



Moreland City Council

# Moreland Social Cohesion Plan 2018 – 2020

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# 1. Executive Summary

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## What is social cohesion?

There is no one definition of social cohesion. Most definitions, however, include three common elements:

1. Shared vision: Most researchers maintain that social cohesion requires universal values, mutual respect and common aspirations or identity shared by their members.
2. A property of a group or community: social cohesion describes a well-functioning core group or community in which there are shared goals and responsibilities and a readiness to co-operate with the other members.
3. A process: social cohesion is generally viewed not simply as an outcome, but as a continuous and seemingly never-ending process of achieving social harmony.

## Why is social cohesion important for Moreland City Council?

In the Moreland context, prioritising effort to enhance social cohesion is an imperative of the vision of the Council Plan 2017-2021: *Moreland will be known for its proud diversity and for being a connected progressive and sustainable city in which to live work and play.*

The wider societal “hardening of attitudes” reported by various researchers offers significant risks to achieving Council’s vision, if the factors are left unattended in our local context.

## Can we make a difference, and how will we know if we do?

The data that informs both the enablers and disablers of social cohesion is readily available. Indicators to track and monitor progress can be collated from a combination of data available from the ABS and the Moreland Community Indicators Survey. Some further indicators may need to be developed for specific factors or priority groups (e.g. international students, Islamic women, newly arrived migrants and specific groups such as TPV holders and asylum seekers). This can be done cost-effectively.

Community stakeholders are ready and enthusiastic to be convened by Council in a collaborative approach, and there have been some positive projects that have “proved up” the approach at the local level in recent years.

There are proven approaches from elsewhere that can be implemented in Moreland, and opportunities to test and trial new approaches that can be shared with others.

The Australian Centre of Excellence for Local Government, in partnership with the Australian Human Rights Commission and others, has produced a significant resource on “Building Social Cohesion in Our Communities” and there are several key partnerships already underway that will enable Council to demonstrate leadership in the space.

The above social inclusion “toolkit” recommends using a 5-step process. On pages 23-25 of this report there are a range of actions suggested against these steps.

ACELG/AHRC key steps for social cohesion
<b>1. Get your local government ready:</b> <ul style="list-style-type: none"> <li>- Measure social cohesion</li> <li>- Commit to social cohesion as a priority</li> <li>- Assess readiness and build capacity</li> <li>- Embed social cohesion objectives in organisational policies and processes</li> </ul>
<b>2. Engage the community to understand the issues:</b> <ul style="list-style-type: none"> <li>- Know the community</li> <li>- Engage the community</li> <li>- Be representative and inclusive</li> <li>- Identify the issues</li> </ul>
<b>3. Build long term partnerships</b> <ul style="list-style-type: none"> <li>- Identify potential partners across a range of sectors</li> <li>- Engage partners</li> <li>- Work with partners to identify issues, show leadership and take action</li> <li>- Ensure partnerships exist for the long term</li> </ul>
<b>4. Tackle place based targeted action</b> <ul style="list-style-type: none"> <li>- Build the capacity of the community</li> <li>- Be prepared</li> <li>- Be targeted</li> <li>- Engage young people</li> <li>- Support bystander action</li> <li>- Develop media and communications</li> </ul>
<b>5. Evaluate and share outcomes</b> <ul style="list-style-type: none"> <li>- Develop an evaluation framework</li> <li>- Collect evaluation data</li> <li>- Review the outcomes achieved</li> <li>- Share experiences</li> </ul>

**Recommended actions:**

A comprehensive approach to enhancing social cohesion will include:

**1. Build upon the good work already undertaken**

This includes building on current and past projects at a community level (see page 22 for a complete list), as well as aligning other council activities (e.g. arts, sports, leisure) and policy (e.g. planning and built environment, open spaces, employment and procurement practices) to the social cohesion imperative. Continue to develop strong partnerships with Vic Police, schools and community networks and service providers.

