City of Marion
Multicultural Inclusion Plan 2026-2030

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A great place to *live*

CITY OF MARION

Kaurna Acknowledgement

Ngadlu tampinthi Kaurna meyunna yaitya mathanya yaintya yerta

This Kaurna acknowledgement was prepared in consultation with traditional custodians.

Acknowledgement of Country

The City of Marion acknowledges we are situated on the traditional lands of the Kaurna people and recognises the Kaurna people as the traditional custodians of the land.

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Gavin Malone, Sherry Rankin, and Margaret Worth, 'Tjilbruke Gateway'

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Note on language

The words that we use matter. The language we use can impact the social narrative of our society. It is important we use words that are inclusive and affirming as possible.

We appreciate that language is always changing and there is no one size fits all label that will accurately represent or be preferred by everyone.

In this Plan, we have chosen to use 'multicultural' to describe the non-Indigenous or non-Anglo-Celtic people in our community with a connection to one or many cultural, faith and language backgrounds.

We acknowledge this description may not be perfect, as there is broad diversity in our community. We support the rights for all individuals to express their identities in their own terms. Everyone's story is different.

Kokubunji Sister City

Kokubunji, near Tokyo, has been City of Marion's Sister City since 1993. The program has brought cultures together through student exchanges, community visits, and shared celebrations. Highlights include a Japanese garden planted for the 10th anniversary, a Marion delegation's visit to Japan for the 20th, and a warm welcome for Kokubunji representatives in 2023 to mark three decades of connection.

Refugee Friendly City

On 26 August 2003, the City of Marion proudly became a Refugee Friendly City, with support from the Refugee Council of Australia. This means we are committed to creating a warm, welcoming place for refugees. We stand for human rights, show compassion, and celebrate the cultural and religious diversity that refugees bring to our community.

refugee welcome zones

Interpreting assistance

English
If you need information translated, contact the Telephone Interpreting Service (TIS) on 131 450 and ask the interpreter to telephone the City of Marion (08) 8375 6600.

Arabic
إذا كنت بحاجة إلى ترجمة هذه المعلومات، اتصل بخدمات الترجمة الفورية و التفسير (TIS) على الرقم 131 450، واطلب من المترجم الشفهي أن يتصل بالرقم في أسفل الصفحة.

Chinese
如果你需要翻译此信息，请打电话 131 450 联络“笔译和口译服务”(TIS), 并要求口译员拨打页底的电话号码。

Croatian
Ako trebate prijevod ove informacije, kontaktirajte Prevodilačku službu (TIS) na 131 450 i zamolite prevodioca da pozove broj naveden na dnu ove stranice.

Dutch
Indien u deze informatie in vertaling nodig heeft, belt u met Translating & Interpreting Services (TIS) op 131 450 en vraagt u aan de tolk om het nummer onderaan de pagina te bellen.

German
Falls Sie eine Übersetzung dieser Information benötigen, wenden Sie sich bitte unter 131 450 an den Translating & Interpreting Service (TIS) und bitten den/die Dolmetscher/in, die Nummer unten auf der Seite anzurufen.

Greek
Αν χρειάζεστε μετάφραση για τις πληροφορίες αυτές, επικοινωνήστε με την Υπηρεσία Μεταφραστών και Διερμηνέων (TIS) στο 131 450 και ζητήστε τον Διερμηνέα να τηλεφωνήσει στον αριθμό που εμφανίζεται στο κάτω μέρος της σελίδας.

Italian
Se vi serve la traduzione di questa informazione, contattate il Translating & Interpreting Services (TIS) [Servizio Interpreti e Traduttori] al 131 450 e chiedete all'interprete di chiamare al numero in fondo alla pagina.

Nepali
यदि तपाईलाई दोभाषेको आवश्यकता परेमा, कृपया TIS National को १३१ ४५० मा फोन गरनुहोर उनहिरुलाई City of Marion मा (08) 8375 6600.

Persian
اگر به ترجمه این اطلاعات نیاز دارید، لطفا با خدمات تلفنی ترجمه و تفسیر (TIS) به شماره 131 450 تماس بگیرید و از مترجم بخواهید که به شماره تلفن مندرج در پایین این صفحه زنگ بزند.

Polish
Jeśli potrzebujesz, aby informacja ta została ci przetłumaczona, skontaktuj się z Telefoniczną Służbą Tłumaczy (TIS) pod numerem 131 450 i poproś Tłumacza, aby zadzwonił na numer znajdujący się u dołu strony.

Serbian
Ако вам је потребан превод ових информација, позовите Преводилачку службу (TIS) на број 131 450 и замолите преводиоца да позове број на дну ове странице.

Spanish
Si necesita que le traduzcan esta información, llame al Servicio de Traducción e Interpretación (TIS) al 131 450 y pídale al intérprete que llame al número que aparece al pie de página.

Vietnamese
Nếu quý vị muốn có bản dịch của tài liệu này, xin liên lạc với Dịch vụ Thông & Phiên dịch (Translating & Interpreting Services) qua số điện thoại 131 450 rồi yêu cầu Thông dịch viên gọi số điện thoại ở cuối trang.

(08) 8375 6600

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Mayor's welcome

We want all residents to know about the great services we offer, so everyone can participate regardless of their level of ability or background.

Some people, due to language or cultural differences, have had a harder time finding out about Council services and events; we want them to share in everything Council provides. Languages other than English are spoken in over 20% of homes in our council area, and although there are very few people who can't speak any English, that does mean a lot of people for whom English is a second language.

We have Council plans for environmental initiatives, for local Aboriginal people and for residents living with disabilities. Why not also make a special effort for the local multicultural community?

That's why Council has introduced a Multicultural Inclusion Plan. It will remind all Council staff to think about, and consider, how we can include people from diverse cultures within our community. It's not about giving them special benefits, it's about allowing them to participate on a level playing field with everyone else.

Although there are few tangible or costly commitments in the Plan, it does mean better communication, and more multicultural events which all the community can enjoy.

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Introduction

South Australia is a multicultural state with an ancient story of First Nations peoples and a modern story of migrants and refugees[1].

The City of Marion (council) is home to people from many cultures, religions, and languages. With 99,821 estimated residents in 2024, the council is experiencing healthy growth, particularly among families, and migrants[2].

About this Plan

This is council's first Multicultural Inclusion Plan (Plan). It is an important step in showing council's commitment to the diverse communities that live, work and play in the City of Marion. Council is proud to also have a Reconciliation Action Plan that works towards joint aspirations of Aboriginal and Torres Strait Islander Peoples and the City of Marion.

The Plan builds on services offered by council for many years. It sets the foundation for intentional action moving forward to:

- Celebrate multiculturalism and diversity in communities
- Understand ways to improve access to council services
- Foster a harmonious community where everyone belongs
- Create trusted relationships with multicultural networks
- Connect people from multicultural communities with tailored multicultural service providers

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Multicultural Marion at a glance

nearly **1 in 3** born overseas

27% **since 2016**

47% reported **no religion**

21% **arrived since 2016**

Largest overseas birth places: Nepal China India

15.8% **Western (Roman) Catholic** highest nominated religion

1 in 5 speak a language other than English at home

2504 report difficulty in speaking English

Many cultures, languages and faiths have shaped the City of Marion history.

中文

Chinese is the most common language at home (after English)

Created using City of Marion .id (informed decisions) community profiles and Australian Bureau of Statistics (ABS) Census data.

