

# Excelling Council External Assessment

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## Council Name

This assessment is to determine whether the council being reviewed is celebrating setting and achieving targets across its full range of services and partnerships and therefore is an Excelling Council within The Australian Standard for Welcoming Cities. Excelling Welcoming Cities are achieving at a high level and serve as an example of success for other councils.

To achieve the Excelling stage the criteria and indicators of the Leadership, Social & Cultural Inclusion, Economic Development, Learning Skills & Development, Civic Participation and Places & Spaces categories (all 6 categories) of the Standard need to be met.

Please complete and include the following information for each of the activities indicated:

- For each of the policy, internal and external categories indicate the type of evidence sighted using the drop down box.
- For each category select the Level of compliance identified from the available evidence using the drop down box. When interpreting the scale please consider the following:
  - o Full Compliance = The evidence clearly shows that the council complies in every way
  - o High Compliance = The evidence shows that the council almost complies in every way apart from a few minor details
  - o Partial Compliance = The evidence shows that the council is along the way to fully complying however still has a bit of work to get there
  - o Low Compliance = The evidence shows that the council has only just commenced the journey towards compliance
  - o No compliance = There is no evidence to suggest that the council has even started working towards compliance
- Include any relevant additional comments as necessary to further support compliance/near compliance within a particular area.

# Excelling Council External Assessment

## 1. Leadership

- 1.1 The local council recognises Aboriginal and Torres Strait Islander people as the First Peoples of this Nation and seek to engage local Indigenous communities in welcoming work.  
**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
1.1.1 Actively working towards reconciliation with Aboriginal and Torres Strait Islander people and communities.	Policy			
	Internal			
	External			
1.1.2 Formally acknowledging Traditional Owners through collaboration with elders past, present and future in policies, initiatives and public events.	Policy			
	Internal			
	External			
1.1.3 Facilitating opportunities for migrant communities to learn about Aboriginal and Torres Strait Islander culture	Policy			
	Internal			
	External			

# Excelling Council External Assessment

1.2 The local council partners with diverse stakeholders to promote a welcoming culture through advocacy and communication activities across various platforms.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
1.2.1 A public resolution declaring the local council to be a welcoming community, and an explanation of what this means.	Policy			
	Internal			
	External			
1.2.2 Messaging that communicates the community-wide benefit of cultural diversity and inclusion and the benefits of migration and settlement	Policy			
	Internal			
	External			
1.2.3 Presenting narratives that communicate positive migrant stories and contributions.	Policy			
	Internal			
	External			
1.2.4 Supporting and promoting events and activities representative of the diversity of the local community.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

1.3 The local council supports and promotes activities and initiatives that nurture connections between migrant and receiving communities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
1.3.1 Supporting activities and initiatives that connect people from migrant communities and people from receiving communities.	Policy			
	Internal			
	External			
1.3.2 Identifying and facilitating opportunities that bring together representatives from migrant communities and receiving communities to discuss community issues.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

1.4 The local council incorporates cultural diversity and inclusion in strategic, business and community plans and monitors their progress.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
1.4.1 Engaging diverse stakeholders, from both migrant communities and receiving communities, in the development, implementation and maintenance of the plans.	Policy			
	Internal			
	External			
1.4.2 Developing a stakeholder reference group that reflects the diversity of the community.	Policy			
	Internal			
	External			
1.4.3 Assessing the priorities of the local community and using that feedback to improve the plans.	Policy			
	Internal			
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# Excelling Council External Assessment

## 1. Leadership

- 1.1 The local council recognises Aboriginal and Torres Strait Islander people as the First Peoples of this Nation and seek to engage local Indigenous communities in welcoming work.  
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1.4.3 Assessing the priorities of the local community and using that feedback to improve the plans.	Policy			
	Internal			
	External			