**2. Focus priorities and resources where there is greatest need and where Council can create positive impact over time**

An approach to identifying influencing factors, priority suburbs and proposed actions are outlined in this Plan. Key suburbs have been identified that combine high disadvantage and or high perceived disadvantage from the community indicators survey.

**3. Introduce a funding stream and develop evaluation framework**

It is proposed that a monitoring and evaluation framework be built into the process for allocating funds, in order to build a program of work that enables 2 year rolling funding of projects, allocated annually, with potential for impact evaluation across the whole, over time.

#### 4. Establish a collaborative leadership structure, convened by Council

The proposed approach aligns with the Moreland Human Rights Policy and advisory machinery of Council; however, the recommended approach goes beyond influencing and informing Council activities. The structure needs to inspire and help coordinate the work of other stakeholders including community-led and community-driven actions. It is recommended that a standalone collaborative structure be developed to promote co-design processes, develop the shared vision and goals, and oversee and coordinate social cohesion activities across the municipality, whether or not those activities are funded by Council.

## 2. Introduction and Background

### 2.1 Social Cohesion – a definition

The research informing the development of this Plan considered how we could define social cohesion, and how we would define ‘need’ and ‘disadvantage’ in relation to social cohesion and social inclusion. A number of sources were reviewed (for definition summaries, see appendix 1), and it became apparent that there is no unified definition of social cohesion.

The Scanlon Foundation, in its 2016 report on social cohesion, acknowledged this lack of agreed definition, and stated that most current definitions dwell on intangibles, such as sense of belonging, attachment to the group, willingness to participate and to share outcomes

Most definitions, however, include three common elements:

4. Shared vision: Most researchers maintain that social cohesion requires universal values, mutual respect and common aspirations or identity shared by their members.
5. A property of a group or community: social cohesion describes a well-functioning core group or community in which there are shared goals and responsibilities and a readiness to co-operate with the other members.
6. A process: social cohesion is generally viewed not simply as an outcome, but as a continuous and seemingly never-ending process of achieving social harmony.

For the purpose of this Plan, it has been assumed that need, disadvantage and social cohesion refer to the following:

- **Disadvantage:** exclusion from social, economic and political life because the person experiences discrimination or barriers of access (lack of accessibility) to programs and facilities. Different personal attributes may lead to exclusion and discrimination.
- **Need,** in the context of social cohesion, refers to the need to fully participate in life and have the ability to: access resources and opportunities, use capabilities to learn or work, participate (meaningful engagement) in the community and have a voice and choice in decisions that affect a person’s life.
- **Social cohesion** is the act of fighting exclusion, marginalisation and discrimination by actively supporting enablers (employment, population stability, housing, sports, music, good living environment, chances for social mobility) and discouraging disablers (racial tensions, deprivation and disadvantage, language barriers, stereotyping and emphasis on cultural differences, population turnover, fear of crime and racial harassment) of social cohesion.

## 2.2 Context for its use in recent times

The use of the term “social cohesion” has been used to reflect an aspiration to heal tensions within culturally diverse communities, where social inclusion has been impacted by cultural religious or racial issues, rather than primarily socio-economic inequality or exclusion. There have been local instances in recent times of intolerance and discriminatory views and behaviours, with global and local issues intersecting.

Other than direct interventions experienced by Council, two areas in which opinion has apparently shifted is in attitudes towards Muslims and asylum seekers.

Gillian Triggs, when she was the President of the Human rights Commission, spoke on Social Cohesion in a Multicultural Australia: The importance of human rights<sup>1</sup> to an Iftar dinner in 2014. She indicated the increased number of complaints based on racial vilification and hatred: *"In 2012-13 we saw a dramatic increase of 59% in complaints based on racial vilification and hatred. For the same reporting year, we received 500 complaints under the Racial Discrimination Act, equating to nearly a quarter of all complaints received by the Commission."*

A survey finding in September 2016, obtained by the Scanlon Foundation using an online panel, reported that attitudes have hardened. This is discussed further in Section 3 of this report.

