

Excelling Council Assessment

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.

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Council Information

Order	Question	Answer
1	Executive summary of community (demographics, location economics) and welcoming and inclusion work.	
2	What are the needs and drivers of the community – high growth / low or negative growth, economic and social needs.	
3	Current state of social cohesion?	
4	Here is questions #4?	

1. Community Leadership

1.1 The local council publicly acknowledges First Nations peoples as Australia's Traditional Owners, actively works to achieve reconciliation engage local First Nations communities in culturally appropriate welcoming activities.

DEMONSTRATED BY:

Activity	Category	Type of Evidence	Filename	Additional Comments
1.1.1 The council is taking deliberate steps towards achieving reconciliation with First Nations communities.	Policy			
	Implementation			
1.1.2 The council formally acknowledges First Nations peoples in policies, initiatives, communications and at public events.	Policy			
	Implementation			
1.1.3 Documented standard practices are embedded across council business to ensure Traditional Owners are consulted and collaborated with to inform policies and initiatives.	Policy			
	Implementation			
1.1.4 The council is respectfully and mindfully partnering with First Nations peoples to provide non-Indigenous peoples with opportunities to learn about local history, First Nations knowledge and culture, and the ongoing impacts of colonialism.	Policy			
	Implementation			

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1.2 The local council communicates welcoming messages and strives to be welcoming in internal and external communications.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
1.2.1	Welcoming and inclusive language is embedded in the council's public resolutions, communications, plans, policies and practices.	Policy			
		Implementation			
1.2.2	Communications content contains messaging that conveys the community-wide benefit of cultural diversity and inclusion and the benefits of migration and settlement.	Policy			
		Implementation			
1.2.3	The council presents public narratives that showcase the experiences and contributions of migrants and refugees.	Policy			
		Implementation			

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1.3 The local council leads and supports initiatives that nurture connections between migrant and refugee and receiving communities.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
1.3.1	The council proactively and publicly welcomes new migrants and refugees and supports activities that bring migrant and refugee and receiving communities together.	Policy			
		Implementation			
1.3.2	The council facilitates opportunities for representatives of migrant and refugee and receiving communities to discuss community issues of mutual interest openly and respectfully.	Policy			
		Implementation			
1.3.3	Council invites local Aboriginal and Torres Strait Islander Elders and communities to partner, co-design and participate in a range of activities that bring migrant and refugee and receiving communities together.	Policy			
		Implementation			

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1.4 The local council prioritises and resources welcoming and inclusion work across the organisation.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
1.4.1	Sufficient resources are allocated across the council's staffing and operations to support welcoming and inclusion work.	Policy			
		Implementation			
1.4.2	The council's leadership actively supports the principles of inclusiveness, openness, respect and acceptance of all cultures.	Policy			
		Implementation			

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2. Social & Cultural Inclusion

2.1 The local council ensures that its policies, plans and practices reflect and respond to the diversity of the community.

DEMONSTRATED BY:

	Activity	Category	Type of Evidence	Filename	Additional Comments
2.1.1	Demographic data is being collected and analysed to build an intersectional understanding of the cultural, religious, age, gender and linguistic composition of the local community. This data is used to inform council decision-making.	Policy			
		Implementation			
2.1.2	The council takes a proactive role in preventing and addressing racism in the community.	Policy			
		Implementation			
2.1.3	There are clear policies and procedures in place to address complaints of racism or discrimination in council programs, services and facilities.	Policy			
		Implementation			

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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	The council actively supports, organises and promotes events and activities that represent the diversity of the local community.	Policy			
		Implementation			
2.2.2	Programs and initiatives that bring together diverse cultures and support opportunities for cultural expression and intercultural understanding are being actively supported and delivered.	Policy			
		Implementation			

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2.3 The local council ensures that different language groups in the community have equitable access to information and services.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
2.3.1	The council uses local demographic data to assess language needs and provide critical information and updates in the most-needed languages.	Policy			
		Implementation			
2.3.2	Information guides about council services are available in the priority languages within the local community.	Policy			
		Implementation			
2.3.3	Accredited translators and interpreters are engaged to assist with council services and events when required.	Policy			
		Implementation			
2.3.4	Council staff are aware of the need for interpreting services, and how to use and access them.	Policy			
		Implementation			
2.3.5	Processes are in place to ensure that council information is provided to community members in clear, plain language.	Policy			
		Implementation			
2.3.6	A universally accessible council feedback and complaints process is in place.	Policy			
		Implementation			
2.3.7	Community members are provided with accessible information and support around	Policy			

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	dispute resolution and local by-laws.	Implementation		
2.3.8	The council advocates on behalf of its community to other tiers of government and associated agencies, to ensure that essential information and services (such as emergency management and health information) are accessible to migrant and refugee communities, including via non-traditional methods.	Policy		
		Implementation		

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2.4 The local council understands where structural inequalities and barriers exist and advocates to improve access and inclusion for local communities wherever possible.

