

Kingborough

**MULTICULTURAL
ENGAGEMENT
REPORT**

PREPARED BY
Kingborough Council

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Introduction

COMMUNITY FEEDBACK

Kingborough Council is committed to creating a community that is inclusive, safe, welcoming and respectful for all.

Kingborough has one of the highest multicultural populations in Tasmania, with over 21% of residents born overseas, compared with the rest of the state municipalities which have on average 15%.

MULTICULTURAL ADVISORY GROUP

To better understand and address the needs of our multicultural communities, Council formed a Multicultural Advisory Group with members of the community and Councillors.

The Advisory group was made up of local residents with personal experience of migration to Australia/Tasmania.

The group guided the development of the survey and helped distribute it throughout the community.

STAKEHOLDERS

Council consulted with relevant stakeholders to assist with distribution of the survey and achieve the maximum number of responses possible.

These groups were:

- Kingston Library
- Rainbow Communities Tasmania
- Multicultural Council of Tasmania
- Migrant Resource Centre Tasmania
- Department of Home Affairs

It is planned for these relationships to continue. This will help create a unified response to the needs of our multicultural community members.



Survey

The survey was open from **14 September** to **23 October 2023**.

It was distributed to community groups and stakeholders via email as well as promoted through the local newspapers, social media channels and Council's website.

A hard copy version of the survey were also available at the:

- Civic Centre in Kingston
- West Winds Community Centre
- Kingston Neighbourhood House
- Kingston Library

The feedback received from this engagement will inform the development of a **Multicultural Action Plan**.

PARTICIPATION SURVEY NUMBERS

242 online survey
15 hard copies completed

257 total

Footnote :

When conducting the survey Council received racist comments. To avoid causing distress they were removed, however it is important to acknowledge the comments were received.



Demographics

Q1. Country born in

Skipped by 4 participants

70	Australia
26	China
18	England
12	South Africa
10	India
9	Germany
7	Malaysia
6	Nepal, Netherlands, Indonesia,
5	Iran
4	Kenya, Philippines, South Korea, Hong Kong
3	Canada, Italy, Japan, Russia, USA, Argentina, Chile
2	France, Nigeria, Pakistan, Singapore, Sri Lanka, South America, Bangladesh, Colombia
1	Afghanistan, Brazil, Fiji, Greece, Mauritius, Serbia, Switzerland, Thailand, Zimbabwe, Bulgaria, Mexico, Peru, Poland, Scotland, Taiwan, Wales, Yugoslavia

Q2. Language(s) spoken at home

Skipped by 6 participants

180	English
30	Mandarin
12	Spanish
10	Cantonese
10	German
7	Persian
6	Dutch, French, Japanese, Nepali
5	Hindi, Tamil, Afrikaans
4	Filipino, Korean, Malay Urdu, Bahasa
3	Italian, Russian, Swahili (Kikuyu), Malayalam, Serbian
2	Greek, Portuguese, Bengali, Indonesian, Telugu, Polish, Thai Fijian, Vietnamese,
1	Bulgarian, Creole, Fresian Creole, Kiswahili Maltese, Marathi Indian, Mongolian, Punjabi, Sichuanese dialects, Sinhalese, Visayan, Welsh, Yoruba (Ososo)

GROUPINGS:

The Countries and Languages are grouped together with the amount of responses to save space. For example there were two responses each for France, Nigeria, Pakistan etc.

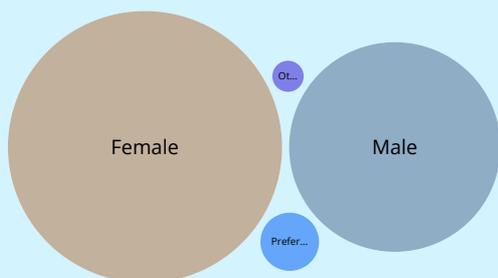


Demographics

Q3. Gender

Skipped by 4 participants

91	Male	7	Prefer not to say
153	Female	2	Other



Q4. Age

skipped by 1 participant

Under 18	5
18-24	3
25-34	36
35-44	96
45-54	44
55-64	31
65-75	34
75+	7

Q5. What area do you live in?

skipped by 4 participants

131	Kingston/Kingston Beach
52	Blackmans Bay
20	Margate
16	I work in Kingborough but live elsewhere
9	Taroona
3	Huntingfield, Kettering, Longley/Lower Longley Snug/Lower Snug

2	Allens Rivulet, Birchs Bay, Firthside, Woodbridge
1	Bonnet Hill, Electrona, Howden, Leslie Vale, Sandfly

Q6. How long have you lived or worked in Kingborough

skipped by 2 participants

24	Less than a year
53	1 - 3 years
38	3 - 5 years
51	5 - 10 years
89	10 years or longer

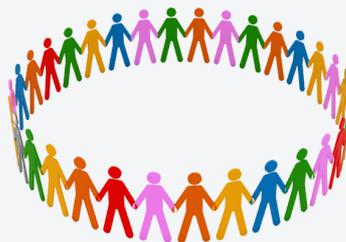


Belonging & Access

Q7. Do you feel part of your local community?