At a stakeholder focus group to inform this report, a representative of Welcome to Australia indicated that a forthcoming Scanlon report will project a further hardening of attitudes, associated with exacerbation of social and economic inequality, over the next 3-5 years.

## 2.3 Why is this relevant to Moreland City Council?

The overarching vision of the Council Plan 2017-2021 makes action to enhance social cohesion imperative: *"Moreland will be known for its proud diversity, and for being a connected, progressive and sustainable city in which to live, work and play"*

Council recognises the need for action, as demonstrated by the Moreland City Council's services it provides, that are directly linked to social cohesion and inclusion:

- Contributing to cultural vibrancy and social cohesion within our community;
- Working with and responding to social issues and growing population need within the community; and
- Managing and enhancing the many places and spaces within our city.

(Council Plan 2017-2021)

In the Plan, Council aims for all residents are to feel connected to the Moreland community, and specifically seeks to cultivate a tolerant and inclusive community. Council seeks to identify opportunities to engage young people and ensure “all our community is cared for, healthy and safe.”

Perceptions of community disharmony and exacerbation of perceived exclusion by key cohorts may create a risk to community well-being and pride, and undermine Council's vision for the City. Action to enhance social cohesion will mitigate these risks.

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<sup>1</sup> <https://www.humanrights.gov.au/news/speeches/social-cohesion-multicultural-australia-importance-human-rights>

The Moreland Human Rights Policy also provides a framework for thinking about social cohesion as a human rights issue, and informs a positive and pro-active approach, with relevant governance machinery to take action.

In the 2017 - 2018 annual budget Council has committed to several projects that advance inclusion and social cohesion including:

- Social Cohesion Project being run by the Fawkner Neighbourhood House
- Asylum Seeker and Refugee Employment Program
- Social Inclusion Plan

The Australian Human Rights Commission online resource on Building Social Cohesion in our Communities, to support local governments build strong, socially cohesive communities states:

*“Rapid social change, particularly in growth areas, can result in disharmony between newly arrived groups and established communities. Social tensions in the wider community can also play out at the local level.*

*Local governments are at the centre of this ever-changing environment. They know and understand their communities better than any other level of government. They deliver economic, environmental and social outcomes across a range of areas which affect community cohesion. As such, they are well placed to implement initiatives to reap the benefits of stronger, more resilient and productive communities.”*

The Australian Human Rights Commission places great importance on the role of local government in building social cohesion<sup>2</sup>. While some key enablers of cohesion operate at a systemic level (e.g. the national media and political debates, and social and economic policy), local community connectedness and inclusion is also a key enabler. This is where local government is well placed to intervene.

Human Rights Commission research and toolkits have already been used successfully by other local governments including Darebin and others in Victoria to respond to racism, for example the *Racism It Stops with Me* campaign<sup>3</sup>. Moreland has already undertaken similar projects, including the *Racism It Stops with Me* campaign.

The Australian Centre for Excellence for Local Government (ACLEG) has produced a significant resource entitled “Building Social Cohesion in Our Communities” in partnership with the Australian Human Rights Commission. The structure for this resource is informed by work by the Scanlon Foundation in partnership with Monash University<sup>4</sup>.

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<sup>2</sup> <https://www.humanrights.gov.au/our-work/race-discrimination/projects/building-social-cohesion-our-communities>

<sup>3</sup> <https://www.humanrights.gov.au/our-work/race-discrimination/projects/building-social-cohesion-our-communities>

<sup>4</sup> <http://www.acelg.org.au/socialcohesion/appendices#s1>

# 3. Contemporary research, evidence and findings

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## 3.1 Research and evidence

### Scanlon Foundation social cohesion surveys and research

Arguably the most extensive research that has been done in an Australian context is the longitudinal study on social cohesion, undertaken by Scanlon Foundation in partnership with Monash University and the Australian Multicultural Foundation. To date there have been 9 national surveys on social cohesion, immigration and population issues. The longitudinal study was instrumental in developing the Scanlon Monash Index (SMI) of social cohesion and refining the index as the longitudinal study evolved. The SMI considers social cohesion across five domains:

