

DRAFT

Multicultural Burwood Strategy

2024–2028



Burwood
Inc.1874

Acknowledgement of Country

We acknowledge the Wangal Clan of the Eora Nation, the traditional custodians of the lands on which the Burwood Local Government Area is located.

We pay our respects to their elders past, present and emerging. We acknowledge and respect their cultural heritage, beliefs and ongoing relationship with the land.





Contents

About this document	2
Message from The Mayor, John Faker	3
About this Strategy	5
Strategic context	6
Our settlement history	9
A brief timeline of cultural settlement in Burwood	10
Multicultural Burwood at a glance	12
Diversity across our suburbs	14
Council's role in supporting our multicultural community	16
How we developed this Strategy	22
Who we heard from	23
What we heard	24
Our unique strengths	24
Barriers and challenges for culturally diverse communities	26
Challenges and support needs for the community sector	28
Our Action Plan	31
Outcome Area 1:	32
An empowered and respectful community where language and culture are not barriers to access and participation	
Outcome Area 2:	34
A strong, responsive, trusted and connected community sector	
Outcome Area 3:	36
A welcoming, harmonious and inter-connected community where our diverse and shared experiences are harnessed and celebrated	
Monitoring our progress	38



About this document

This document contains information about how Council plans to ensure that people of all cultural backgrounds who live, work, visit and do business in the Burwood Local Government Area are welcomed, included and supported.

If you would like the information supplied in another language or format, please contact us via these free services.



Telephone Interpreting Service (TIS):
131 450 – ask them to call Burwood Council on **(02) 9911 9911**
Voice Relay: **1300 555 727**
Text to Speech: **133 677**

Chinese – simplified:

如果您不理解本文件并需要口译员，请拨打电话口译服务电话 131 450 并请他们拨打 (02) 9911 9911 联系 Burwood 市议会。

Nepali:

यदि तपाईं ले यो कागजात बुझ्नु भएको छैन र एक दोभाषे चाहिन्छ भने, कृपया टेलिफोन दोभाषे सेवा (TIS) लाई 131 450 मा कल गर्न ढुहोस् र तिनीहरूलाई (02) 9911 9911 मा Burwood काउन्सिललाई कल गर्न भन्नुहोस्।

Arabic:

لاصتلا بجري ، مجرتم بلا جاتحتو دنتسملا اذه مهفت ال تنك اذإ مهتم بلطاو 131450 مقرلا بلع فتاهلا ربع ةيوفشلا ةمجرتلا ةمدخب (02) 9911.9911 بلع دووريب سلجمب لاصتلا

Italian:

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Korean:

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Message from The Mayor, John Faker

I am delighted to present the Multicultural Burwood Strategy 2024 – 2028.

Burwood is renowned for being a vibrant, welcoming and inclusive community that takes pride in celebrating our rich multicultural history and heritage. Our diversity is not merely a characteristic; it is the very essence of our identity and community spirit.

Across Sydney, Burwood has gained recognition as a beacon of diversity, a place where different backgrounds converge harmoniously to create a rich tapestry of experiences.

The Multicultural Burwood Strategy is a testament to our commitment to this diversity. Developed through extensive engagement with our multicultural communities, individuals, and cultural groups, this Strategy captures their collective aspirations and outlines the actions Council will undertake in collaboration with our

communities, businesses, and partners. Our goal is to ensure that everyone feels welcomed, included and supported in Burwood.

We understand that the members of our community bring with them a diverse range of backgrounds, experiences, priorities, and needs; all of which evolve over time as people settle and establish networks locally. Fostering community connections, actively listening to our residents, and building strong partnerships are central to our priorities.

I invite each one of you to actively participate, contribute, and be a part of this transformative journey. Together, let us build a more informed, cohesive, and connected community that embraces the diversity that defines us.

I ♥ Burwood



“

I think it's just a bit of reality when you see the world reflected in people's faces. You can see multiculturalism and experience it and understand it and appreciate it.

”



Burwood
Inc. 1874

About this Strategy

Burwood is recognised as a vibrant, welcoming and inclusive community that celebrates our rich multicultural history and heritage.

Burwood's diversity is core to our sense of identity and community. It is reflected in our streets and town centres, in our business and cuisine offerings, our cultural celebrations and events, our public art and the many cultural and interest groups that meet in our parks and community halls.



People are drawn to Burwood's vibrancy and all the different faces and cultures and food. Burwood is becoming quite well known across Sydney as a place of great diversity.



This Strategy focuses on the diverse multicultural communities who live, work, visit and do business in the Burwood Local Government Area (LGA).

It has been developed by reaching out, connecting with and listening to the many communities, individuals and cultural groups that make up multicultural Burwood. It defines their collective key priorities and outlines the actions that Council will take, working with our diverse communities, businesses and partners, to ensure that people of all cultural backgrounds are welcomed, included and supported.

We recognise that members of our community have a diverse range of backgrounds, experiences, priorities and needs. These also change over time as people arrive, settle and establish networks in Burwood. Fostering community connections, listening to our community and building strong partnerships are key priorities for Council.

The Strategy will be implemented over a four-year period, from April 2024 to April 2028. It aims to build a more informed, cohesive and connected community for people of all cultural backgrounds.

Our priorities

Our community has identified three Outcome Areas for focus over the next four years:

1. An empowered and respectful community where language and culture are not barriers to access and participation
2. A strong, responsive, connected and trusted community sector
3. A welcoming, harmonious and inter-connected community where our diverse and shared experiences are harnessed and celebrated.

Strategic context

This Strategy aligns with various Council plans and policies and other government legislation and frameworks.

National Plans and Legislation

Outline how Australia supports universal human rights for all without distinction to race, language, religion or culture and supports the settlement of migrants and new arrivals. Key examples are:

- *Australian Human Rights Framework and Human Rights Commission Act 1986*
- *Multicultural Australia: United, Strong, Successful (Australia's Multicultural Statement) 2017*
- *Racial Discrimination Act 1975* and National Anti-Racism Strategy
- National Settlement Framework and Outcomes Standards.

State (NSW) Plans and Legislation

Outline how all individuals in NSW are free to practice and maintain their culture, language, religion and heritage, and the support provided to migrants and new arrivals. Key examples are:

- *Multicultural NSW Act 2000*
- *Anti-Discrimination Act 1977*
- *Local Government Act 1993*
- *Multicultural NSW Strategic Plan 2023 – 2025*
- *NSW Settlement Strategy 2023 – 2025.*



1 *The four Principles of Multiculturalism as set out in the Multicultural NSW Act 2000*

- Burwood 2036 (Community Strategic Plan)
- Delivery Program 2022 – 2026
- Customer Experience Strategy 2024 – 2027
- Community Engagement Strategy 2023 – 2026
- Library Strategic Plan 2022 – 2027
- Safer Burwood Plan 2023 – 2026
- Burwood Youth Action Plan 2024 – 2027
- Burwood Library Collection Development Policy 2023 – 2027
- Public Art Policy.

- Disability Inclusion Action Plan 2022 – 2026
- Burwood After Dark 2023
- Community Facilities and Open Space Strategy 2019

- Reconciliation Action Plan
- Cultural Plan.

- **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.





An aerial photograph of a park area. In the foreground, there is a paved path and a small circular garden with a fountain. To the left, a light-colored building with a red-tiled roof is visible. The background is filled with dense green trees, and some buildings can be seen in the distance under a clear sky.

Our settlement history

The Burwood Local Government is situated on the traditional lands and waters of the Wangal people of the Eora nation.