DEMONSTRATED BY:

Activity	Category	Type of Evidence	Filename	Additional Comments
2.4.1 Community members are being referred by council to accessible information about preventative health and wellbeing programs, public health risks and community activities.	Policy			
	Implementation			
2.4.2 Community members are being referred by council to accessible information about preventative health and wellbeing programs, public health risks and community activities.	Policy			
	Implementation			
2.4.3 The council advocates for and advises transport services and associated stakeholders to identify accessible, safe and affordable transportation services for migrant and refugee communities.	Policy			
	Implementation			
2.4.4 The council collaborates with local police to proactively identify and address concerns local migrant and refugee communities may have about policing.	Policy			
	Implementation			
2.4.5 The council is collaborating with local police to build positive connections through community liaison, outreach and	Policy			

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	information sessions.	Implementation		
2.4.6	The council advocates to other tiers of government about inequalities affecting local residents. Advocacy topics include, but are not limited to, visa conditions, migration regulations, access to justice, affordable health care and social safety nets	Policy		
		Implementation		
2.4.7	Diverse communities are being considered and consulted in local climate change-related emergency preparedness and recovery activities.	Policy		
		Implementation		

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2.5 The local council embeds broader diversity and inclusion approaches across the organisation. These approaches recognise that First Nations peoples, women from migrant and refugee backgrounds, younger and older people from migrant and refugee backgrounds, people living with disability, and people who identify as LGBTIQ+ often face additional barriers.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
2.5.1	Cross-departmental initiatives and strategies within the council intentionally seek to address specific barriers to access and inclusion. The additional challenges of intersectional disadvantage in policy and practice are also being actively addressed.	Policy			
		Implementation			

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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	The council captures demographic data about its workforce, including whether people from diverse backgrounds are represented in leadership and decision-making roles.	Policy			
		Implementation			
3.1.2	Barriers such as unconscious bias, which may limit diversity, equity and inclusion in the council's employment practices, are being identified and addressed.	Policy			
		Implementation			
3.1.3	The council emphasises the value of a diverse workforce and encourages applicants from diverse backgrounds to apply.	Policy			
		Implementation			
3.1.4	Innovative approaches are being used to ensure that council job opportunities are promoted to a broad and diverse range of potential applicants.	Policy			
		Implementation			
3.1.5	The council provides work experience and other opportunities to help migrants and refugees overcome barriers to Australian experience.	Policy			
		Implementation			

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3.2 The local council's approach to local business sourcing and contracting reflects and responds to the diversity of the community.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
3.2.1	Barriers preventing local businesses from accessing council tendering and contracting opportunities are being actively identified and addressed.	Policy			
		Implementation			
3.2.2	The council ensures that its procurement policies and practices support inclusive decision-making and identifies opportunities to engage local suppliers from across the full diversity of the community.	Policy			
		Implementation			

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

DEMONSTRATED BY:

Activity	Category	Type of Evidence	Filename	Additional Comments
3.3.1 The council partners with employers, local chambers of commerce, financial institutions, employment services, and relevant community organisations to identify opportunities and needs for future planning and investment.	Policy			
	Implementation			
3.3.2 The council works with employers, local chambers of commerce and other relevant community-based organisations to identify and address barriers to local employment.	Policy			
	Implementation			
3.3.3 Information about work rights and services is being shared and promoted to support migrant and refugee workers.	Policy			
	Implementation			

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

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
3.4.1	The council facilitates networking events, business development workshops, mentoring and other activities that grow local skills, knowledge and commerce and are accessible to all community members.	Policy			
		Implementation			
3.4.2	The council supports and promotes cultural initiatives and activities that enhance the visitor economy by drawing visitors to the community.	Policy			
		Implementation			

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4. Learning And Skills Development

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

DEMONSTRATED BY:

Activity	Category	Type of Evidence	Filename	Additional Comments
4.1.1 The council advocates for and supports programs and initiatives that connect migrant and refugee communities to existing support services including education, health and settlement services.	Policy			
	Implementation			
4.1.2 Local libraries provide access to collections that reflect the diversity of the community	Policy			
	Implementation			
4.1.3 Library programming responds to the diversity of the community	Policy			
	Implementation			
4.1.4 Learning and skills development opportunities are being provided for children and young people from migrant and refugee communities through collaboration with local playgroups and early learning services.	Policy			
	Implementation			

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

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
4.2.1	The council provides referrals and support to help members of migrant and refugee communities to learn and practise English.	Policy			
		Implementation			
4.2.2	Council initiatives actively encourage and support migrant and refugee and receiving communities to share their history, ideas, knowledge and experience to grow mutual cultural understanding.	Policy			
		Implementation			
4.2.3	Council staff receive ongoing professional development that increases their ability to engage with and respond appropriately and effectively to the needs of a culturally diverse community and that also values First Nations communities.	Policy			
		Implementation			