1. **Belonging:** Indication of pride in the Australian way of life and culture; sense of belonging; importance of maintaining Australian way of life and culture.
2. **Worth:** Satisfaction with present financial situation and indication of happiness over the last year.
3. **Social justice and equity:** Views on the adequacy of financial support for people on low incomes; the gap between high and low incomes; Australia as a land of economic opportunity; trust in the Australian government.
4. **Participation (political):** Voted in an election; signed a petition; contacted a Member of Parliament; participated in a boycott; attended a protest.
5. **Acceptance and rejection, legitimacy:** The scale measures rejection, indicated by a negative view of immigration from many different countries; reported experience of discrimination in the last 12 months; disagreement with government support to ethnic minorities for maintenance of customs and traditions; feeling

This work indicates there are a number of factors that enhance (and erode) the process of communal harmony:

- Economic: Levels of unemployment and poverty, income distribution, population mobility, health, life satisfaction and sense of security, and government responsiveness to issues of poverty and disadvantage.
- Political: Levels of political participation and social involvement, including the extent of voluntarism, the development of social capital, understood in terms of networks, norms and social trust that facilitate coordination and co-operation for mutual benefit.
- Socio-cultural: Levels of consensus and divergence (homogeneity and heterogeneity) on issues of local and national significance.

Over nine years, the study has been tracking attitudes on issues affecting our social cohesion, with more than 15,000 respondents having participated in the surveys.

The main issues indicated in the 2016 national social cohesion report are increased pessimism, relatively high levels of negativity towards Muslims and an increase in the proportion of people experiencing discrimination on the basis of skin colour, ethnicity or religion. One issue labeled as



‘significant’ in the 2016 survey was the level of concern at the failure of the political system. Trust in politicians remains at a low level.

The Scanlon Foundation survey, which relies on probability-based methods for surveying the population and is more accurate than online panels, finds more evidence of stability and social cohesion than of deterioration, than public opinion indicates.

The Scanlon Monash Index (SMI) on social cohesion registered a downward movement in 2016, a decrease of 3 points compared to 2015 and the third largest downward movement in the Index, after the fall of 8.6 points in 2010 and 5.9 points in 2013. While at a low point, the Index is close to the average of the last four years.

The 2016 SMI registered lower scores in three of the five domains of social cohesion. The largest downward movement is in the domain of acceptance/ rejection, reaching the lowest domain level in the Scanlon Foundation surveys. The domains of worth and political participation both declined by one point, while the domain of social justice and equity increased by one point. (Markus, A. 2016)<sup>5</sup>.

### **RMIT study on impact of religious visibility on social cohesion**

Interactions and connections among people with different demographic, ethno-cultural and socioeconomic characteristics can have an impact on local community cohesion, and if this works well, then this translates into friendliness, neighbourliness and safety of (sub)urban communities (Colic-Peisker, V & Dekker, K. 2016)<sup>6</sup>.

A report by RMIT *“Religious visibility, disadvantage and bridging social capital: a comparative investigation of multicultural localities in Melbourne’s north”* (2017) focused on how religious visibility impacts on social cohesion, by comparing two localities (Fawkner and Broadmeadows) where large Muslim minorities have different characteristics in terms of public visibility of its residents as being Muslim. The key finding was that high visibility of Muslims positively impacts on social cohesion in this local context and this was expressed by Muslims as follows:

- Being visible creates values like being accepted and respected and strengthens a feeling of belonging to the community;
- Being visible allows for transmission of elements of their traditional culture onto next generations
- Religious dress reminds them of good Muslim values of being an honest and charitable person
- Muslim respondents in the study were more attached to their neighbourhood than non-Muslim respondents, as living in concentration areas with other Muslims was based on lifestyle preference and convenience (availability of halal foods, places of worship etc.) and reduced their discomfort of possible discrimination and isolation that could happen in other areas