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Some suburbs are more culturally diverse than others

Ascot Park

Most residents
born overseas

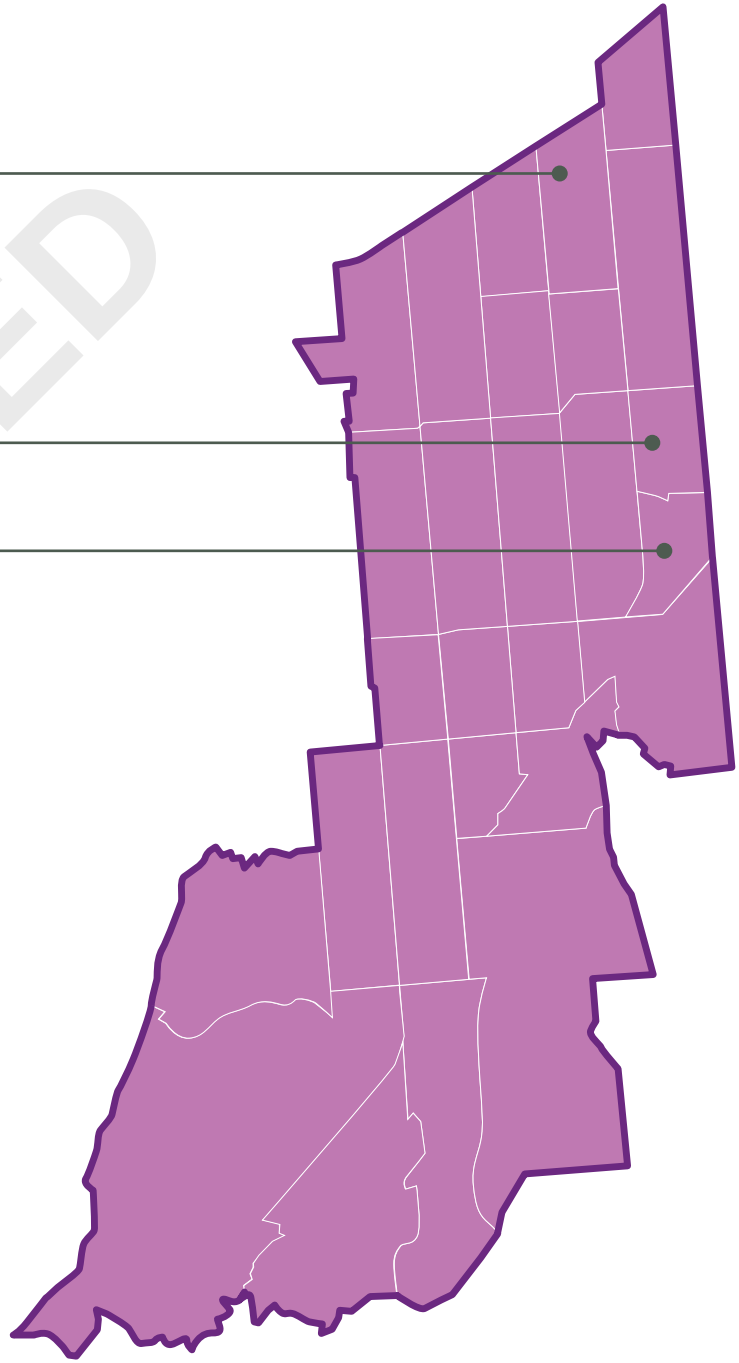
Most residents
not fluent in English

Clovelly Park

Most recent arrivals
born overseas

Tonsley

Most residents who
speak a language other than English at home



Housing affordability, opportunities for employment, education, and existing community groups can influence the areas where people settle.

Created using City of Marion .id (informed decisions) community profiles and Australian Bureau of Statistics (ABS) Census data.

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New and emerging communities (from 2016 to 2021)

Born overseas
13.9%

Nepal
Largest change in country of birth

1162
Nepal

↑ 951
India

↓ 383
Saudi Arabia

↑ 195
South Africa

The City of Marion is becoming more culturally rich with changing migration patterns and new emerging communities.

Largest changes in **religion**

Anglican
↓ 1964

Hinduism
↑ 1902

Uniting Church
↓ 1481

Western (Roman) Catholic
↓ 1067

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Created using City of Marion .id (informed decisions) community profiles and Australian Bureau of Statistics (ABS) Census data.

New and emerging communities (from 2016 to 2021) continued

Largest change in **language** spoken at home

1252 Nepali

↑ 554 Punjabi

↑ 418 Chinese

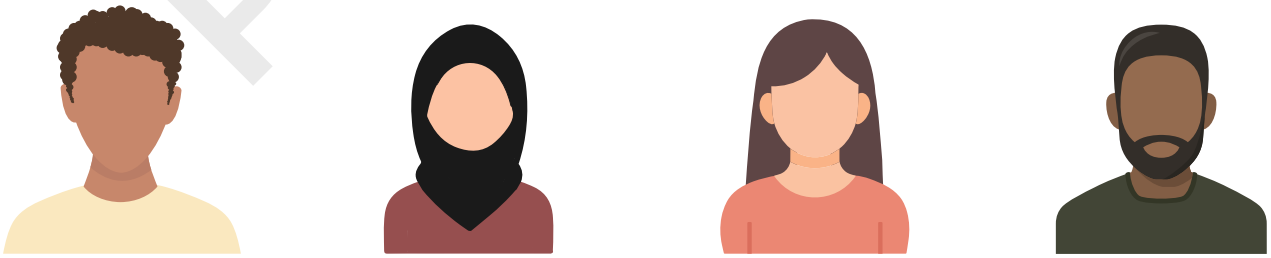
↓ 232 Arabic

Change in English proficiency

Only ↑ 3861

Well or very well ↑ 3459

Not well or not at all ↓ 255



Created using City of Marion .id (informed decisions) community profiles and Australian Bureau of Statistics (ABS) Census data.

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Important places where multicultural communities connect

In our city, there are many places, groups, and organisations that help people feel welcome and connected to others. These include places like community centres where people celebrate their culture, and everyday places like schools, cafés, and playgrounds where people from different backgrounds meet and talk.

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Creating our first Multicultural Inclusion Plan

The Plan is guided by:

- legislation and policy from federal, state and peak bodies (a list can be found at Appendix 2)
- research and analysis of community data
- South Australian Multicultural Charter Principles

It has been shaped with ideas and feedback shared during council's five-week community consultation.

We asked

What is going well for multicultural communities in the City of Marion?

- What is not going well?
- What could be better?

Imagine it's 2034, and the City of Marion is awarded 'Best Place to Live for Multicultural Communities'.

- Why did we get this award?
- What happened between 2024 and 2034 to make our city a great place for multicultural communities?

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People from multicultural communities told us they really like that City of Marion is:

Friendly and welcoming
It's easy to share and celebrate culture

Joining in
There are opportunities to volunteer and join community groups

Neighbourhood connections
Friendships and local relationships matter

Great places and spaces
It's safe, inclusive and open for everyone

To learn more about the ideas and suggestions from community – visit our website for the community engagement report.

To make our city a great place for multicultural communities, we can look at:

Growth opportunities
More ways to volunteer and work with council. Greater support services for small business.

More celebration of cultures
Support to hold local celebrations. Cultural events held by council to be more visible.

Clearer ways to be involved
Easy ways to use services and be involved with council.