## 2. Social & Cultural Inclusion

2.1 The local council's policies and practices actively include and engage both receiving and migrant communities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
2.1.1 Collecting and analysing demographic data to determine the cultural, religious and linguistic composition of the local community.	Policy			
	Internal			
	External			
2.1.2 Ensuring that the development, implementation and review of council policies, strategies, programs and initiatives are compliant with Federal and State legislation for racial and religious non-discrimination and take into account the principles of substantive equality.	Policy			
	Internal			
	External			
2.1.3 Conducting reviews to identify and revise any policies or practices that exclude or disenfranchise migrant communities.	Policy			
	Internal			
	External			
2.1.4 Providing accessible information on, or referral to, community support services and programs.	Policy			
	Internal			
	External			
2.1.5 Supporting initiatives that empower individuals to prevent, and respond effectively to,	Policy			

# Excelling Council External Assessment

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racism and discrimination.

Internal

External

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# Excelling Council External Assessment

2.2 The local council facilitates diverse cultural expression through a range of activities and observances.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
2.2.1 Celebrating community festivals, cultural events, and religious observances that represent diversity and encourage dialogue.	Policy			
	Internal			
	External			
2.2.2 Encouraging programs and initiatives that bring together diverse cultures and support opportunities for cultural expression and intercultural understanding.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

## 2.3 The local council facilitates language access.

### DEMONSTRATED BY:

Activity	Category	Type of Evidence	Filename	Additional Comments
2.3.1 Assessing language needs for migrant communities to increase access to services and activities.	Policy			
	Internal			
	External			
2.3.2 Engaging accredited translators or interpreters in council services and related events.	Policy			
	Internal			
	External			
2.3.3 Providing information on council services, and resident information guides in community languages.	Policy			
	Internal			
	External			
2.3.4 Providing accessible Council feedback and complaints processes.	Policy			
	Internal			
	External			
2.3.5 Providing accessible information on dispute resolution and local by-laws.	Policy			
	Internal			
	External			
2.3.6 Advocating to other tiers of Government and associated agencies to ensure that essential information and services (such as	Policy			

# Excelling Council External Assessment

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emergency management information) are accessible to migrant communities.

**Internal**

**External**

# Excelling Council External Assessment

2.4 The local council partners with government, business and community stakeholders to promote affordable, safe and accessible housing, health, justice and transport services for all residents.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
2.4.1 Referral to accessible information on, and promotion of, preventative health programs, public health risks, and community recreational activities.	Policy			
	Internal			
	External			
2.4.2 Advising stakeholders in the development of local community housing and affordable housing initiatives.	Policy			
	Internal			
	External			
2.4.3 Advising stakeholders and transport services to identify accessible and affordable transportation services.	Policy			
	Internal			
	External			
2.4.4 Advising the local police service to build positive connections with migrant communities through crime prevention information sessions and community liaison.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

2.5 The local council is committed to embedding broader diversity and inclusion approaches across the organisation and recognises that there are often additional barriers and vulnerabilities faced by Aboriginal and Torres Strait Islanders, women from migrant backgrounds, younger and older people from migrant backgrounds, people living with disability, and/or people who identify as LGBTI.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
2.5.1 Cross-departmental initiatives and strategies that address barriers to access and inclusion and the additional challenges of inter-sectionality in policy and practice, across a range of areas.	Policy			
	Internal			
	External			



## 2. Social & Cultural Inclusion

2.1 The local council's policies and practices actively include and engage both receiving and migrant communities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
2.1.1 Collecting and analysing demographic data to determine the cultural, religious and linguistic composition of the local community.	Policy			
	Internal			
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2.1.2 Ensuring that the development, implementation and review of council policies, strategies, programs and initiatives are compliant with Federal and State legislation for racial and religious non-discrimination and take into account the principles of substantive equality.	Policy			
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	External			
2.1.3 Conducting reviews to identify and revise any policies or practices that exclude or disenfranchise migrant communities.	Policy			
	Internal			
	External			
2.1.4 Providing accessible information on, or referral to, community support services and programs.	Policy			
	Internal			
	External			
2.1.5 Supporting initiatives that empower individuals to prevent, and respond effectively to,	Policy			

# Excelling Council External Assessment

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racism and discrimination.