Since 1945, Burwood has been influenced by waves of migration from across the world. After World War II, many migrant families from Europe and Great Britain came to the area via Woodstock Villa in Burwood (now Woodstock Community Centre) which operated as a Migrant Hostel.

More recently, new arrivals from South-East Asia, the Indian subcontinent and all corners of the world have settled here, alongside the more established European communities creating the diverse cultural fusion that is Burwood today.

A brief timeline of cultural settlement in Burwood

60,000 >	1794–1874	1940s	1970s
Traditional Custodians: Wangal Clan of the Eora Nation	European settlement 1794 First settler, Sarah Nelson, established a farm at Malvern Hill, Croydon 1799 'Burwood' Farm established by Captain Thomas Rowley 1834 ↓ First Italian immigrant 1874 Municipality of Burwood established	Post-war migration 1942 ↓ Chinese evacuees find new home in Burwood 1948–1974 Woodstock Villa operated as a Migrant Hostel (Broughton House) for immigrant families from Europe and Great Britain 1950s Russian community, faith and businesses established in Strathfield and Burwood 1950s–1970s Greek and Italian migrants arrive 1964 First citizenship ceremony held in Burwood 1970 ↓ Establishment of Saint Nectarios Greek Orthodox Parish, Burwood	1970s Lebanese arrive 1974 First Burwood Festival (centenary celebration) 1976–1985 Vietnamese settlement 1978 ↘ Establishment of St Joseph's Maronite Catholic Church, Croydon



Bath Arms, Parramatta Road, Burwood

First Italian immigrant (1834)

Italian immigrant Emanuel (Danero) Neich was one of the earliest residents of Burwood and probably the very first settler from a non-English speaking background.

Neich was born in Genoa (in 1807) and went to work at sea at the age of twelve. He arrived in Sydney by mistake, after boarding a ship heading to 'New Holland' (Australia, not Holland) and decided to stay.

He lived in the Burwood area for almost 60 years and owned "The Bath Arms" hotel at the corner of Burwood and Parramatta Roads from 1834 till his death in 1893.

Neich was well known for his philanthropy and readiness to help friends and strangers alike. He was also instrumental in clearing the scrub to create a road from the Bath Arms on Parramatta Road to Liverpool Road known as Neich's Lane (now Burwood Road).

Chinese evacuees find new home in Burwood (1942)

During World War II, Burwood hosted a large group of Chinese refugees evacuated from New Guinea and Pacific War regions to Australia following Japanese occupation.

125 women and children were accommodated together in the 'Chinese Evacuation House', a 21-bedroom house in Grantham Street, Burwood. The house was renamed 'Pingan', meaning peace and safety.

The families were supported by local families and the Chinese community in Sydney.



Photograph by Ray Olson, 1942, from State Library of NSW collection

First Greek Orthodox Church

Saint Nectarios Greek Orthodox Parish, Burwood was established in 1970 to service the spiritual, cultural, educational, social and philanthropic needs of the local and broader Greek community. Today, the Church has a strong congregation and provides a range of cultural programs and services including Greek Language and Greek dancing schools and cultural festivals such as the annual Greek Street Fair.



1980s	2000s	2010s	2020s
<p>1980s Skilled migrants arrive (Korean, Nepalese, Indonesian and others)</p> <p>1988 onwards Chinese, Indian migration and others</p>	<p>2008 First Burwood Lunar New Year Festival</p>	<p>2012 First Greek Street Fair held</p> <p>2015 ↓ Burwood Council declared a 'Refugee Welcome Zone'</p> <p>2018 First Moon Festival held in Burwood</p>	<p>2021 ↓ Burwood Council adopted #RacismNotWelcome Campaign</p> <p>2021 Census results show Nepalese fastest growing community in Burwood</p> <p>2022 ↓ Nepal Festival Sydney relocates to Burwood</p> <p>2023 Nepalese Teej Festival held in Burwood</p> <p>2024 150 years since Burwood municipality established</p>

Establishment of St Joseph's Maronite Catholic Church, Croydon (1978)

Saint Joseph's Maronite Catholic Church was established in December 1978 to cater to the emerging Lebanese Maronite community in the area. Today, the Church is the spiritual home of almost 20,000 parishioners, and, through the establishment of over 20 committees, a place where children, teens, families and seniors gather to learn more about their faith and maintain its uniquely Eastern Catholic liturgy, and share their Lebanese heritage, including cultural traditions and language.

#RacismNotWelcome (2021)

The #RacismNotWelcome campaign is a community-led, grassroots initiative that acknowledges the existence of racism and takes a public stance against it.

The campaign was established in 2020 in response to an increase in racism experienced during the COVID pandemic. Burwood Council joined the campaign in 2021.



Burwood declared a Refugee Welcome Zone (2015)

A Refugee Welcome Zone is a Local Government Area which has made a symbolic commitment to welcoming refugees into the community, upholding their human rights, embracing cultural and religious diversity in the community and celebrating the contributions refugees make within our community.

Nepalese events come to Burwood (2022)

The growing connection of the Nepalese community to Burwood has been highlighted by both the Nepal Festival Sydney relocating to Burwood Park in 2022 and the Nepalese Teej Festival in 2023. Both events attracted large crowds and showcased Nepali culture.



Multicultural Burwood at a glance²



Population
in 2022

40,747

Population
by 2036

73,500



First people:
Wangal people
(Eora Nation)

<1%
of population

ANCESTRIES
AND
BIRTH-PLACE



106
different
ancestries

79+
nationalities

1 in 3
have Chinese
ancestry

1 in 10
have English
ancestry (11%)

ENGLISH
PROFICIENCY



5,569
people don't
speak English
well or no
English (14%)

1 in 5
in Burwood
(suburb)
experience
significant
language barriers

31%
speak
English only

49%
are
bi/multi-lingual

TOP 5 LANGUAGES
(OTHER THAN
ENGLISH):

1. Mandarin (20%)*
2. Cantonese (8%)*
3. Nepali (7%)*
4. Arabic (4%)
5. Italian and Korean (3%)

RELIGIOUS
DIVERSITY



65%
religious
affiliation

TOP 3:

1. Roman Catholic (19%)
2. Hindu (10%)*
3. Buddhist (8%)*

MIGRATION AND
SETTLEMENT



58%
of Burwood
residents were
born overseas

1/3
are new arrivals
(last 5 years)

MANY OLDER
ESTABLISHED
COMMUNITIES

1 in 5
lived here
> 20 years

1 in 2
are Australian
Citizens

LINGUISTIC
DIVERSITY



5th
most diverse
LGA in Australia
by language

56
languages
spoken

**Nearly
2 in 3**
speak another
language (63%)

² All data sourced from ABS, Census of Population and Housing 2021



***How do
we compare
to Greater
Sydney?**

7 x higher
proportion
of **Nepalese** speakers

4 x higher
proportion
of **Mandarin** speakers

3 x higher
proportion
of **Cantonese**
speakers

2 x higher
proportion of people
affiliated with **Hindu**
and **Buddhist** faiths

**Did you
know?**

1 in 3
people speak
either Mandarin
or Cantonese

Nepalese
is the fastest
growing language
spoken

Diversity across our suburbs

Burwood

- 3 out of 4 residents speak a language other than English
- 44 languages spoken
- Largest overseas-born population, 40% who arrived in the last 5 years
- 82% of people had both parents born overseas
- Largest Chinese speaking population:
 - 1 in 3 residents in Burwood were born in China
 - 1 in 2 residents have Chinese ancestry
 - 1 in 3 people speak Mandarin
 - 1 in 10 speak Cantonese
- Largest Korean, Indian, Vietnamese, Indonesian, Filipino, Thai and Eastern European populations
- 1 in 5 people have low/no English proficiency
- Highest levels of socio-economic disadvantage
- 1 in 2 people have a religious affiliation
- Largest number of Buddhist followers