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Building on years of council initiatives

Over 20 years of Marion Celebrates Festival

Celebrations for Harmony Day

Australian Citizenship Ceremonies

Home and Community Care services - translated information and interpreters

Community Connections Guide

Providing spaces for community organisations to deliver multicultural initiatives

New arrival programs, Adult Community Education Courses and English Language classes

Bilingual library collections

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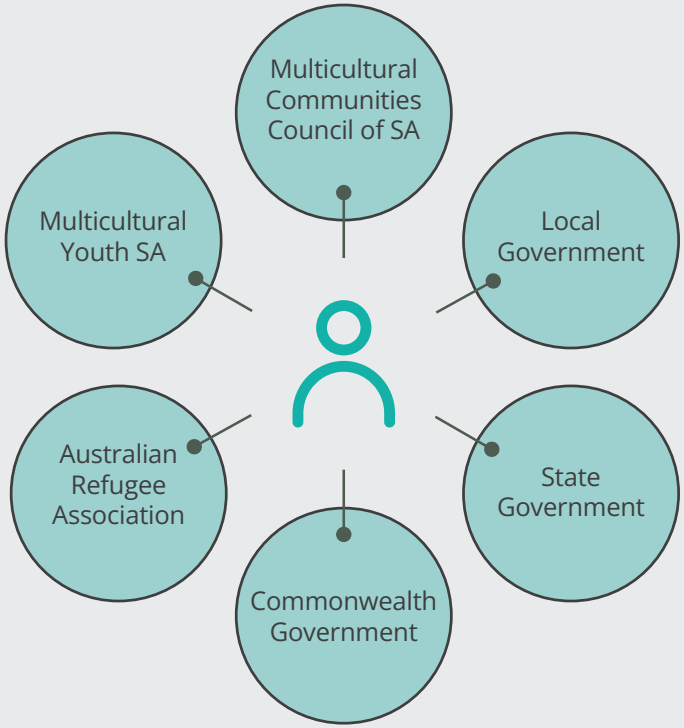
Our Multicultural Inclusion Plan for 2026-2030

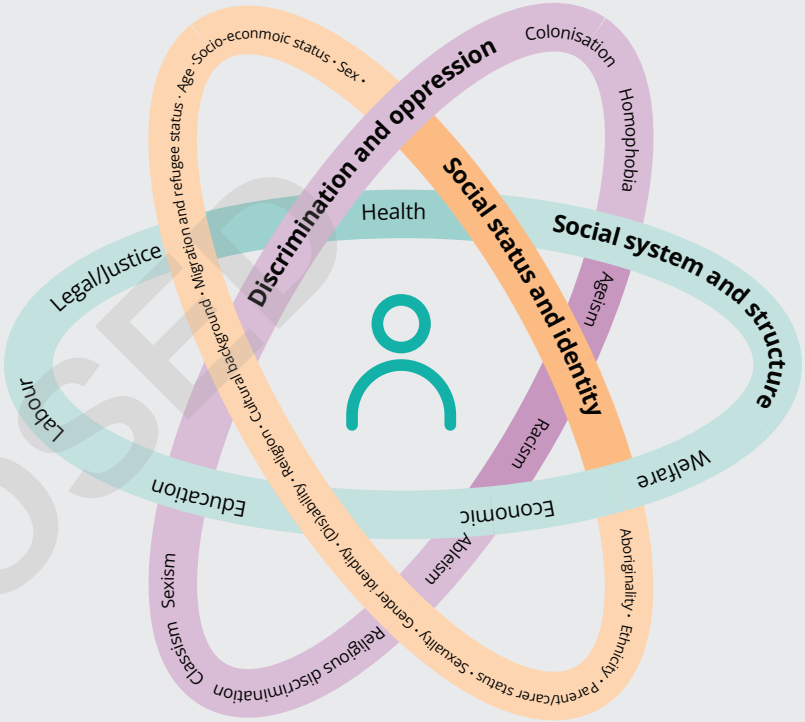
How this plan works

This Plan aligns with Council's Regional Public Health Plan 2025-2029 and is an important part of our wellbeing planning. Our actions follow the Public Health Plan themes and focus areas, with a focus on multicultural inclusion. We will report on the Plan every two years. A diagram can be found at Appendix 3.



Working together

There are many people and groups already doing great work with people from multicultural communities. We don't want to take over their roles – we want to strengthen connections and promote the great networks and services they provide. A list can be found at Appendix 4.



Intersectional approach

Intersectionality recognises that the compounding identities of an individual can increase their marginalisation in society. For example, a person of Indian descent who uses a wheelchair may experience both racism and ableism.

This Plan outlines the actions to address multicultural inclusion in the City of Marion, which connect to actions within our Reconciliation Action Plan and Disability, Access and Inclusion Plan.

We acknowledge that the actions outlined in this plan need to consider intersectionality to ensure we create universally inclusive environments for our community.

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Actions and deliverables

Physical Health - Supporting a healthy active lifestyle

The City of Marion is proud of its beaches, sports facilities, and recreation programs that help people stay healthy. Many South Australians try to look after their health, but time, cost, and access can make it hard[3]. For people from multicultural backgrounds, there can be extra challenges.

Sporting culture

Safety concerns, racism, and poor facilities can make it harder to join sports.

Around 1 in 5 people in Australia have seen or experienced racism at sporting events[4].

Swimming

People born overseas may not have had the chance to learn to swim.

Learning as an adult can feel scary, and class times may not suit parents.

Transport, cost, and lack of childcare can also be barriers[5].

Cultural safety and awareness

Limited culturally safe times, unclear signage, and lack of cultural swimwear options make joining activities harder.

Clear signage with pictures, low-cost programs, help with transport, and promoting places to buy culturally friendly swimwear can make a difference.[6]

Dietary inclusion

A 2024 South Australian survey found that many people facing food insecurity cannot find affordable, culturally appropriate food[7].

Having healthy and low-cost options for all dietary needs can encourage better food intake and enjoyment of meals[8].

Shared understanding of times for special cultural or religious practice can create respectful timing of events to make sure everyone can be included.

Community insights and ideas

Venue spaces
Large spaces for group exercise sessions like Tai Chi, badminton or laughter club.

Recreation facilities
The swimming pool, aquatic centre and Mitchell Park Sports are appreciated.

Culturally safe sessions
Culturally safe times such as dedicated female swimming programs can make a difference.

Parks, gardens and outdoor activities
Oaklands Park, playground, wetlands and dog parks are great.

Affordable programs
Low cost exercise programs for all ages.

Showcasing multicultural food
Fun ways to connect through food such as markets, food events and nights.