**Internal**

**External**

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# Excelling Council External Assessment

2.2 The local council facilitates diverse cultural expression through a range of activities and observances.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
2.2.1 Celebrating community festivals, cultural events, and religious observances that represent diversity and encourage dialogue.	Policy			
	Internal			
	External			
2.2.2 Encouraging programs and initiatives that bring together diverse cultures and support opportunities for cultural expression and intercultural understanding.	Policy			
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# Excelling Council External Assessment

## 2.3 The local council facilitates language access.

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2.3.1 Assessing language needs for migrant communities to increase access to services and activities.	Policy			
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# Excelling Council External Assessment

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emergency management information) are accessible to migrant communities.

**Internal**

**External**

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2.4 The local council partners with government, business and community stakeholders to promote affordable, safe and accessible housing, health, justice and transport services for all residents.

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2.4.4 Advising the local police service to build positive connections with migrant communities through crime prevention information sessions and community liaison.	Policy			
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# Excelling Council External Assessment

2.5 The local council is committed to embedding broader diversity and inclusion approaches across the organisation and recognises that there are often additional barriers and vulnerabilities faced by Aboriginal and Torres Strait Islanders, women from migrant backgrounds, younger and older people from migrant backgrounds, people living with disability, and/or people who identify as LGBTI.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
2.5.1 Cross-departmental initiatives and strategies that address barriers to access and inclusion and the additional challenges of inter-sectionality in policy and practice, across a range of areas.	Policy			
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2.1 The local council's policies and practices actively include and engage both receiving and migrant communities.

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2.2 The local council facilitates diverse cultural expression through a range of activities and observances.

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**Internal**

**External**

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## 3. Economic Development

3.1 The local council employs a workforce that is inclusive and diverse.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.1.1 Identifying and addressing barriers and unconscious bias, which may limit diversity and inclusion in employment practices.	Policy			
	Internal			
	External			
3.1.2 Highlighting the value of a diverse workforce and encouraging applicants from diverse backgrounds to apply.	Policy			
	Internal			
	External			
3.1.3 Exploring innovative ways of promoting job opportunities to reach a broad and diverse range of potential applicants.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

3.2 The local council advances local business sourcing and contracting.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.2.1 Addressing the barriers for local businesses to access council tendering and contracting opportunities.	Policy			
	Internal			
	External			
3.2.2 Reviewing procurement policies and practice and identifying opportunities to engage local suppliers.	Policy			
	Internal			
	External			



# Excelling Council External Assessment

3.3 The local council partners with the local business community to identify strategic opportunities for economic development and to encourage local jobs for local people, including those from migrant communities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.3.1 Supporting and facilitating networking events, business development workshops, mentoring and other activities that grow local skills, knowledge and commerce.	Policy			
	Internal			
	External			
3.3.2 Partnering with employers, local chambers of commerce, financial institutions, employment services, and other relevant community based organisations to identify needs and opportunities.	Policy			
	Internal			
	External			
3.3.3 Supporting and advocating for strategies to monitor and prevent labour exploitation.	Policy			
	Internal			
	External			
3.3.4 Working with employers, local chambers of commerce and other relevant community based organisations to identify and address barriers to local employment.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

3.4 The local council supports both receiving and migrant communities to advance economic development opportunities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.4.1 Supporting and referring to business incubator, entrepreneurship programs and other initiatives to identify and grow enterprise opportunities.	Policy			
	Internal			
	External			
3.4.2 Supporting and promoting cultural initiatives and activities that draw visitors to the community.	Policy			
	Internal			
	External			

## 3. Economic Development

3.1 The local council employs a workforce that is inclusive and diverse.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.1.1 Identifying and addressing barriers and unconscious bias, which may limit diversity and inclusion in employment practices.	Policy			
	Internal			
	External			
3.1.2 Highlighting the value of a diverse workforce and encouraging applicants from diverse backgrounds to apply.	Policy			
	Internal			
	External			
3.1.3 Exploring innovative ways of promoting job opportunities to reach a broad and diverse range of potential applicants.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