Community connectors:

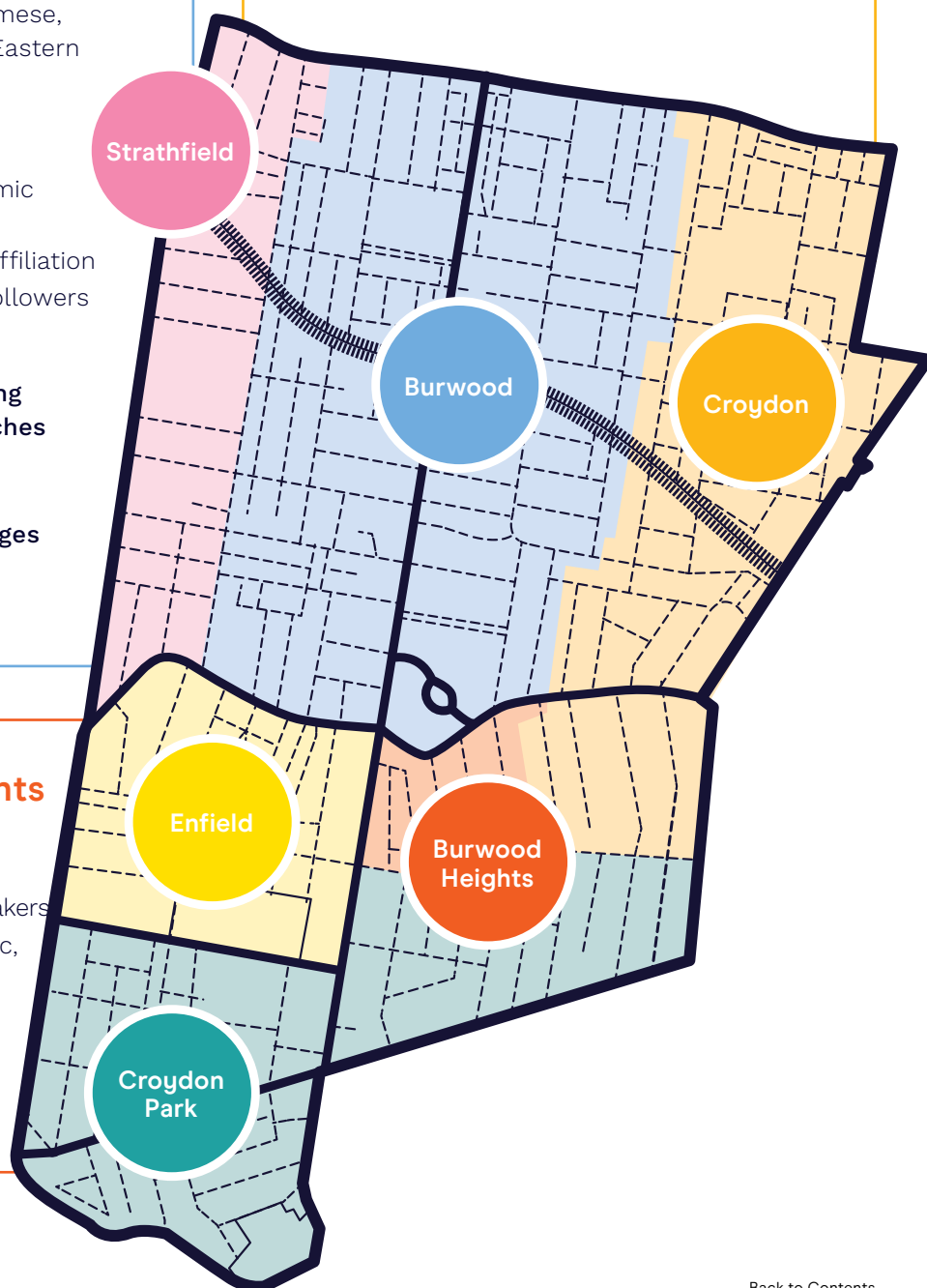
- 15 places of worship (including Chinese, Greek, Korean churches and Muslim Musallah)
- 3 schools
- 6 international schools/colleges
- 3 language schools (Chinese, Greek)

Croydon

- Highest proportion of English-only speakers
- 57 ancestries
- Main languages other than English: Chinese, Italian, Lebanese, Greek
- 1 in 2 people are Christian, 1 in 20 people are Buddhist

Community connectors:

- 8 places of worship (inc. Russian, Syrian, Maronite, Tongan churches and Hindu mandir)
- 4 schools
- 3 community language schools (Chinese, Arabic, German)



Enfield-Burwood Heights

- 1 in 2 people speak a language other than English
- Higher proportion of Arabic speakers
- Top 3 religions: Roman Catholic, Greek Orthodox, Hindu

Community connectors:

- 4 places of worship
- 2 schools

Strathfield

- Second most culturally and linguistically diverse area
- 1 in 4 people have Nepalese ancestry
- 1 in 5 people have Chinese ancestry
- Largest proportion of people born in India and Korea
- Highly transient area with high level of new arrivals
- Highest:
 - renting population (63%)
 - university attendance (16%)
 - university qualifications (41%)
- Largest faith affiliation: Hindu (nearly 1 in 3 people)

Community connectors:

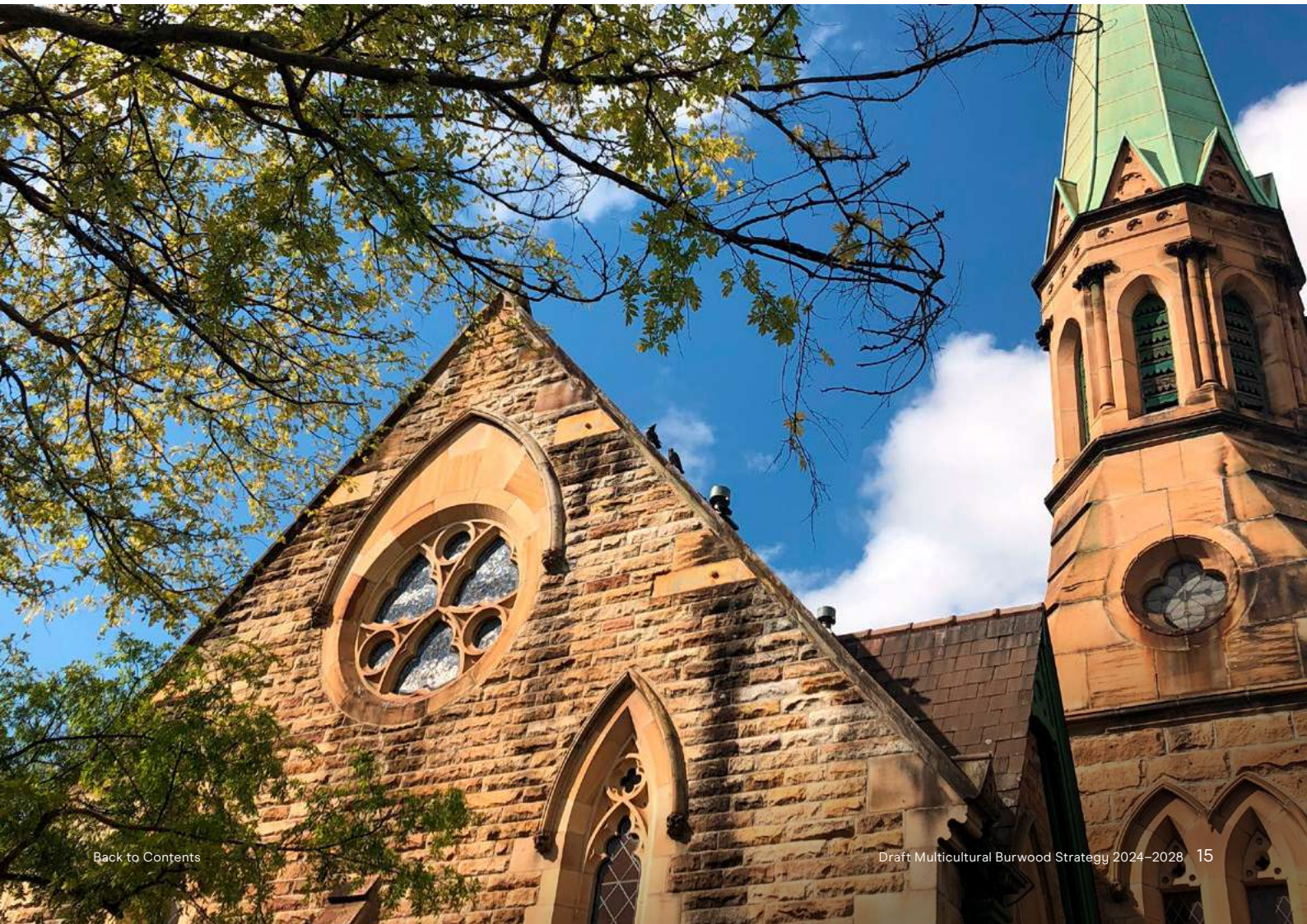
- 3 places of worship (including Nepalese and Korean churches)
- 1 school