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 1: Improve opportunities for participation in sport, recreation, and active transport by all.			
1.1 Explore ways to make Marion Outdoor Pool easier and more welcoming for people from multicultural backgrounds. Look into swimming programs that are culturally safe and inclusive. Explore options to provide culturally safe sessions. Review signage to make sure important messages are clear, plain English, and use easy-to-understand symbols. Investigate options to enhance safety message communication (such as welcome screens that allows visitors choose their language).	Use feedback and better practice guides to create a business case outlining options to make Marion Outdoor Pool more welcoming and accessible.	City Property	2027
1.2 Link multicultural groups and local clubs together for more opportunities to be involved in sport and recreation activities. Use existing relationships and queries as opportunities connect people and groups looking to be involved in local sport and recreation.	Actively survey sports clubs to review participation numbers.	City Property	2026
1.3 Work with water safety organisations to make sure people from multicultural communities have local opportunities to enjoy water activities safely. Partner with water safety organisations (i.e. Surf Life Saving South Australia) to deliver more multicultural swimming and water safety programs to the City of Marion area.	Attendances grow annually targeting 40 individuals in first year.	City Property	2026

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 2: Support access to local, affordable, safe and healthy food.			
2.1 When reviewing council's healthy food policy, explore ways to be inclusive of dietary needs for different cultures and backgrounds. Assess food practices and dietary needs for different cultures and backgrounds. Review food practices in council-run facilities for opportunities to have inclusive options available. Identify training for staff and volunteers to build their understanding of culturally inclusive food practices and dietary needs.	Completion of dietary needs review and implementation of identified actions within budget allocations. Identification and delivery of staff training with demonstrated growth in staff awareness and understanding.	Community Connections	2028
2.2 Look for opportunities to raise awareness of the inclusive programs and bilingual resources provided by state and national governments. Connect food businesses with organisations that offer inclusive programs and bilingual resources so everyone can meet Australia's food hygiene standards. Explore opportunities to promote in council's regular food safety communications to food enterprises.	Increase in food business awareness of the state and national programs available in multiple languages.	Development and Regulatory Services	2028

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 3: Support access to health and wellbeing information and services.			
3.1 Assist people from multicultural backgrounds to connect with multicultural health and wellbeing services. Explore community data and local multicultural service providers to identify emerging opportunities for new connections. Look for ways to support local connections between community and providers (for example at council events and venues).	Increased awareness and connection to multicultural health and wellbeing providers	Community Connections	2028
3.2 Amplify state and national campaigns relating to health and wellbeing via council's channels to help ensure they reach multicultural communities. Share relevant campaigns through key channels. Support council teams to identify and nominate locally relevant campaigns for amplification. Use messaging that is suitable for and reaches groups who use English as an additional language.	Number of campaigns amplified increases from the 24/25 baseline. Accessibility checks met, including plain English and translation/ interpreter access information where relevant.	Customer Experience and Engagement	Ongoing
3.3 Encourage local sporting clubs to create inclusive sporting environments and role model culturally safe behaviour. Amplify state and national resources to promote inclusive sporting practices in Australia. Deliver training to clubs to help them better understand cultural safety and creating a welcoming space for people from multicultural backgrounds.	One program delivered every 2 years.	City Property	Ongoing

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Actions and deliverables

Mental Health - Facilitating supportive spaces and connections

Mental health is how we think, feel and handle life's ups and downs. It's shaped by our experiences, our community and the places we live. Some people face challenges like loneliness, money stress or homelessness[9]. People from multicultural backgrounds can face extra, overlapping pressures that may lead to mental health difficulties such as anxiety or depression[10]. It's important to remember - these factors do not take away from the strengths and resilience within multicultural communities[11].

New beginnings and unfamiliar surroundings

- Separation from family and community
- Language and communication differences
- Experiencing discrimination or racism
- Not knowing how to find culturally safe services and places
- Cultural beliefs and stigma about mental health

Different experiences

Past negative experiences with government can make people wary of using services and support in Australia[12]. Some people experienced major trauma before or during migration[13].

- Humanitarian entrants have almost twice the suicide rate of other permanent migrants
- Migrants from some Oceania and African countries have among the highest suicide rates, and these are rising.
- Staying connected to family and community, being involved in places of worship, and holding strong cultural values can help protect people.

Together, we can make every place safe. Treating each other with respect helps build a community where everyone belongs.

Community insights and ideas

Community places
Glandore Community Centre, Cosgrove Hall, Active Elders Hall are great.

Community awareness on the value of multiculturalism
Greater awareness and involvement of cultural diversity in the broader community.

Transport
Options for the community bus to help older adults connect and engage.

Programs for different ages and communication styles
It's important to have initiatives for older adults, particularly those with limited English.

Safety
Most people said they feel comfortable visiting our parks, community centres, libraries, arts centre and indoor sports facilities.

Places of worship
Strong value for places of worship in the City of Marion area.

Social connection at events and activities
Intercultural opportunities to connect and share experiences.

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 4: Create opportunities for people to connect with each other and nature helping to reduce isolation and loneliness, and build a sense of local identity and belonging.			
4.1 Promote council's wellbeing and physical activity opportunities to multicultural networks and groups. Continue to deliver the Community Centres Program Guide. Explore ways to reach more people within multicultural communities. Look for opportunities to increase awareness through multicultural networks and groups (i.e. new arrivals, international students, women and young people).	Multicultural networks and groups identified and included in marketing initiatives for the Community Centre Program Guide. Increased community opportunities, awareness and attendance at council initiatives (i.e. wellbeing and physical activity sessions).	Community Connections	2029
4.2 Amplify transport options offered by multicultural organisations and investigate ways to improve access to council community transportation. Explore low-cost community transport options, including the Multicultural Communities Council of South Australia (MCCSA) for groups looking for tailored use of community transport.	Evaluation of multicultural community transport needs and options complete. Options explored and considered within recurrent budgets or proposed as new service delivery.	Community Connections	2029
4.3 Build a sense of awareness, understanding and care of the local natural environment. Continue providing waste and recycling educational sessions and multilingual videos for residents from multicultural communities.	The community report an increased sense of connection to local nature through the initiatives.	Engineering, Assets and Environment	Ongoing

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 4: Create opportunities for people to connect with each other and nature helping to reduce isolation and loneliness, and build a sense of local identity and belonging.			
4.4 Host programs and events that bring community together to acknowledge diversity, unity and respect. Deliver an annual Australia Day event to reflect, respect and celebrate our multicultural nation. Deliver Harmony Week and Refugee Week programs with diverse cultures represented. Deliver the annual Marion Celebrates Cultural Festival. Deliver an annual evening event at the Marion Outdoor Pool for residents from multicultural backgrounds. Acknowledge key dates of significance that reflect the cultures of our community and promote community celebrations aligned with these dates.	Use new and existing feedback mechanisms to understand community satisfaction with council services (e.g. program and events). Growth in participation of people from multicultural backgrounds at council-led events, measured through bookings, partner organisation feedback, and voluntary post-event surveys. Calendar of yearly council events developed and promoted for increased community awareness. Reach and engagement on multicultural event promotions (social/web/partner channels) increase year on year.	Customer Experience and Engagement	Ongoing

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 5: Develop and implement strategies to ensure the council's work reflects the values of respect and fairness in practical and meaningful ways.			
5.1 Identify and plan for council facility improvements to create welcoming and accessible environments for people from all backgrounds. Explore opportunities to create vibrant welcoming spaces with specific focus on different languages and cultures (e.g. national days, flags, language, audio).	Improvements identified and implemented.	City Property	2028-2029
5.2 Plan communication strategies and contact options so everyone can access council information via their preferred channel. Provide communication options so people can connect with council services using preferred channels of choice (i.e. phone, in-person, online chat). Consider communication strategies to improve connection with people from multicultural backgrounds. Continue to provide digital translation tools and interpreter guidance on the council website.	Ease of lodging requests rated above 70% satisfaction in customer surveys and measured in annual Community Satisfaction Survey. Translation feature live and maintained on the website	Customer Experience and Engagement	Ongoing
5.3 Strengthen internal awareness of multiculturalism and identify organisational improvements to assist staff to deliver culturally safe services. Enhance workplace cultural competency through training and the delivery of the internal Diversity Equity Inclusion and Belonging Action Plan. Continue to promote Mayoral engagements and activities with multicultural organisations and groups. Identify and record current, new and emerging contacts for multicultural groups and networks on council's Stakeholder Management Register.	Growth in organisational cultural competency. Increased organisational awareness of multicultural groups and networks through the internal Stakeholder Management Register.	Office of the Chief Executive	Ongoing