3.2 The local council advances local business sourcing and contracting.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.2.1 Addressing the barriers for local businesses to access council tendering and contracting opportunities.	Policy			
	Internal			
	External			
3.2.2 Reviewing procurement policies and practice and identifying opportunities to engage local suppliers.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

3.3 The local council partners with the local business community to identify strategic opportunities for economic development and to encourage local jobs for local people, including those from migrant communities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.3.1 Supporting and facilitating networking events, business development workshops, mentoring and other activities that grow local skills, knowledge and commerce.	Policy			
	Internal			
	External			
3.3.2 Partnering with employers, local chambers of commerce, financial institutions, employment services, and other relevant community based organisations to identify needs and opportunities.	Policy			
	Internal			
	External			
3.3.3 Supporting and advocating for strategies to monitor and prevent labour exploitation.	Policy			
	Internal			
	External			
3.3.4 Working with employers, local chambers of commerce and other relevant community based organisations to identify and address barriers to local employment.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

3.4 The local council supports both receiving and migrant communities to advance economic development opportunities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.4.1 Supporting and referring to business incubator, entrepreneurship programs and other initiatives to identify and grow enterprise opportunities.	Policy			
	Internal			
	External			
3.4.2 Supporting and promoting cultural initiatives and activities that draw visitors to the community.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

3.1 The local council employs a workforce that is inclusive and diverse.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.1.1 Identifying and addressing barriers and unconscious bias, which may limit diversity and inclusion in employment practices.	Policy			
	Internal			
	External			
3.1.2 Highlighting the value of a diverse workforce and encouraging applicants from diverse backgrounds to apply.	Policy			
	Internal			
	External			
3.1.3 Exploring innovative ways of promoting job opportunities to reach a broad and diverse range of potential applicants.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

3.2 The local council advances local business sourcing and contracting.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.2.1 Addressing the barriers for local businesses to access council tendering and contracting opportunities.	Policy			
	Internal			
	External			
3.2.2 Reviewing procurement policies and practice and identifying opportunities to engage local suppliers.	Policy			
	Internal			
	External			



# Excelling Council External Assessment

3.3 The local council partners with the local business community to identify strategic opportunities for economic development and to encourage local jobs for local people, including those from migrant communities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.3.1 Supporting and facilitating networking events, business development workshops, mentoring and other activities that grow local skills, knowledge and commerce.	Policy			
	Internal			
	External			
3.3.2 Partnering with employers, local chambers of commerce, financial institutions, employment services, and other relevant community based organisations to identify needs and opportunities.	Policy			
	Internal			
	External			
3.3.3 Supporting and advocating for strategies to monitor and prevent labour exploitation.	Policy			
	Internal			
	External			
3.3.4 Working with employers, local chambers of commerce and other relevant community based organisations to identify and address barriers to local employment.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

3.4 The local council supports both receiving and migrant communities to advance economic development opportunities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
3.4.1 Supporting and referring to business incubator, entrepreneurship programs and other initiatives to identify and grow enterprise opportunities.	Policy			
	Internal			
	External			
3.4.2 Supporting and promoting cultural initiatives and activities that draw visitors to the community.	Policy			
	Internal			
	External			

## 4. Learning And Skills Development

4.1 The local council works closely with community facilities such as schools and libraries to support learning and inclusion for migrant communities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
4.1.1 Advocating for and supporting programs and initiatives that connect migrant communities diverse to existing support services including education, health, and settlement services	Policy			
	Internal			
	External			
4.1.2 Facilitating programs and initiatives that ensure library and/or related services are accessible, and support targeted learning opportunities for migrant communities.	Policy			
	Internal			
	External			
4.1.3 Supporting learning and skills development opportunities for children and young people from migrant communities through collaboration with schools and other services.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