Skipped by 8 participants

- 157 Yes
- 40 No
- 52 Unsure



Q8. Please tell us why you are unsure or don't feel part of your local Kingborough community?

Skipped by 171 participants

- 50 I don't know many people
- 29 I don't know any of my neighbours
- 28 I haven't lived here very long
- 26 I don't know where to meet new friends
- 26 I don't do anything in my community
- 18 Other
- 16 I find it culturally hard to participate in activities
- 14 I am away from members of the family
- 6 Language barriers

Other:

Differences in social habits, difficult.

Quotes

"Even though I meet people at events I get the feeling the Aussies or those who have lived here for a long time, do not want to make friends but are just kind and friendly at the events."

"I have made friends, have lovely neighbours, and belong to a couple of groups, but on the larger scale I don't yet feel a Kingboroughan."

"Most guys my age just want to drink beer and smoke."

Q9. Do you have any difficulty accessing any of the following:

Skipped by 20 participants

- | | | | |
|-----|---------------------------|----|--|
| 149 | No I don't | 16 | Police, fire and ambulance |
| 50 | Health wellbeing services | 14 | Shopping |
| 30 | Social services | 14 | Welfare services |
| 28 | Transport | 10 | Education |
| 27 | Employment | 5 | Learning to drive or getting a drivers license |
| 24 | Housing | | |

Access to Services

Q10. What are the difficulties?

Skipped by 170, answered by 87 participants

- 35 Can't find a doctor
- 30 Don't know where to find activities
- 23 Other
- 21 Can't find work
- 18 Can't find things I need
- 15 Language barriers
- 14 Financial difficulties
- 13 I don't feel confident
- 9 My skills aren't recognised in Australia
- 5 I don't have the right qualifications
- 4 I don't have a car or access to transport

Other:

Location, access & mobility issues, rural living, unsure how the system works, racism, ageism, unreliable public transport, limited medical resources, shortage of rental places, timing and type of events, not enough services in Kingborough, unavailability of services/long wait times.

Q11. Have you ever contacted Council for help with services and if so what was your experience like?

Skipped by 37, answered by 220 participants

- | | | | |
|----|-------------------|----|------------------------|
| 72 | Good | 10 | Bad |
| 72 | Not applicable | 19 | Please feel to explain |
| 47 | None of the above | | (below) |

Please feel free to explain your experience with Council

- | | | | |
|---|----------|---|------------------|
| 7 | Friendly | 2 | Mixed experience |
| 7 | Neutral | 1 | Not contacted |
| 3 | Not good | | |

"Received friendly service when I rang to discuss my rates notice."

"Staff always polite, efficient and helpful."

"Can be better, but very nice staff."

"Trying to get pedestrian crossing installed in Margate. Constant buck-passing and excuses that are woefully out of date..."

Events & Facilities

Q12. What is the main way you find out about events and services in your community?

Skipped by 37 participants

- 139 Social Media
- 72 From other people
- 65 Internet search
- 64 Poster or flyer
- 54 Library
- 53 Local paper
- 21 Council website
- 7 Radio
- 7 Other

Other



Q13. Kingborough Council manages many community facilities and programs. Have you ever used any of these? Please tick all you have used:

Skipped by 38

- | | | | |
|-----|-------------------------------------|----|--|
| 167 | Parks and playgrounds | 35 | Kingborough Fitness Centre |
| 148 | Local tracks and trails | 28 | Mountain bike park and pump track |
| 105 | Kingborough Sports Centre | 18 | Skate parks |
| 71 | Community halls | 15 | None of the above |
| 67 | Dog exercise areas | 12 | Youth programs |
| 58 | Outdoor exercise areas | 12 | A Dose of Nature - organised walks |
| 55 | Arts and cultural events | 11 | Kingborough Volunteer Program, Bushfire and emergency information sessions |
| 43 | Sporting ovals and clubrooms | | |
| 38 | Council run workshops, talks, expos | | |
| 36 | Childhood immunisation program | | |



Q14. Do you have any suggestions on what multicultural events or activities Council could offer?

Skipped by 163, answered by 94

"An event that involves people from different backgrounds to raise tolerance and fight racism, with talks, foods, exhibition and performances.

"Cultural Food events and more stalls and markets ..."

"More workshop for jobseekers. More support for people whose first language is not English"

"Harmony event, a taste of Kingborough, multicultural film screenings"

"... organizing a multicultural parade to showcase the diversity within the community."

"Multicultural day with a parade for various cultural groups to showcase their culture.

"Food markets, cooking class, food tasting, international art exhibitions, international documentaries, education with a focus on embracing multiculturalism"

"Food festival with traditional dances"

"Asian New Year events"

"Australians are like chickens. Once it's dark we all go home..."

"Continue to engage existing organisations to carry out these events in council owned premises."

OTHER THEMES:

Information in other languages, human library, create champions for CALD communities, activate Channel Hwy at night time, access and promotion of events available, multicultural museum or area in the library, connect groups for migrants and young children who are learning to speak English.