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 6: Enhance skills and strengthen partnerships with service providers to allow council staff to compassionately respond-to and support vulnerable community members.			
6.1 Equip front line staff with skills and resources to respond to customers with empathy and compassion. Deliver staff cultural awareness training to strengthen workforce skills. Enhance internal knowledge of language diversity by maintaining internal registers. Coordinate internal working groups to increase organisational understanding of cultural improvements. Continuously assess training needs for staff. Continue to share training solutions, providers and partnerships opportunities to council teams.	Cultural capability is integrated into the City of Marion' Corporate training plan. Cultural capabilities required within specific roles are clearly documented in position descriptions.	People and Culture	Ongoing
6.2 Collaborate with local schools to build awareness of Council services, activities and events. Identify opportunities to share information to students of families from multicultural backgrounds.	Evaluation of local school networks, key contacts and collaboration opportunities identified. Options explored and considered within recurrent budgets or proposed as new service delivery.	Community Connections	2027

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 6: Enhance skills and strengthen partnerships with service providers to allow council staff to compassionately respond-to and support vulnerable community members.			
6.3 Strengthen relationships with local multicultural service providers. Connect with multicultural organisations and networks to explore opportunities to work together on shared initiatives. Continue to support staff participation in multicultural forums, networks and seminars. Invite multicultural organisations and providers to be involved in council initiatives (i.e. council events, holding sessions at Marion community spaces).	Partner with service providers to support evidence-based initiatives that focus on vulnerable multicultural population groups. Number of staff participating in relevant upskilling opportunities. Number of multicultural organisations attending council events and utilising Marion community spaces.	Community Connections	2028
6.4 Promote initiatives that help new arrivals settle and raise awareness on multicultural service providers and opportunities to be involved in council activities and programs. Collaborate across council to identify multicultural providers to amplify via council channels. Explore ways to promote organisations that assist new arrivals to settle in the City of Marion area. Expand the reach of the Community Connections Guide through targeted distribution to local multicultural service providers and community groups. Promote City of Marion programs and services that can assist new arrivals to settle in the City of Marion and feel connected to the local community.	Welcome packs distributed to all new citizens at citizenship ceremonies. Increase in channels Community Connections Guide is distributed.	Customer Experience and Engagement	2028

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Actions and deliverables

Wellbeing - Facilitating purpose, belonging and community spirit

Wellbeing is more than just feeling happy— it's about having purpose and belonging, exploring interests, building skills, feeling in control and empowered. For people from multicultural backgrounds, balancing a connection to cultural roots with adapting to life in Australia can be challenging. Finding the right balance is personal, but central to the experience of multicultural belonging. We can create a community environment that is supportive for everyone, including new migrants and multicultural communities in the City of Marion[14].

Harmony

Support people to preserve cultural heritage while embracing new experiences.

Support community-led initiatives that build connection and belonging.

Use creative arts, events and storytelling to bring people together.

Equal opportunities

Provide clear information and easy connections to organisations that offer support services.

Migrant and refugee women are 7% less likely to be employed than those born in Australia[15].

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Actions and deliverables

Wellbeing - Facilitating purpose, belonging and community spirit

City of Marion proud
Many people expressed a sense of belonging and love for living in Marion.

Initiatives that help people settle
More volunteer options for migrants and refugees.

Multicultural celebrations
More visible and frequent multicultural festivals/events - such as Diwali, Lunar New Year, Eid, Bollywood nights, Chinese film/food nights.

Friendships
People highlighted the friendships formed in our area.

Connection
People really like the community spirit, support and coming together at events.

Ways to connect
Clear information on ways to be involved in community - shared gardens, meeting spaces.

Clear information
Improved flow of information from council and the purpose of engagements.

Community insights and ideas

Actions and deliverables	Measures of success	Lead	Timeline
Focus area 7: Enliven places and spaces with arts and culture.			
7.1 Deliver creative arts projects in public spaces that create welcoming, inspiring and enjoyable spaces for people to be. Encourage involvement of diverse groups in City of Marion programs and exhibitions that celebrate and reflect the varied perspectives and needs of our community. e.g.: Cultural Arts Events, multicultural artists/performers, SALA, Chambers Gallery, Gallery M, community centre, library, PAI programming.	Growth in participation of people from multicultural backgrounds at council-led events, measured through bookings, partner organisation feedback, and voluntary post-event surveys. Reach and engagement on multicultural event promotions (social/web/partner channels) increase year on year.	Community Connections	Ongoing

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 8: Create opportunities for people to contribute to the community, lead their own initiatives, and have a voice in council decision-making.			
8.1 Make it easier for everyone to be involved in council engagements and processes. Update the Community engagement Framework, aligned with the Community Engagement Charter. Investigate ways to simplify council engagement processes. Identify times to tailor communication and engagement approaches to make sure everyone can provide feedback (plain English, translated tools if appropriate, in-person, online options). Develop internal inclusive engagement resources. Review and improve the application process for locally-led events. Examine opportunities to increase community awareness of how to run safe and inclusive events on council land.	Updated Community Engagement Framework aligned with Community Engagement Charter adopted and implemented. Inclusive material included in tier-1 consultations. Accessible and simple Events Toolkit published and used.	Customer Experience and Engagement	2027
8.2 Increase awareness of council's grant streams so more people can implement local multicultural initiatives. Identify key dates, groups and services on offer to develop targeted promotion strategies to increase to those who need them most. Promote relevant opportunities to multicultural groups and networks (i.e. City of Marion Community Event Fund, Community Grants, Youth Grants, Youth Achievement Grants).	Strategies to increase awareness identified. Targeted campaign implemented. Growth in applications for multicultural organisations, networks and initiatives.	Community Connections	2026
8.3 Simplify council volunteering processes to make it easier for everyone to be involved and appeal to more people from multicultural backgrounds. Plain language resources are developed to engage and support volunteers from all backgrounds in recruitment, induction, training and ongoing volunteer opportunities.	Increase in the number of volunteers from diverse backgrounds applying to volunteer with City of Marion. Volunteer satisfaction rates remain above 90%.	People and Culture	2028

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Actions and deliverables	Measures of success	Lead	Timeline
Focus area 9: Provide opportunities for people of all ages to keep learning and developing.			
9.1 Promote organisations with innovative programs that support people from multicultural backgrounds understand and succeed in Australia's job market. Promote local groups that offer free or low-cost assistance with job searching, navigating employment services, and getting overseas work experience and qualifications recognised. Keep supporting the Australian Refugee Association's Scholarship Program -. Work with organisations that run learning programs and help preserve languages. Deliver the Community Leadership Program every year, making sure it's easy for people from multicultural backgrounds to take part.	Community aware of initiatives and assistance offered by local providers. The Australian Refugee Association report uptake in the scholarship programs. People from multicultural backgrounds are aware, interested and participate in the Community Leadership Program.	Community Connections	2027
9.2 Amplify local projects and innovative programs that help people from multicultural backgrounds form new business networks. Identify opportunities in council's Business Growth and Engagement Plan to connect with multicultural business and networks to promote existing programs delivered.	The community report that council-supported programs increase opportunities for local and small businesses run by residents from multicultural backgrounds.	City Activation	2027
9.3 Deliver curated resources and programming at council libraries that support multicultural learning and wellbeing across all ages. Continue working with State Libraries of SA to offer bilingual collections and programs. Monitor and respond to local collection and programming data relevant to multicultural communities.	Growth in borrowing rates of bilingual collection.	Community Connections	2027 and ongoing

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Actions and deliverables

Safety - Safeguarding communities

Safeguarding communities is about reducing the risk to health and wellbeing from things like communicable diseases, disease outbreaks (e.g. COVID 19) and incidents and emergencies, including those related to climate change.