Croydon Park

- Largest Arabic, Italian and Greek speaking populations
- 1 in 5 residents have Italian ancestry
- Lowest overseas-born population (37%)
- Highest:
 - trade qualifications (15%)
 - level of socio-economic advantage
- 61 ancestries, including large Italian, Chinese, Lebanese, Greek communities
- Christianity largest faith affiliation (63%), 1 in 3 people Roman Catholic

Community connectors:

- 5 places of worship (including Filipino and Romanian churches)
- 1 school



Council's role in supporting our multicultural community

Some of the ways Burwood Council supports members of our culturally diverse communities include:

- Maintaining community language collections in Burwood Library
- Communicating with Chinese speaking residents via Council's WeChat channel
- Supporting and hosting delivery of a range of cultural events and celebrations such as Harmony Day, Lunar New Year, Greek Street Festival, Fuse Festival, Multicultural Street Meet and other events
- Holding Citizenship ceremonies and distributing Resident Guides
- Public art and place making which reflects the unique cultural heritage and diversity of Burwood
- Translating key information into key community languages
- Providing, or supporting local community groups to provide, free community programs such as the Mobile Playvan, English conversation classes and a range of recreational, social and cultural activities
- Providing grants and community facilities to support local community and cultural groups and activities
- Convening the Multicultural Advisory Committee to seek advice and input from representatives of our diverse communities
- Employing a Multicultural Librarian and a Diversity and Inclusion Community Projects Officer
- Use of interpreters and translations in our Customer Service Centre and on our website
- Recognition as a Refugee Welcome Zone
- Implementing initiatives to support the #RacismNotWelcome campaign
- Working with local business chambers and implementing actions to support local businesses
- Proactive media and publications to highlight multicultural community contributions.

Did you know?

Burwood was the first Council to use WeChat



Burwood Multicultural Advisory Committee

Our Multicultural Advisory Committee (MAC) is made up of 8 members from diverse cultural and linguistic backgrounds. The Committee provides Council with insight and advice based on their knowledge of the experiences and priorities of the local culturally diverse communities of Burwood.



'The Last Lion' mural and lighting installation

'The Last Lion' mural and lighting installation at the entrance of Burwood Chinatown was created as part of the #RacismNotWelcome campaign in response to reported incidents of racism around the project site and in consultation with our Multicultural Advisory Committee.

This vibrant piece is a reflection of Burwood's diverse cultural profile with highlights to the Chinese, Korean, Vietnamese, Nepalese and Japanese communities.

The mural was commissioned by Council in partnership with Burwood Chinatown and created by Sydney-based artists Sophi Odling and Christina Huynh.

The work won Gold in Best Entrance Art Award at the 2022 Australian Street Art Awards and was featured on an ABC Breakfast news segment.



Burwood Residents Guide

Council has produced a Guide for new residents. The Guide provides information about the many programs, services and families provided by Council to local residents. The Guide is available in English and simplified Chinese.



Burwood Library Multicultural Collection

Community Language Collection

- The Library currently holds over 6,000 materials in Chinese, Korean and Hindi.

Language	Items
Chinese	4,341
Hindi	580
Korean	1,183

- Burwood Library members also have access to a wide range of digital resources in Chinese, French, German, Italian, Japanese, Spanish and Vietnamese.
- Additionally, through a partnership with the State Library of NSW, residents have access to community language collections in 43 languages via the multicultural bulk loan services which are available for extended loan via Burwood Library.

“

A multicultural collection goes beyond merely providing books. It supports development of vocabulary, stimulates creativity and increases knowledge of one's own heritage and identity.

”



Library and Community Hub Multicultural Programs

Burwood Library's Multicultural Services Officer partners with local community groups to deliver a range of multicultural programs from the Burwood Library and Community Hub.

Examples include:

- English Conversation Class
- Tech Savvy Senior computer classes in Mandarin, Cantonese, Korean and English
- Bilingual workshops and author talks
- Settlement and form filling services
- Workshops and events to celebrate cultural celebrations such as Diwali, Harmony Day, Lunar New Year and International Women's Day.

Diversity and Inclusion

Council's Diversity and Inclusion Community Projects Officer partners with local community groups, services and our Multicultural Advisory Committee to build community connections, and support programs, events and projects which promote collaboration and belonging within Burwood's diverse local community.



Cultural events and celebrations

Burwood hosts a range of festivals and events throughout the year, celebrating the many cultures, ethnic groups and faiths that make up multicultural Burwood.

Strathfield Place-Making Project

Strathfield is a culturally diverse area and the Town Centre is well known for its strong Korean food and restaurants.