4.2 The local council encourages learning and skills development opportunities that enable people from migrant communities to participate in community life.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
4.2.1 Referral to information on English language learning opportunities.	Policy			
	Internal			
	External			
4.2.2 Encouraging and supporting programs and initiatives that provide opportunities for migrant and receiving communities to share their history, ideas, knowledge and experience to grow cultural understanding.	Policy			
	Internal			
	External			
4.2.3 Identifying and delivering professional development for council staff that increases their capacity and skills to engage with and respond appropriately and effectively to the needs of a culturally diverse community.	Policy			
	Internal			
	External			

## 5. Civic Participation

5.1 The local council communicates their roles and responsibilities, and advances civic participation for both receiving and migrant communities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
5.1.1 Providing accessible information on the role and responsibilities of local councils and civic engagement opportunities.	Policy			
	Internal			
	External			
5.1.2 Encouraging and supporting the participation of culturally diverse groups in public council meetings and forums.	Policy			
	Internal			
	External			
5.1.3 Promoting and supporting the participation of representatives from culturally diverse groups, including young people and seniors, in council committees, advisory and reference groups.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

## 5.2 The local council supports and celebrates the attainment of citizenship DEMONSTRATED BY:

Activity	Category	Type of Evidence	Filename	Additional Comments
5.2.1 Promoting information about pathways and processes for obtaining Australian Citizenship to migrant communities.	Policy			
	Internal			
	External			
5.2.2 Hosting, promoting and celebrating citizenship ceremonies (where applicable).	Policy			
	Internal			
	External			

# Excelling Council External Assessment

5.3 The local council supports all eligible residents to enrol to vote and participate in local government elections.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
5.3.1 Working with the State Government and/or Electoral Commissions to eliminate barriers to voting.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

5.4 The local council supports people from both receiving and migrant communities to celebrate and participate in volunteering.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
5.4.1 Identifying and supporting volunteering opportunities that engage people from migrant communities and receiving communities, in order to encourage dialogue and relationship building.	Policy			
	Internal			
	External			
5.4.2 Recognising and celebrating diverse volunteer contributions that may not be reflected in formal and traditional concepts of volunteering.	Policy			
	Internal			
	External			



## 6. Places & Spaces

6.1 The local council ensures that public spaces and facilities are safe and accessible to all residents.

### DEMONSTRATED BY:

Activity	Category	Type of Evidence	Filename	Additional Comments
6.1.1 Consulting with culturally diverse groups to explore how council spaces and facilities may be more accessible, inclusive, and responsive to community needs and aspirations.	Policy			
	Internal			
	External			
6.1.2 Assessing development applications against non-discriminatory access requirements regulated under the Building Code of Australia, and guidelines under the Disability Discrimination Act.	Policy			
	Internal			
	External			
6.1.3 Ensuring that both receiving and migrant communities are consulted in the urban planning process.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

6.2 Public spaces and facilities encourage community interaction, and facilitate diverse cultural expression and celebration.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
6.2.1 Enabling the use of public spaces and facilities by people who represent the diversity of the community.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

6.3 The local council works to recognise Aboriginal and Torres Strait Islander and migrant heritage in public spaces and facilities.

**DEMONSTRATED BY:**

Activity	Category	Type of Evidence	Filename	Additional Comments
6.3.1 Supporting initiatives that communicate the significance of cultural stories in public spaces and facilities.	Policy			
	Internal			
	External			

# Excelling Council External Assessment

## Declaration Council being reviewed

I certify that this is a true reflection of the Council in relation to the above activities:

**Name:** \_\_\_\_\_  
**Title:** \_\_\_\_\_  
**Council:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
(insert electronic signature)

**Name:** \_\_\_\_\_  
**Title:** \_\_\_\_\_  
**Council:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
(insert electronic signature)

## Declaration by External Assessor - ASSESSOR ONLY

I certify that this is a true reflection of our review of the Council in relation to the above activities:

**Name:** \_\_\_\_\_  
**Title:** \_\_\_\_\_  
**Council:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
(insert electronic signature)

**PLEASE NOTE**  
This declaration will be signed by the Welcoming Cities approved external assessor and does not need to be completed by the council submitting the assessment