Q15. How do you feel about these statements? (Rating)

Skipped by 36 participants

- **Kingborough is a good place to live or work**

151	I agree
48	Somewhat agree
14	Neutral
5	Somewhat disagree
3	Don't agree at all

- **I can freely express my culture here**

102	I agree
48	Somewhat agree
49	Neutral
11	Somewhat disagree
7	Don't agree at all

- **There are places I can practice my religion**

81	I agree
17	Somewhat agree
85	Neutral
13	Somewhat disagree
16	Don't agree at all

- **I can make a contribution to the Kingborough community**

117	I agree
43	Somewhat agree
44	Neutral
10	Somewhat disagree
5	Don't agree at all

Racism



Q16. Have you experienced or witnessed racism, discrimination, bias or felt unsafe in Kingborough?

Skipped by 38 participants

- 105 Yes
- 102 No
- 12 Prefer not to say

Q17. Would you like to share what happened?

Skipped by 187 participants, answered by 17

"A work colleague with an international background was verbally abused by a customer for their accent."

"Blamed for Covid by an individual in Channel Court."

"Australia day was the worst for us, we'd never feel safe or welcome so we would just stay home. One year my sister was yelled at to go back to her own country.... I've grown up here, I just look like I haven't."

"My dad is very racist. Having events that welcome communities and mix them would help the racist people get to know the other cultures ."

"The sign acknowledges and respects the aboriginal people, but says nothing about migrants. Why doesn't kingborough respect migrants?"

"I feel unsafe when groups of young people are sitting or standing together and are extremely noisy and being silly. This is mainly near shopping areas."

Q18. When did this occur?

Skipped by 157 participants

- 10 Prefer not to say
- 50 Less than 1 year
- 30 1 -3 years ago
- 5 4 - 5 years ago
- 2 6 - 10 years ago
- 3 Longer than 10 years ago



Racism

Q19. Where did you experience or witness this racism, discrimination, bias in Kingborough?

Skipped by 158 participants

- 53 In a public place, e.g. street, beach, parks
- 32 Shopping
- 28 Work by customers/clients
- 24 Public transport
- 17 Socialising
- 14 Work by your colleagues
- 11 Other
- 11 Service providers e.g. medical, trade persons, other government departments
- 10 Attending and activity such as sport or public event
- 8 School
- 3 Prefer not to say

Other:

Church, applying for jobs, walking track, everyday life

Q20. Have you ever experienced or witnessed racism, discrimination, bias or felt unsafe when dealing with Kingborough Council?

Skipped by 157 respondents

- 17 Yes
- 71 No
- 12 Prefer not to say

Q21. Would you like to tell us about it?

Skipped by 242 respondents, 15 responses

- | | | | |
|---|---|---|------------------------|
| 2 | Teenagers shouting at people in streets | 1 | From Council colleague |
| 2 | Council not dealing with reported abuse | 8 | N/A |
| | | 1 | Medical Centre |

Q22. Did you make a complaint to Council about it?

Skipped by 180 participants

- 4 Yes
- 73 No

Council Support

Q23. Are you aware of information Kingborough Council provides about being prepared for emergencies such as bushfires or floods?

Skipped by 51 participants

Yes 114

No 92

Q24. How do you think Kingborough Council could better support people from multicultural backgrounds?

Skipped by 156 participants, 101 responses

47 Cultural awareness training, education, events, celebration of cultures

17 Job support, training, resources for people from non-English speaking background

8 Have information available in other languages

29 Other

Other:

Help with Visa, making areas safer, current level of support is fine, cheaper rates, support whole community, racist comments

Quotes

"Have food festivals with entertainment."

"Job support, document filling support. General information providing (without asking because migrants don't know what you have to offer."

"Promote education. Create opportunities to learn about various races from primary school onwards and encourage interactions with people of different races."

"Multicultural events that include the whole community (not only for international people) and language workshop/classes or tandem conversation for everyone who wants to learn a new language."

"Have information available in other languages or promote the possibility of engaging "translating services."

"Take steps to promote multicultural diversity and raise awareness within the broader community, with a focus on minimizing bias and stereotyping... educational programs... foster a more inclusive and understanding community, where people from diverse backgrounds feel welcomed and appreciated."

"Provide more information about how to work with locals, how to transfer previous skills into the Australian work environment, ... start from giving information to be confident in local communities and adapting skills to the local businesses."



Living in Kingborough

Q25. What do you like about living in Kingborough?

Skipped by 113 participants, 144 responses

- 31.1% Location
- 26.1% Lifestyle
- 25.7% Nature
- 12.8% People
- 4.3% Family friendly

"Not crowded, clean and safe with natural beauty to live and bring up family and children in a peaceful environment. For me Kingborough is one of the best places on earth."

"Strong sense of community here and generally very family friendly and safe to live."

"Easy access to natural resources, shopping, my children have a wonderful school, short travel to work and school."

"People are kind and welcoming. Close to beach, beautiful scenery, it's safe, shops are near by and its only 15 mins from Hobart."

"There is so much to do - so much on offer - workshops, talks, expo's - a great way to meet new people and a good way to feel a sense of belonging."

"I have lived here since 1985. It is a growing area and so there is lots of change but I like that the council has been attempting to keep up with the needs of that change. It feels like a good area to live."