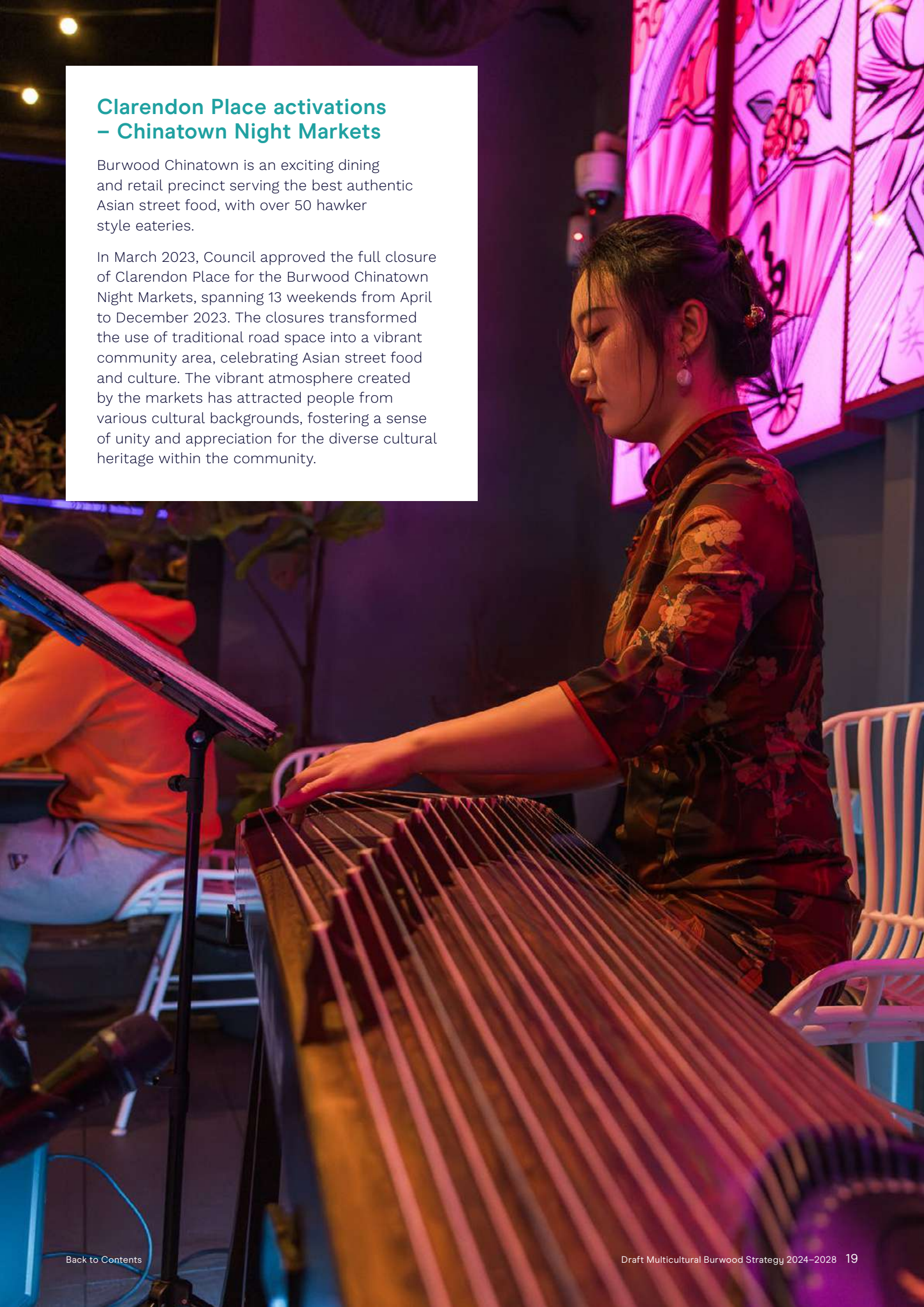
The upcoming Strathfield Place-Making Project will transform Bells Lane into an iconic new food and culture destination. Dynamic sculptural lighting installations, a shared pedestrian zone and increased outdoor dining along the laneway will help to showcase the unique cultural offerings of the area.

The project will create a vibrant transformational space for residents and visitors, and a sense of place for the Burwood side of Strathfield's shopping precinct and support a stronger and activated night time economy.

Clarendon Place activations – Chinatown Night Markets

Burwood Chinatown is an exciting dining and retail precinct serving the best authentic Asian street food, with over 50 hawker style eateries.

In March 2023, Council approved the full closure of Clarendon Place for the Burwood Chinatown Night Markets, spanning 13 weekends from April to December 2023. The closures transformed the use of traditional road space into a vibrant community area, celebrating Asian street food and culture. The vibrant atmosphere created by the markets has attracted people from various cultural backgrounds, fostering a sense of unity and appreciation for the diverse cultural heritage within the community.



Greek Street Fair

The Greek Street Fair has been running for more than 10 years. It commemorates the Feast Day of Saint Nectarios. In 2023, Council partnered with St Nectarios Parish to support the delivery of the annual Greek Street Fair in Burwood Town Centre. Over 15,000 people attended the street activation event which celebrated Greek culture, food, music and dance.

Multicultural Street Meet

In celebration of Harmony Day 2023, Burwood Council and Metro Assist partnered to host an event showcasing the diversity and vibrant mix of creative cultural capital in Burwood through activities and performances from cultures all around the world.



Nepalese Teej Festival

The Nepalese Teej Festival is a community-run festival presented by the Nepalese Hindu Society of Australia. More than 2,000 people attended the lively and colourful cultural celebration held in Burwood Park in 2023, bringing women together to celebrate womanhood and the Hindu ritual.

How we developed this Strategy

This Strategy is based on research and consultation with members of the many culturally diverse communities of Burwood. It was informed by:



In the development of this Strategy we utilised information and feedback from a number of sources to understand the strengths, challenges and priorities of our diverse community. This involved:

Desktop research, sector mapping and a review of best practice

A review of relevant Council strategies, social inclusion research, mapping of the multicultural sector, case studies and learnings has guided Council's approach and identified opportunities for action.

Demographic analysis

Analysis of demographic data and settlement trends has informed an understanding of who our community is and how we are changing.

Community and stakeholder engagement

This Strategy has also been shaped by the many voices of our community who have shared their ideas with us while we developed the Strategy. This has included feedback received from individual community members, cultural groups, service providers and input from Council's MAC members.

Feedback received via 1:1 stakeholder interviews, a CALD Communities Forum and staff engagement activities undertaken during 2022 and 2023 has been utilised to shape specific strategies and actions included within Our Action Plan.

The Cultural Diverse Communities of Burwood Research Report (2022) provides further detail on the significant research and engagement undertaken to inform this Strategy.

Who we heard from

We gathered input from a wide number of people who live, work, worship, visit, and do business in the Burwood Local Government Area.

We heard from providers of cultural, religious and community and business activities. Participants came from a range of ages and diverse cultural and linguistic backgrounds.

We asked about the strengths of Burwood, challenges, priorities and emerging issues affecting culturally diverse communities of Burwood and opportunities to address these issues.



Other engagement data included results from previous engagement activities undertaken for the Burwood Community Engagement Strategy, Burwood Youth Action Plan, Burwood Disability Inclusion Action Plan, Burwood Arts and Cultural Forum and Organisation Survey and 2023 Community Satisfaction Survey results were also utilised to inform this Strategy.



What we heard

Our unique strengths

Burwood is a central hub and meeting place for communities

For small and emerging communities, whose members live both locally and across Sydney, Burwood is a central and accessible place to meet and hold events.

“Burwood is a destination that attracts people from out of the area as well as the local community – this includes business precincts and restaurants which act as a community hub where lots of meetings take place.”

“The restaurant is a community hub for our community – it brings people from across Sydney for regular monthly or weekly gatherings... lots of different cultural gatherings between different families, men and women.”

Many unique cultural events

We host many unique cultural festivals and celebrations.

“Cultural events serve a very important purpose – they help people feel belonging and connected.”

“We need to be using our cultural assets to cement our position as the 5th most diverse community in Australia... We already have a Greek Festival and now the Nepalese Festival has moved to Burwood. Burwood should also become the Chinese Lunar New Year destination.”

“Cultural groups have a passion to perform.”

“Community members come from different parts of China – this is reflected in the diversity of food and performances in Burwood.”

“

Burwood is a:

- Central meeting place and community hub.
- Vibrant cultural precinct.
- Destination for food and celebrations.

”



Many faith communities and places of worship

Many people come to Burwood for the multicultural, ethno- or language-specific faith communities and places of worship located within the LGA including Maronite, Korean, Russian, Syrian, Filipino, Chinese and Tongan.

