourhood planning and local place-based projects.	Expansion of existing initiative - external	Community Engagement and Experience; Place Making; Community Wellbeing	From 2026-27	Ongoing	Number of outreach activities; CALD participants and communities engaged where measurable; outcomes identified.
Improve accessibility for language diversity	3.5 Improve language accessibility of Council communications by using clear, simple language, translating into community languages as appropriate, and upgrading the website translation tool to enable live translation and additional accessibility features	New initiative – external	Community Engagement and Experience; Community and Corporate Communications	Website tool upgraded 2026-27; document accessibility ongoing	Short term and ongoing	Web tool upgrade implemented; number of users; documents produced in accessible formats.



Mutual Respect

Multicultural Charter Principle 4:

Have the right to mutual respect, understanding, fairness, safety, and freedom from discrimination based on their cultural, linguistic, racial and religious background.

Objective	Action (how will we achieve this?)	Type of action	Delivery team/s	Timeline for implementation	Action status	Measures of success
Embed multicultural inclusion as a whole-of-council commitment	4.1 Embed progress reporting into existing Community Vision quarterly and annual reporting and Elected Member updates.	Expansion of existing initiative - internal	Community Wellbeing; Performance and Innovation	2026-27; annual reports to Council.	Short term and ongoing	Governance model agreed; regular reporting implemented.
Increase cultural safety and awareness in core induction processes to facilitate greater inclusion in the workplace	4.2 Review and update the corporate induction and onboarding program so all new starters receive practical guidance on cultural safety, inclusive workplace behaviours, anti-discrimination expectations, respectful communication and how to access support or raise concerns.	Expansion of existing initiative - internal	People & Culture	Implement in 2027-28 following rollout of cultural competence training to existing staff	Medium term	Induction content updated; completion rates tracked for new starters; staff feedback shows improved understanding.



Cultural Expression

Multicultural Charter Principle 5:

Should lawfully be able to preserve, express, practice and celebrate their cultural, linguistic and religious diversity.

Objective	Action (how will we achieve this?)	Type of action	Delivery team/s	Timeline for implementation	Action status	Measures of success
Celebrate and make visible the City's cultural diversity	5.1 Maintain an annual program/calendar highlighting cultural celebrations and important dates to inform Council programming, communications, and support for community.	Expansion of existing initiative – internal and external	Community and Corporate Communications; Community Wellbeing	2026-27; reviewed annually	Short term and ongoing	Annual update on Community Wellbeing Knowledge Base. Communications linked to dates of significance. Key events promoted on SA Multicultural Events Calendar.
	5.2 Embed multicultural inclusion in implementation of Arts and Culture Plan, including reviewing grant criteria to support public art, cultural celebrations and multicultural inclusion initiatives.	Expansion of existing initiative – internal and external	Place Making; Economic Development	Grant criteria reviewed 2026-27; ongoing grant and project delivery	Short term and ongoing	Grant criteria reviewed; number of projects funded; number of multicultural communities supported through arts, events and activation projects.
	5.3 Celebrate community stories, events, and local businesses through Council communication channels including eNewsletter, social media, and Kaleidoscope magazine.	Maintain existing initiative – external	Community and Corporate Communications	From 2026-27	Ongoing	Number of cultural stories, events or business features shared across Council communications – at least one per month.
	5.4 Promote Library's community language collections and resources, including through linguistically diverse communication.	New initiative – external	Libraries, Community and Corporate Communications	From 2026-27	Ongoing	Diverse collections promoted; number of communications in community languages; community input sought into



Target home and mobile library outreach initiatives towards culturally diverse communities and neighbourhoods

collections materials; outreach expanded via home library and mobile library initiatives.

Support leave for important cultural events	5.5 Promote the 'Public Holiday Swap' option within the new Administration Enterprise Agreement, allowing staff to substitute certain public holiday dates for another day of personal, cultural or religious significance	Expansion of existing initiative – internal	People and Culture	Commence 2026-27; promote annually through staff communications	Short term	Staff uptake and feedback monitored; data used to inform future promotion.
Develop spaces for cultural and religious practice	5.6 Embed universal design principles including consideration of cultural needs and preferences in ongoing planning and design work, and consider inclusion of culturally specific spaces as appropriate and in consultation with community.	Expansion of existing initiative - internal	City Infrastructure; City Planning; City Property and Open Space	Review documents and implement projects progressively from 2026-27 onwards.	Long term	Cultural inclusion embedded in planning and process documents; inclusive amendments made; new culturally inclusive projects delivered.
Strengthen culturally connected neighbourhoods	5.7 Partner with associations and organisations representing established, new and emerging migrant communities to incorporate multicultural storytelling, community-led events, public art and cultural placemaking into neighbourhood projects and public realm upgrades.	New initiative – external	Place Making; Community Wellbeing	From 2026-27 onwards	Ongoing	Number of culturally diverse activations and partnerships; public art projects delivered; improved feelings of belonging and neighbourhood connection reported.



Equitable Access

Multicultural Charter Principle 6:

Have equitable access to opportunities and services that support participation in the educational, social, cultural, economic, and political life of our state.

Objective	Action (how will we achieve this?)	Type of action	Delivery team/s	Timeline for implementation	Action status	Measures of success
Improve equitable access to Council services for residents and customers from culturally diverse backgrounds.	<p>6.1 Review and improve customer touchpoints to remove barriers for multicultural residents, including language support, non-digital service options, and service navigation.</p> <p>Review and improve complaints and feedback pathways, including reporting of instances of discrimination and lack of cultural safety.</p>	New initiative - external	Customer Experience	2026-27 review; implementation from 2027	Short to medium term	Priority barriers identified; non-digital pathways maintained for key services; customer feedback mechanisms strengthened.
Support local businesses to navigate migrant employment pathways to help address workforce shortages.	6.2 Create a dedicated web resource for local businesses that explains practical pathways for employing skilled migrants and new arrivals, with links to relevant government information.	Expansion of existing initiative – external	Economic Development; Community and Corporate Communications	Develop in 2026-27; review and update content annually	Short term and ongoing	Website resource published; information promoted via avenues including Western Business Leaders network, Jobs Expo, and workshops; business feedback used to improve content.
Foster engagement with culturally diverse organisations and businesses	6.3 Create and maintain a directory of local organisations, businesses and clubs representing established, new and emerging migrant communities. Share relevant information, resources and targeted procurement opportunities.	New initiative – internal	Community Wellbeing; Community and Corporate Communications; Economic Development; Sports and Recreation	Develop in 2026-27; review and update content annually	Short term and ongoing	Directory created and shared on Community Wellbeing Knowledge Base; opportunities and initiatives shared through relevant networks.



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