Council has a legislated role in providing a vaccine service and monitoring businesses and facilities that could pose public health risks if not operated safely, such food businesses. It also investigates nuisances and litter matters - like smoke, dust, graffiti, and dog management, that may impact public health.

Council collaborates with lead agencies including State Government, to support emergency responses and strengthen preparedness within both the community and the organisation.

Opportunities for vaccinations

New arrival refugees and humanitarian entrants may not be fully immunised in line with Australian Immunisation Programs[16].

Humanitarian entrants were hospitalised with COVID-19 over 5 times more than other permanent migrants[17].

Food businesses

Food is a great way to connect, celebrate, express multicultural identity and start a new food business.

We take food hygiene very seriously - it's important everyone has the same opportunity to learn Australian Standards.

'DoFoodSafely' is a free, non-accredited, online learning program in many languages - completion includes a certificate that is well-respected by the food industry across Australia.

Natural Disasters

Natural disasters can affect anyone. Language should never be a barrier to safety[18].

Multicultural Communities Council of SA has a range of resources in languages so everyone has the opportunity to be prepared for Natural Disaster Risks

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Actions and deliverables	Measures of success	Work areas	Timeline
Focus area 10: Support the protection of the community from communicable disease and infection and nuisance.			
10.1 Conduct scheduled and reactive food inspections to uphold South Australia's food safety standards. Identify suitable times to use SA Health translated posters and information when engaging with community on environmental health matters. Find ways to promote the free DoFoodSafely online food safety training that is available in multiple languages.	State and national agencies report increased participation in food safety training. Increased compliance in food safety inspections.	Development and Regulatory Services	Ongoing
10.2 Conduct local nuisance and litter investigations to maintain safe and healthy neighbourhoods. Advocate to State Government Departments with shared responsibilities to create translated resources for councils to use (when appropriate) during investigations and education processes for common areas of concern (i.e. Environmental Protection Authority – dust and smoke, Dog and Cat Management Board – barking dogs, dog attacks, SA Health – hoarding and squalor).	Communication sent to state government to request translated information for increased engagement.	Development and Regulatory Services	Ongoing
10.3 Keep offering free vaccines through the Newly Arrived Refugee Immunisation (NARI) program so everyone can get their vaccinations according to the Australian Immunisation Program schedule. Continue to connect newly arrived refugees and asylum seekers in our community with support services available through the Refugee Health Service. Explore ways to increase awareness of the services available through the program.	State and national agencies report increase in vaccination rates amongst newly arrived refugees and asylum seekers.	Development and Regulatory Services	Ongoing
10.4 Amplify government anti-racism programs and policies to contribute to a whole of government strategic approach to addressing racism and racist behaviours in Australian society. Support teams to identify priority messages and resources (relating to state and federal campaigns) to role model behaviour and encourage a whole of society approach to eliminating racism.	There is an increase in community awareness on the impacts of racism and the steps that can be taken to address racist behaviours.	Customer Experience and Engagement	June 2026 - ongoing

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Actions and deliverables	Measures of success	Work areas	Timeline
Focus area 11: Embed incident and emergency preparedness processes in council operations, and collaborate with the community to increase preparedness.			
11.1 Amplify priority state government messages to support community preparedness to disasters and extreme weather. Identify relevant state priority messages to amplify for increased community awareness of current and emerging disasters. Explore ways to connect with lead government agencies, non-government organisations, residents and leaders from multicultural communities together to prepare for disasters and extreme weather. Find ways to promote translated resources from Multicultural Communities Council of SA so everyone can be prepared for disasters and extreme weather.	Zone Emergency Management Committee Annual Reports includes a preparedness focus for people from multicultural backgrounds.	Office of the Chief Executive	Ongoing

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Actions and deliverables

Urban and economic conditions - Planning for growth and change

Planning for growing communities includes trends for housing, community places, and economic conditions.

People from multicultural communities bring valuable ideas, skills, and global connections that strengthen our state's economy and society[19]. It's important that they get the right support to succeed in Australia[20].

Community insights and ideas

Help for local business
Mentoring support for multicultural small business owners.

Economic networking
Local business directories and networking opportunities.

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Actions and deliverables	Measures of success	Work areas	Timeline
Focus area 12: Identify the housing and public facilities/amenities needed to support community health and wellbeing as the City of Marion grows and develops.			
Actions under this focus area are delivered under Council's Regional Public Health Plan 2025-2029.			
Focus area 13: Support business, growth and engagement with businesses in the local area.			
13.1 Connect with multicultural business networks to promote economic development. Explore opportunities to share the initiatives in council's Business Growth and Engagement Plan and business support services offered by council.	Invite multicultural business groups and associations to participate in City of Marion business networking events	City Activation	Ongoing (Annual)