We have large and growing Hindu and Buddhist communities (double the Greater Sydney average).

“ The most significant places are my church... I go weekly.”

A vibrant economy

“ The area is becoming more and more popular especially for Asian and Chinese business migrants because of its logistic and transport connections and recognition as a strong business hub.”

“ We have restaurants and shops open until 1am here, and you can walk down the streets at 11pm and you’ll still feel safe and see lots of different people.”

Community networks and connectors

We have a vibrant and active multicultural sector with many volunteer-run cultural, faith and community groups providing **social, cultural and recreational support** to members of our diverse community.

Cultural playground

We are a **food and cultural destination** with unique offerings like Burwood China Town and Korean cuisine in Strathfield.

“ Love the food ranges available.”

“ It’s always so vibrant, day and night.”

“ Burwood China Town is fantastic and attracts people from all over Sydney.”

“ Council is really concerned about the Chinese community and celebrates them... there is even a Chinatown in the area.”

“

Our places of worship, events, food and shopping both draw our community together and attract people from outside the area.

”

Barriers and challenges for culturally diverse communities

Key themes we heard through engagement with our community:



1. Expectations of government

The role and expectation of government and support systems is often very different in Australia from other countries. Pre-arrival experiences can also influence the levels of trust community members have of government services.



2. Cultural safety, awareness and access to services

Many community members are not aware of the services and supports available. There is a need to increase awareness, provide information and support for new arrivals to understand and navigate Australian systems. Cultural safety and establishing trusted relationships are very important.

“In our home country there are no formal support systems or services. The community (not the government) supports one another.”

“The role of what a Council and the services it provides are very new for some people.”

“Many have had negative experiences with government in their home countries so don't trust government or are not used to the government providing services.”

“At the beginning, we don't know about the services. Pride is also a factor and there is a need to establish trust and help community members to navigate the system.”

“Connect new migrants to different organisations and services through places like the library, churches, community programs. Bi-lingual or bi-cultural workers can also act as a soft entry point to engage and connect community members.”



3. Communication barriers

Proficiency in English continues to be a barrier for some community members, regardless of time in Australia. Many people do not know that interpreter services are free. Some community members are very isolated and have limited opportunities to practice conversational English and build their confidence.



4. The settlement process

There are many competing priorities when moving to a new country. Levels of English language proficiency, social connections, family or community support systems and the ability to find work, housing or navigate a new environment and culture can all impact the settlement experience. Settlement is a complex and non-linear process. Settlement needs can arise over the life course. The process may extend over generations, with children and young people born to migrant parents navigating adjusting between cultures.

“English language is a barrier – not for daily life but when there are complex issues or to access services e.g. filling in forms, understanding the rules... there is a lot of embarrassment.”

“Everything is now online and it is difficult to access if you don’t know how to use a digital device.”

“Engagement, understanding and connection is greater when delivered in community language.”

“Many new migrants don’t have knowledge of how the systems work or lack support networks.”

“There are lots of jobs available but for people who don’t have English as a first language it is so hard to get a job... even for community members who have spoken English since birth.”

Challenges and support needs for the community sector

There are many community, cultural and faith based services and groups operating in the Burwood Local Government Area. The majority of these do not receive regular funding and are run by volunteers with bi-lingual, bi-cultural skills.



Priority support needs identified through engagement with the multicultural community sector:



1. Funding and resources

Funding is critical to support the ongoing delivery of programs and services supporting local community members. Time-poor and under-resourced small and volunteer run organisations need assistance with seeking and attracting financial, in-kind and skilled support to continue or expand their work.

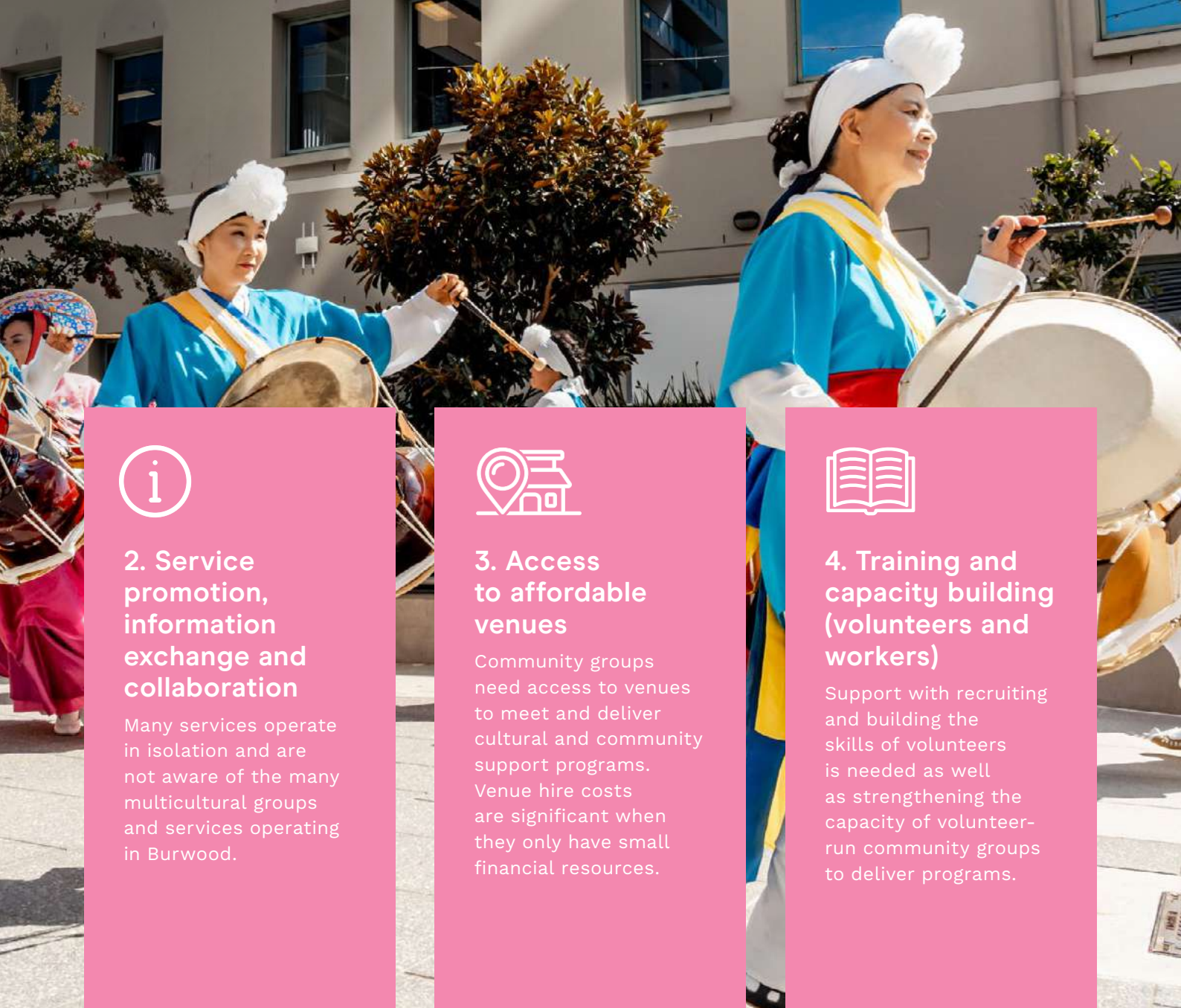
“ Council grants are small but we can still do a lot with that.”