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4.3 The local council supports people from both receiving and migrant and refugee communities to celebrate and participate in volunteering.
DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
4.3.1	The council identifies and supports volunteering opportunities that bring people from migrant and refugee and receiving communities together to encourage dialogue and foster relationships.	Policy			
		Implementation			
4.3.2	The diverse range of contributions from volunteers throughout the local community are being recognised and celebrated, including informal and non-traditional forms of volunteering.	Policy			
		Implementation			

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5. Civic Participation

- 5.1 The local council creates opportunities for members of both migrant and refugee and receiving communities to actively contribute to strategic and community planning processes.
DEMONSTRATED BY:

Activity	Category	Type of Evidence	Filename	Additional Comments
5.1.1 People from migrant and refugee and receiving communities are encouraged and supported to contribute to the development, implementation and review of council policies and plans.	Policy			
	Implementation			
5.1.2 Community representatives advise council on issues relating to migration, settlement and the representation of marginalised communities.	Policy			
	Implementation			
5.1.3 The council uses inclusive decision-making processes, including participatory processes, to ensure that the perspectives of both migrant and refugee and receiving communities are being represented and considered.	Policy			
	Implementation			

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5.2 The local council advances civic participation among both receiving and migrant and refugee communities.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
5.2.1	Accessible information about the role and responsibilities of local government, and civic participation opportunities, is available to all citizens, including new arrivals.	Policy			
		Implementation			
5.2.2	Culturally diverse groups are actively encouraged and supported to participate in public forums and council meetings.	Policy			
		Implementation			
5.2.3	The council promotes and facilitates opportunities for representatives from culturally diverse groups, including young people and seniors, to participate in all council advisory committees and reference groups.	Policy			
		Implementation			
5.2.4	The council initiates and supports opportunities for people from both migrant and refugee and receiving communities to take up civic leadership roles.	Policy			
		Implementation			

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5.3 The local council supports and celebrates the attainment of Australian citizenship.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
5.3.1	The council shares information with migrant and refugee communities that explains the pathways and processes for obtaining citizenship.	Policy			
		Implementation			
5.3.2	The council hosts and promotes public ceremonies to acknowledge and celebrate local migrants and refugees who become Australian citizens.	Policy			
		Implementation			

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5.4 The local council encourages and assists all eligible residents to enrol to vote and participate in elections.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
5.4.1	The council works with the relevant Electoral Commission to educate local community members to enrol and vote in local, state and federal elections.	Policy			
		Implementation			
5.4.2	The council works with the relevant Electoral Commission to educate non-citizens about their eligibility to vote in council elections.	Policy			
		Implementation			
5.4.3	The council works in collaboration with relevant stakeholders to educate residents from diverse backgrounds about how to run as candidates in council elections.	Policy			
		Implementation			

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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	Culturally diverse communities are involved in the design of public spaces to ensure the council creates public spaces and community facilities that promote health and wellbeing, are accessible and inclusive, and respond to community needs and aspirations.	Policy			
		Implementation			
6.1.2	The council ensures that both receiving and migrant and refugee communities are involved during urban planning processes.	Policy			
		Implementation			
6.1.3	Public spaces have signage, where needed, that is accessible for the migrant and refugee communities.	Policy			
		Implementation			

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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	Migrant and refugee communities are supported to use public facilities and spaces for cultural celebrations and intercultural connection.	Policy			
		Implementation			
6.2.2	The council supports public art and artists that reflect the diversity of the community.	Policy			
		Implementation			

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6.3 The local council recognises Aboriginal and Torres Strait Islander and migrant and refugee heritage in public spaces and places.

DEMONSTRATED BY:

Activity		Category	Type of Evidence	Filename	Additional Comments
6.3.1	Council partners with First Nations peoples to ensure that public spaces and places include acknowledgement of First Nations people, stories, significant events and languages.	Policy			
		Implementation			
6.3.2	Public art and cultural storytelling initiatives are being supported by the council to enhance public spaces and facilities.	Policy			
		Implementation			

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6.4 The local council works with local clubs and facilities to ensure they represent the diversity of the community.

DEMONSTRATED BY:

	Activity	Category	Type of Evidence	Filename	Additional Comments
6.4.1	Local clubs are being supported to create inclusive and welcoming environments.	Policy			
		Implementation			
6.4.2	The local council works with community and recreational facilities (including swim centres and gyms) to advocate for and provide inclusive programming.	Policy			
		Implementation			
6.4.3	Local sport and recreation facilities are inclusive, adaptable and responsive to the diversity and needs of the community.	Policy			
		Implementation			

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Declaration

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)