Appendix 1: Suburb profile

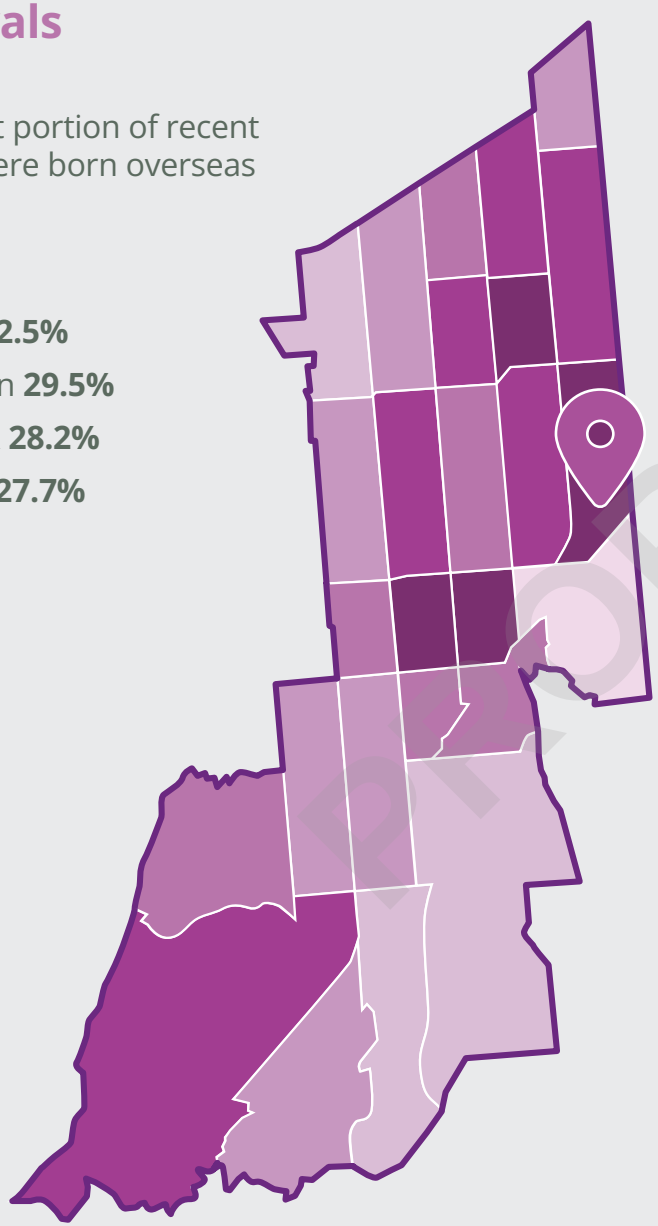
New arrivals

Tonsley

has the highest portion of recent arrivals who were born overseas

Top 5 suburbs

1. Tonsley **33%**
2. Ascot Park **32.5%**
3. Edwardstown **29.5%**
4. Clovelly Park **28.2%**
5. Park Holme **27.7%**



- 0 to 18%
- 18 to 22%
- 22 to 26%
- 26 to 30%
- 30 to 34%
- 34 to 38%

Speaks a language other than English at home

Clovelly Park

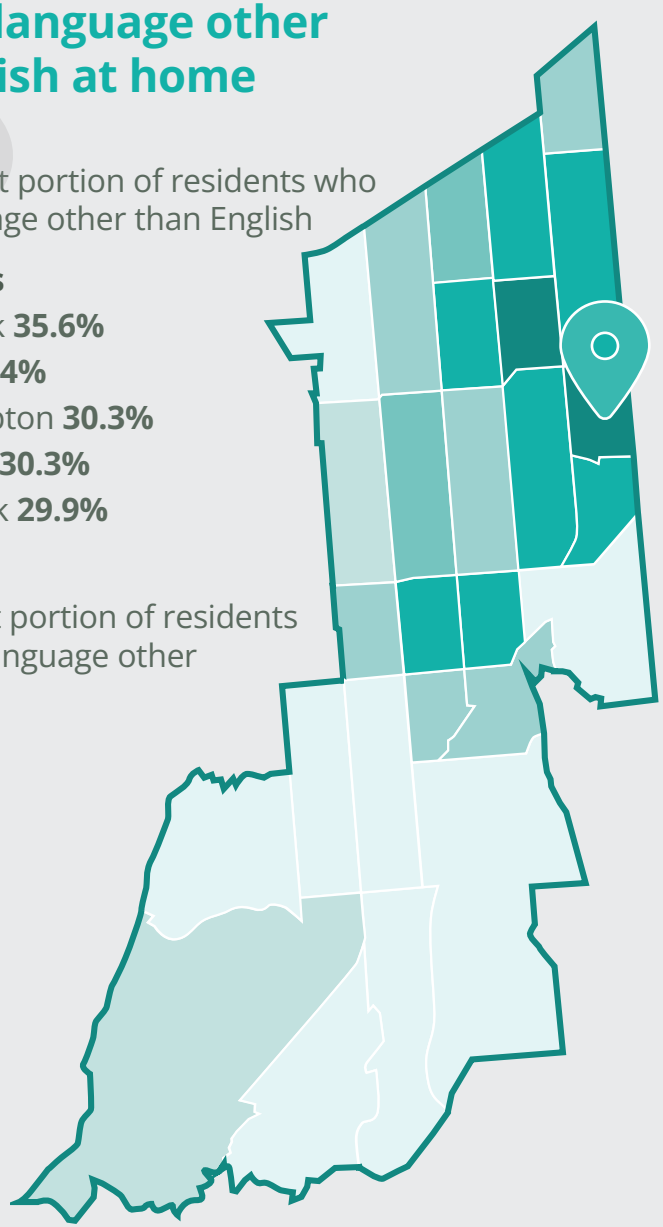
has the highest portion of residents who speak a language other than English

Top 5 suburbs

1. Clovelly Park **35.6%**
2. Ascot Park **34%**
3. South Plympton **30.3%**
4. Park Holme **30.3%**
5. Mitchell Park **29.9%**

Glengowrie

had the lowest portion of residents who speak a language other than English



- 0 to 13%
- 13 to 18%
- 18 to 23%
- 23 to 28%
- 28 to 32%
- 32 to 36%

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English proficiency

Ascot Park

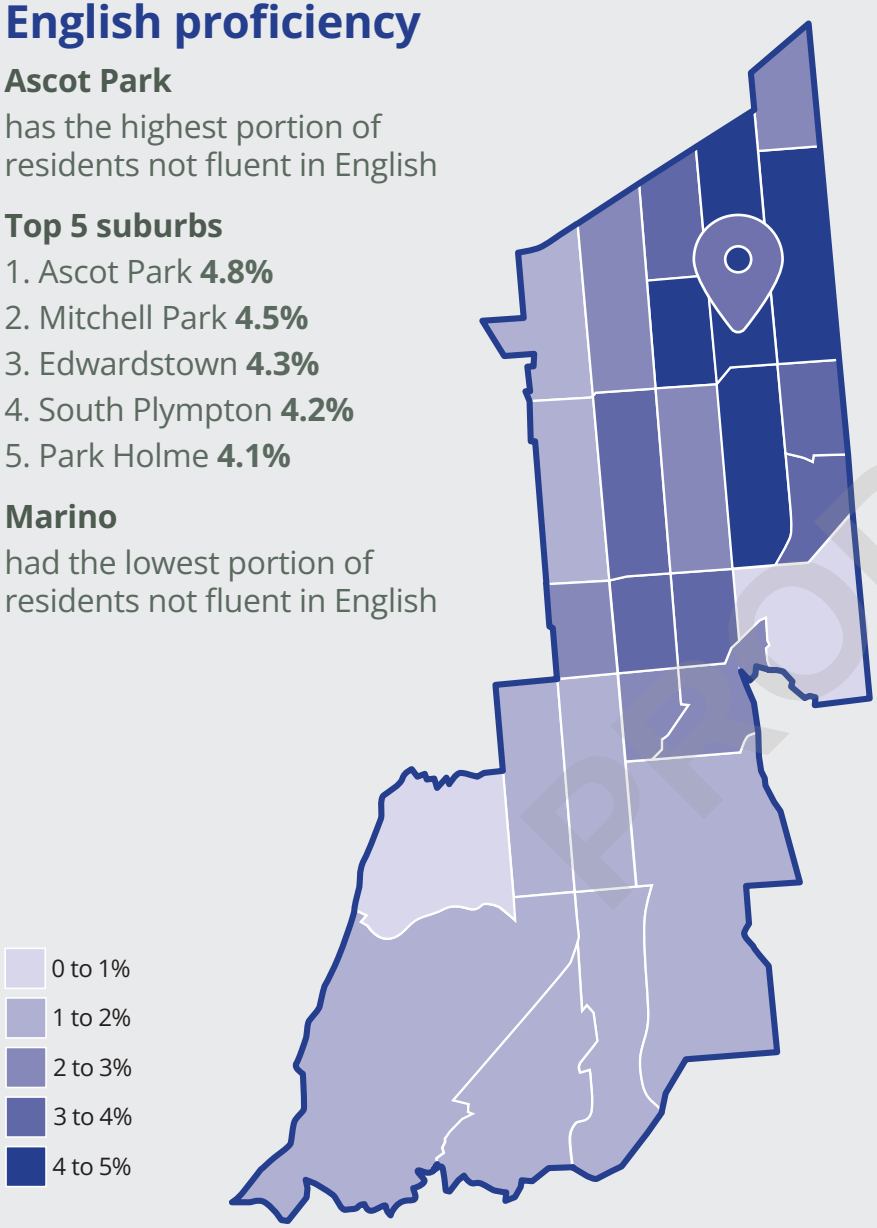
has the highest portion of residents not fluent in English