“ We volunteer our time, work full-time jobs, we don’t have time to apply for grants so we pay out of our own pockets.”

“

We underestimate the contribution of the many volunteer-run, grassroots community groups... and their ability to engage hard to reach community members.

”



2. Service promotion, information exchange and collaboration

Many services operate in isolation and are not aware of the many multicultural groups and services operating in Burwood.

“ We are not aware of what other services and programs are available that we can refer people to.”

“ We need to bring culturally diverse communities and funded services together, including those serving Burwood but not based here... to get to know who’s working here and identify opportunities to collaborate.”



3. Access to affordable venues

Community groups need access to venues to meet and deliver cultural and community support programs. Venue hire costs are significant when they only have small financial resources.

“ We love Woodstock – it’s not cheap and very burdensome for our group. Council’s small grant has helped but hire fees uses a lot of it.”



4. Training and capacity building (volunteers and workers)

Support with recruiting and building the skills of volunteers is needed as well as strengthening the capacity of volunteer-run community groups to deliver programs.

“ We need help with recruiting and training volunteers, especially bi-lingual and younger volunteers.”

“ Providing training for leaders, workers and cultural groups to increase skills in food handling, events management, first aid, working with children or vulnerable groups.”



Our Action Plan

This Plan outlines how we will work with our community and other partners over the next four years to celebrate our unique multicultural strengths, build a more connected, welcoming and cohesive community and improve the participation of people of all cultural backgrounds in Burwood.

The key outcomes for our community include:



OUTCOME AREA 1.

An empowered and respectful community where language and culture are not barriers to access and participation



OUTCOME AREA 2.

A strong, responsive, connected and trusted community sector



OUTCOME AREA 3.

A welcoming, harmonious and inter-connected community where our diverse and shared experiences are harnessed and celebrated



OUTCOME AREA 1.

An empowered and respectful community where language and culture are not barriers to access and participation

Burwood's cultural and linguistic diversity is one of our greatest strengths. We recognise the importance and the role of language and the need to use diverse, cross-cultural communication methods to help improve access and participation by community members in services and programs. We will work with our community to improve understanding about what Council offers and how to access other local support services.

Our community told us they want:

- To know what services and programs are available
- To understand what Council does and help to access or navigate Council
- Additional help for those with language barriers or low levels of English
- Information distributed through trusted relationships and community networks
- Services that are culturally safe and cross-culturally competent
- Council's staff and processes to reflect Burwood's culturally diverse community
- Help to overcome barriers to employment, digital access and access to services and programs.



Proficiency in English continues to be a barrier, regardless of length of time in Australia."

" Provide culturally sensitive training to build awareness among local organisations and Council about how to welcome people from different cultures in Burwood."

" Culturally diverse businesses don't have time or like written materials. Face to face works best.



Outcome	Action		Council's role	Timeframe
Improved awareness of services	1.1	Develop resources and identify opportunities to profile and promote the availability of local services, programs and events to the local community	Lead	Year 1
	1.2	Work with multicultural communities to identify soft entry points and develop education campaigns in community languages to raise awareness of community services and programs	Lead	Year 2
Community education and civic engagement	1.3	Explore opportunities to develop civic and community education programs in community languages	Lead	Year 2
	1.4	Work in partnership with community groups to deliver Library and Council facility orientation tours or activities	Lead	Year 1
	1.5	Distribute the Burwood Residents' Guide and identify opportunities to welcome, orient and connect new residents to local services, resources and supports	Lead	Ongoing
	1.6	Provide a range of methods and opportunities for multicultural community groups and members to inform decision-making on matters affecting them	Lead	Ongoing
Overcoming language barriers	1.7	Undertake a review of Council's website to ensure the language and design is accessible and easy to navigate by people with lower English proficiency	Lead	Year 2
	1.8	Review and enhance Council's Language Aide Program to ensure it reflects current and emerging needs	Lead	Year 1
	1.9	Deliver training and promote the free language services available to access Council services including interpreting services, translated resources and bi-lingual Language Aides	Lead	Ongoing
	1.10	Identify guidelines and opportunities to increase the provision of translated materials within Council's internal communication guidelines	Lead	Year 2
	1.11	Explore opportunities to increase availability and promotion of English Conversation classes, including piloting a Language Cafe in Burwood Library	Partner	Year 2
	1.12	Investigate opportunities to establish a form-filling assistance and bi-lingual volunteers program to assist community members with completing application forms and developing volunteer skills to support job seeking	Partner	Year 2
Supported Businesses	1.13	Build business awareness about Council's Shopfront Improvement Program and streamlined outdoor dining application in cultural precincts	Lead	Year 2
	1.14	Explore opportunities to facilitate bi-lingual nominations for Council's Business Commendation Awards	Lead	Year 1
Pathways into employment	1.15	Identify and promote volunteer, skilled work placement, internships and other paid employment pathway opportunities within Council to overcome barriers to employment or underemployment of local residents	Lead	Year 2
Diverse and culturally competent workforce	1.16	Develop and embed a 'knowing your community' and cultural competency training into Council's training framework and staff and Councillor induction processes	Lead	Ongoing
	1.17	Deliver information sessions on applying for public sector jobs and promote Council job opportunities through community networks to support diversity and inclusion recruitment practices	Lead	Year 3

We will also continue to:

- Coordinate Citizenship Ceremonies to welcome new citizens of Burwood
- Translate information into key languages including summaries of key documents to increase awareness
- Work with Council's MAC and community groups to implement Council's Community Engagement Strategy and Customer Experience Strategy
- Undertake engagement and analysis of demographic information to expand and promote Burwood Library's community language collection.





OUTCOME AREA 2.

A strong, responsive, trusted and connected community sector

Burwood has a vibrant and active, multicultural sector with many volunteer-run cultural, faith and community groups providing support and connection for new or isolated community members. Council can play an important role in bringing these organisations together, draw and building on their strengths and provide resources to grow their capacity and amplify their impact.

The multicultural community sector told us they need help to:

- Improve their connection and collaboration with other community groups and services
- Access funding and resources
- Access affordable spaces to deliver programs and services
- Build the skills, knowledge and capacity of community leaders, volunteers and businesses
- Increase the provision of co-located services in the Burwood area
- Support vulnerable or isolated community members
- Respond to emerging priority issues.



We underestimate the contribution of the many volunteer-run, grassroots community groups... and their ability to engage hard to reach community members."

" Bi-cultural workers can help to establish trust, build connections to services and help community members navigate the system."

" We need a platform where local not for profit groups can connect, promote their programs and services and find others.



