

HAVE YOUR SAY

on the Multicultural Policy 2016–20



Your views about the needs of culturally and linguistically diverse communities are important.

Your responses to this survey will help shape the direction of the Multicultural Policy 2016-20. The survey is open to anyone who visits, works or lives in Hobsons Bay.

This survey will take **3 to 5 minutes** to complete. The information you provide is confidential and will be used only for this consultation.

Assistance is available to help you complete this survey. It has been also translated into several community languages. Please call **9932 1000**, Hobsons Bay Language Line **9932 1212** or email multicultural@hobsonsbay.vic.gov.au for assistance or to request a translated survey.

Q1: The following services and facilities are provided by Council. Please select those you have used in the past 12 months.

- | | |
|---|--|
| <input type="checkbox"/> Maternal and Child Health/immunisation | <input type="checkbox"/> Library services |
| <input type="checkbox"/> Childcare/playgroup/kindergarten | <input type="checkbox"/> Community workshops, e.g. gardening |
| <input type="checkbox"/> Youth Services programs | <input type="checkbox"/> Sports ground/recreation centre |
| <input type="checkbox"/> Planned Activity Group (PAG), e.g. gentle exercise | <input type="checkbox"/> Parks/coastal trail/open space |
| <input type="checkbox"/> Home Care services/community meals | <input type="checkbox"/> Contacted Council for assistance |
| <input type="checkbox"/> Community Centre/Senior Citizens' Centre | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Arts, events and cultural activities | <input type="checkbox"/> None of the above |

If you answered **NONE**, why have you not used any Council services or facilities in the past 12 months?

(Go to Q3)

Q2: Were your cultural and language needs met when you used Council services or facilities?

- ☐ Always ☐ Often ☐ Sometimes ☐ Rarely ☐ Never ☐ Not sure

Please share any additional comments or feedback on your response to this question

Q3: How could Council improve its services and facilities for people from different cultures?

- | | |
|---|---|
| <input type="checkbox"/> Increase use of translated information | <input type="checkbox"/> Deliver more targeted programs |
| <input type="checkbox"/> Increase use of interpreters | <input type="checkbox"/> Improve promotion of services and facilities |
| <input type="checkbox"/> Increase staff knowledge of different cultures | <input type="checkbox"/> Increase participation in planning and decision making |
| <input type="checkbox"/> Make services more culturally appropriate | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Make facilities more welcoming and inclusive | <input type="checkbox"/> Not sure |

Q4: What issues are important to people from different cultures in Hobsons Bay? (tick up to five)

- | | |
|---|--|
| <input type="checkbox"/> Access to affordable housing | <input type="checkbox"/> Language and communication barriers |
| <input type="checkbox"/> Access to culturally appropriate health services | <input type="checkbox"/> Maintaining cultural traditions |
| <input type="checkbox"/> Access to education | <input type="checkbox"/> Not feeling part of the community |
| <input type="checkbox"/> Access to meeting places and cultural venues | <input type="checkbox"/> Not feeling safe in public places |
| <input type="checkbox"/> Access to sport and recreation activities | <input type="checkbox"/> Not understanding rights and responsibilities |
| <input type="checkbox"/> Access to transport | <input type="checkbox"/> Racism and discrimination |
| <input type="checkbox"/> Finding a job | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Lack of opportunities to raise issues | <input type="checkbox"/> Not sure |

Q5: How could Hobsons Bay be more welcoming for people from different cultures?

Q6: Please share any other comments or feedback

Q7: We have a few questions about you to help us with planning

Are you? ☐ Male ☐ Female ☐ Other ☐ Prefer not to say

How old are you? ☐ 18 or below ☐ 19-25 ☐ 26-44 ☐ 45-64 ☐ 65 or above

Which suburb do you live in? _____ **What is your country of birth?** _____

What is the main language you speak at home? _____

What year did you arrive in Australia (if applicable)? _____

And finally, would you like to ...

- ☐ be kept informed regarding the development of the Multicultural Policy 2016-20?
- ☐ go into the draw to win a \$50 voucher at a local restaurant?

If you ticked either box, please provide your contact details (all information is strictly confidential):

Name: _____

Telephone: _____ **Email:** _____

Postal address (optional): _____

There are several ways you can return this survey:

- **collection box** – Hobsons Bay Civic Centre (115 Civic Parade, Altona) or any library
- **post** – use a reply paid envelope (no charge) or mail to PO Box 21 Altona VIC 3018
- **email** – scan and send to multicultural@hobsonsbay.vic.gov.au

All completed surveys received by **31 October 2015** go into the draw to win a \$50 voucher at a local restaurant. Please visit participate.hobsonsbay.vic.gov.au/multiculturalpolicy for more information.



**HOBSONS BAY
LANGUAGE LINE**

9932 1212

INTERPRETER SERVICE FOR ALL LANGUAGES

AND RECORDED COUNCIL INFORMATION IN:

English	العربية	Ελληνικά
Italiano	ကဵုကဵု	Tiếng Việt
粵語	Македонски	普通话

Your Council in your language