Top 5 suburbs

1. Ascot Park **4.8%**
2. Mitchell Park **4.5%**
3. Edwardstown **4.3%**
4. South Plympton **4.2%**
5. Park Holme **4.1%**

Marino

had the lowest portion of residents not fluent in English

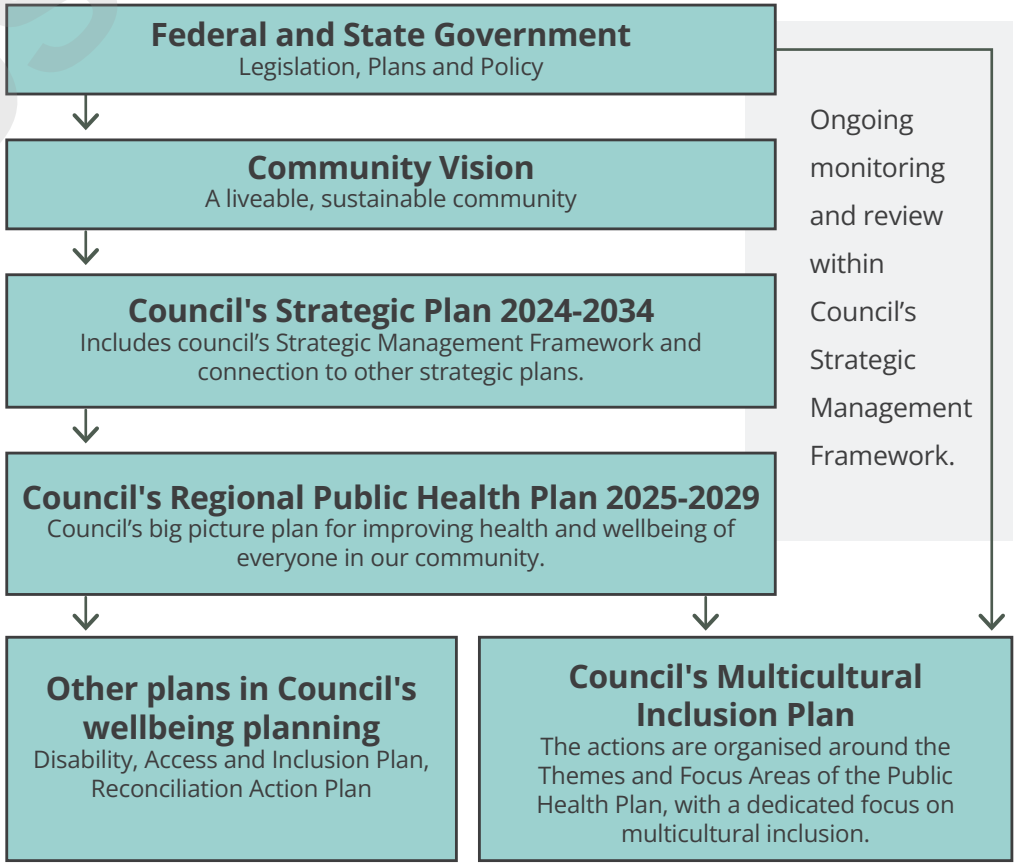


Appendix 2: How this plan works

This Plan aligns with Council's Regional Public Health Plan 2025-2029 and is an important part of our wellbeing planning.

Our actions follow the Public Health Plan themes and focus areas, with a focus on multicultural inclusion.

We will report on the Plan every two years.



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Appendix 3: Policy context

This Plan was informed by legislation and policy documents from federal, state and peak bodies as listed below:

National

2025 Towards Fairness - a Multicultural Australia for all - Department of Home Affairs

National Anti-Racism Framework - Australian Human Rights Commission

Welcoming Cities Standard

State

Local Government Act 1999; South Australian Multicultural Act 2021; Equal Opportunity Act 1984

South Australian Multicultural Charter

South Australia Interpreting and Translating Policy

South Australian Equal opportunity and you Guide

City of Marion

Strategic Plan 2024-2034

Regional Public Health Plan 2025-2029

Public Art Strategy 2025-2030

Marketing and Engagement Strategy 2022-2026

Biodiversity Plan 2024-2029

Environmental Sustainability Plan 2026-2030

Diversity Equity Inclusion and Belonging Action Plan (Internal)

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Appendix 4: Relationships

Below is a list of important organisations already delivering great work that we can connect with as we carry out this plan:

Stakeholder	Role
Australian Migrant Resource Centre	The Adelaide Migrant Resource Centre (AMRC) supports migrants, refugees, and new arrivals as they settle into life in South Australia.
Australian Refugee Association	The Australian Refugee Association (ARA) is the longest-serving organisation assisting the settlement of refugees in South Australia.
Department of Immigration and Citizenship | Commonwealth | Department	The Department responsible for central coordination, and strategy and policy leadership in relation to immigration, citizenship and social cohesion.
Department of State Development | Skilled and Business Migration	Skilled & Business Migration works with the Australian Government's Department of Home Affairs to attract eligible skilled and business migrants through state-nominated visa programs. They support local South Australian businesses address skills gaps in their workforce through sponsorship of skilled migrants to fill vacancies where there is a shortage of local workers.
Multicultural Affairs | State | Department of the Premier and Cabinet	Responsible for the development of multicultural policies and programs and the promotion of cultural diversity in South Australia.
Multicultural Communities Council of SA (MCCSA)	The peak organisation serving, empowering and advocating for culturally and linguistically diverse (CALD) communities in South Australia.
Multicultural Youth SA	A community-based, not-for-profit organisation in Adelaide that provides a range of services and programs to support young people and young families from culturally and linguistically diverse (CALD) backgrounds living in South Australia.
South Australian Multicultural Commission	Statutory body that reports to the Minister for Multicultural Affairs
Southern CALD network	A networking group for people who deliver services to culturally and linguistically diverse (CALD) communities south of Adelaide.

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Endnotes

1 Government of South Australia, South Australian Multicultural Highlights

2 Informed Decisions, City of Marion Community profile

3 City of Marion, Regional Public Health Plan 2025-2029

4 Australian Sports Commission, Safe and Inclusive Sports, Anti-racism

5 Welcoming Australia, Inclusion guidelines for public aquatic facilities

6 Welcoming Australia, Inclusion guidelines for public aquatic facilities

7 South Australian Department for Human Services, Food Security in South Australia 2024 Community Survey Report

8 SA Health, Menu and Nutrition Standards for Public Health Facilities in South Australia

9 City of Marion, Regional Public Health Plan 2025-2029

10 Australian Government, Towards fairness: A multicultural Australia for all

11 Australian Government, National Suicide Prevention Strategy 2025-2035

12 Victorian Government, Better practice guide for multicultural communications

13 Australian Government, National Suicide Prevention Strategy 2025-2035

14 Australian Government, Towards fairness: A multicultural Australia for all

15 Australian Government, Towards fairness: A multicultural Australia for all

16 Central Adelaide Local Health Network, Immunisation program for refugees and humanitarian entrants

17 Australian Government, Culturally and linguistically diverse Australians

18 Multicultural Communities Council of South Australia, Disaster Risk Reduction Resources

19 Government of South Australia, South Australian Multicultural Highlights

20 Australian Government, Building a New Life in Australia: 10 years of humanitarian settlement outcomes

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8375 6600

council@marion.sa.gov.au

@CityofMarion

@CityofMarion

City of Marion

marion.sa.gov.au

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