Outcome	Action		Council's role	Timeframe
Improved sector collaboration	2.1	Identify platforms and facilitate networking initiatives to connect multicultural communities with mainstream service providers to build trust, information exchange and partnership	Lead	Year 2
	2.2	Develop resources and initiatives which increase understanding of Council's role, structure and build connections between Council and the community sector	Lead	Year 1
Access to funding	2.3	Deliver an annual Community Grants Program and include funding priorities which respond to emerging priorities for multicultural communities and gaps in service provision and promote the successes of funded programs and initiatives	Lead	Ongoing
	2.4	Provide grant information sessions, grant writing workshops, promote external funding and build the capacity of smaller culturally-specific organisations to increase their financial sustainability	Lead	Year 2
Capacity building	2.5	Deliver training and information sessions to build the skills, knowledge and capacity of the multicultural community sector, including community leaders and volunteers	Lead	Ongoing
	2.6	Explore opportunities to build the knowledge and skills of culturally diverse businesses	Lead	Year 2
	2.7	Undertake research to map the volunteer contributions of local community/volunteer-run groups and identify opportunities to support, build capacity and amplify their impact	Lead	Year 3
Improved local service provision	2.8	Investigate opportunities, partnerships and advocacy to increase the provision and accessibility of local supports and services	Lead	Ongoing
	2.9	Seek partnerships to support the delivery of targeted programs that respond to the diverse interests and emerging needs of culturally diverse communities including marginalised, vulnerable, disengaged or special interest groups	Partner	Year 2
Community health and other priorities addressed	2.10	Investigate opportunities to collaborate with NSW Health and other partners on priority health issues affecting culturally diverse communities	Partner	Year 2
	2.11	Deliver mental health first aid training in community languages	Partner	Year 1
	2.12	Support organisations providing food relief and welfare support to increase service capacity and access for local residents	Partner	Ongoing
	2.13	Seek input, promote and deliver community programs that respond to the identified interests of multicultural communities	Lead	Ongoing

We will also continue to:

- Raise the profile and contributions of multicultural communities and volunteers through the Burwood Citizen of the Year and Business Awards and positive media stories
- Advocate and support the community sector to have a voice on emerging priorities and needs affecting Burwood's culturally and linguistically diverse communities
- Establish networks and consult with international students living in Burwood to better understand their needs and identify opportunities to respond to priority issues
- Undertake regular consultation and proactively contribute to research and advocacy relating to issues affecting Burwood's diverse communities.





OUTCOME AREA 3.

A welcoming, harmonious and inter-connected community where our diverse and shared experiences are harnessed and celebrated

Our vision for Burwood is one where all members of our community feel welcomed, included and supported to express their unique cultural identity and heritage. This includes showcasing the contributions of past and present migrant communities, connecting new and established communities and creating a cohesive, visibly vibrant and inclusive multicultural community.

The community told us they want:

- More opportunities to showcase and celebrate Burwood's unique cultures, traditions, food, language, religion, art and heritage
- Greater inter-cultural connection to build understanding and respect across cultural groups
- Inclusion of multicultural communities in civic events
- Support for local performance groups, arts and cultural development.



Multiculturalism enriches our society. It creates social energy and it creates new ways of living and doing things. But multiculturalism is more than just about food.

It's also about who we are as a society, and about our civic identity... learning how to live with cultural differences is a test of our citizenship. When we're able to live alongside people from different backgrounds and learn from each other; it's a demonstration of our values.”³

“ Burwood is a welcoming and diverse place, but racism and discrimination still exists. Council can help to promote respect and cross-cultural understanding.

³ Professor Tim Soutphommasane, University of Sydney, quoted in Domain, 2021, Burwood's thriving diverse community shows the value of Australia's multicultural hubs



Outcome	Action		Council's role	Timeframe
Diverse cultural events	3.1	Deliver and promote a program of Council-run and supported community-led events which celebrate the diversity and cultural celebrations reflective of Burwood's multicultural community	Partner	Ongoing
	3.2	Promote an annual events calendar with 'save the dates' for major cultural events to increase opportunities for participation by local businesses and cultural groups	Lead	Year 1
	3.3	Explore opportunities for local community and cultural groups to be included in Council's online events calendar	Lead	Year 2
	3.4	Explore opportunities to support and recognise contributions for local cultural performance groups who contribute to Council events	Lead	Year 2
Inter-cultural awareness and exchange	3.5	Facilitate and promote opportunities for inter-cultural exchange, education and dialogue between the diverse communities of Burwood	Partner	Ongoing
Increased connections and inclusion of multicultural communities	3.6	Deliver initiatives that aim to build understanding and knowledge between First Nations people and Burwood's culturally diverse communities	Partner	Year 2
	3.7	Promote awareness of civic events and increase the inclusion of multicultural communities	Lead	Year 2
	3.8	Collaborate with Council's MAC to develop and promote local #RacismNotWelcome initiatives	Lead	Ongoing
Cultural development and place-making	3.9	Develop a cultural plan for Burwood	Lead	Year 2
	3.10	Identify opportunities to involve and reflect multicultural communities and business in the design of public spaces, public art and community facilities	Lead	Ongoing
	3.11	Support community-led place-making initiatives in cultural business precincts	Lead	Year 3
	3.12	Identify opportunities to involve multicultural businesses and communities in the trial of the Licence to Play Policy	Lead	Year 2

First Nations and new migrant communities

Consultation highlights a lack of knowledge sharing and understanding between new migrants and First Nations people in Burwood. Both communities have distinct cultures, challenges and sense of belonging that often navigate complex relationships with Australian and global history.

Research highlights the importance of providing opportunities for new arrivals and other multicultural communities to build relationships, gain understanding and learn about First Nations history.⁴ This includes helping new migrants form their Australian identity in reference to First Nations people and for each group to learn from each other.

We will also continue to:

- Reflect Council's rich cultural diversity in our public art, events and in the design of our Street Banner Program
- Implement actions in the Safer Burwood Plan and Burwood After Dark Strategy to improve the design, usage and activation of public spaces and promote inclusiveness, welcoming and belonging
- Consider the needs of multicultural communities in the implementation of the Customer Experience Strategy, Library Strategic Plan, Burwood Youth Action Plan, Safer Burwood Plan and Disability Inclusion Action Plan.



⁴ LGNSW, 2023, Multicultural Framework Review submission

Monitoring our progress

Council will work together with local community members, organisations, cultural and religious and interest groups to implement, monitor and evaluate this Strategy.

An implementation plan will be developed for each year of the four years of this Strategy. Key actions will be incorporated into Council's operational plans. We will regularly review and measure the outcomes of our activities through our corporate reporting and regular review by our MAC.

To ensure that this Strategy remains responsive to changing needs, we will undertake targeted and ongoing consultation with our culturally diverse communities to ensure that new and emerging trends are identified that are impacting our community.

We will continue to monitor and review:

- Engagement in Council's planning and decision-making by community members from diverse cultural and linguistic backgrounds
- Levels of participation and satisfaction in activities, events and programs
- Levels of collaboration with multicultural and community sector partners
- The impact of programs, services and facilities delivered as part of the Strategy through:
 - Community priority and satisfaction survey results
 - Customer experience surveys
 - Feedback from program participants on changes in community connectedness, social inclusion and wellbeing outcomes
- Indicators of social inclusion and cohesion (measured from baseline to best practice) as identified in *Building social cohesion: A resource for local government*.⁵

Measures related to⁶:



OUTCOME AREA 1.

- Information on Council's website (Baseline: 92%)
- Opportunities for volunteers and volunteering (Baseline: 87%)
- Satisfaction with:
 - Council Library Services (Baseline: 93%)
 - Council Customer service (Baseline: 74%)
 - Community centres and facilities (Baseline: 92%)



OUTCOME AREA 2.

- Initiatives and support for people from multicultural backgrounds (Baseline: 90%)
- Support for local business (Baseline: 91%)



OUTCOME AREA 3.

- Burwood is a harmonious, respectful, and inclusive community (Baseline: 76%)
- Feeling part of local community (Baseline: 71%)
- Local events offering opportunities to connect (Baseline: 60%)
- Festivals, events and public space activations (Baseline: 93%)
- Vibrant and inviting town centres (Baseline: 64%)

⁵ Cred Consulting, 2022, *Building social cohesion: A resource for local government*, accessed via https://credconsulting.com.au/wp-content/uploads/2022/06/Building-Social-Cohesion_A-Resource-for-Local-Government_DRAFT-1.pdf

⁶ Community Priorities and Satisfaction Survey, Micromex Research 2023