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<sup>5</sup>Markus, A. *“Mapping Social Cohesion: The Scanlon Foundation surveys 2016”* Scanlon Foundation 2016  
<http://scanlonfoundation.org.au/wp-content/uploads/2016/11/2016-Mapping-Social-Cohesion-Report-FINAL-with-covers.pdf>

<sup>6</sup>Colic-Peisker, V & Dekker, K. *“Religious visibility, disadvantage and bridging social capital: a comparative investigation of multicultural localities in Melbourne’s north”* RMIT University 2017  
<https://www.rmit.edu.au/content/dam/rmit/documents/research/centres/centre-for-global-research/Report-Religious%20visibility,%20disadvantage%20and%20bridging%20social%20capital-9-Aug-2017-Final.pdf>

The above factors contributed to an increased interest by Muslim groups in participation in local community and positive interactions with networks from different cultural backgrounds.

In general, non-Muslim locals did not have any concerns about encountering ‘visible Muslims’ in their daily life, with the exception of Christians from Middle Eastern countries who felt apprehensive towards visible Muslims in their neighbourhoods.

These findings cannot be generalised to other (sub)urban contexts because it may be due to a few specific local factors associated with characteristics of local populations.

### **Fawkner Social Cohesion Project 2016 – 2017**

This project aimed to address issues of social and employment exclusion and housing discrimination as experienced by the Muslim community members in Fawkner, especially newly arrived migrants, who are at high-risk of social marginalisation and disadvantage.

The end of project report indicates numerous root causes of social marginalisation<sup>7</sup>:

- Lack of local experience
- Lack of professional networks
- Unequal power relationships in relation to race and ethnicity
- Difficulty in navigation of the education and services system
- Limited employment opportunities
- Rejection of foreign qualifications
- Limited English proficiency
- Lack of Centrelink support, Medicare and Government funded education

The project aimed to address structural barriers to social inclusion by bringing different groups into contact with each other in order to open up opportunities for social engagement and employment, through a series of structured activities:

- Employment pathways: mentoring relationships linked to employment placements
- Employment bridging program: mentoring for skills and info pre-employment
- Tackling social marginalisation through personal mentoring relationship (did not proceed due to lack of interest) and Welcome dinner (very successful, led to feeling of having one’s culture respected)
- Address marginalisation of new groups through empowerment and leadership skills training

The project gave valuable insights to what works and what would need to be taken into consideration if another similar project was run:

- The Welcome Dinners were an effective way of building social connection and enhancing social cohesion as it gave migrants a place of belonging and a connection with services involved in the organisation of the dinners. It also created a safe space for interaction cross-culturally and inter-culturally. It resulted in a growing level of political and civic engagement by new residents (a safe space to discuss and learn about local and federal issues).
- The greatest limitation of the project, as perceived by Fawkner Neighbourhood House, was the short duration of the project as time needs to be invest in building relationships and trust - longer interventions would be more beneficial and likely have an exponential impact once the investment in time for relationship and trust building has been made.

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<sup>7</sup> Surace, D. *“Fawkner Social Cohesion Project”* Fawkner Community House, August 2016

- Of critical importance to the successful resettlement of new arrivals is having access to safe spaces that offer support, respect, information, linkages and a warm welcome
- A partnership model with City of Moreland was valuable as the project could leverage off established relationships between Council and local businesses

### **Joseph Rowntree study on social cohesion in diverse communities, UK**

This 2007 study took a critical look at the meaning of social cohesion for new and established residents in Moss Side in Manchester and North Tottenham in the London Borough of Haringey, UK. It explored relationships between new and established communities in two ethnically diverse neighbourhoods, drawing on discussion groups and one-to-one interviews with 60 ordinary residents from white British, Somali, black Caribbean and multiple-heritage backgrounds (Hudson, M & Phillips, J. 2007)<sup>8</sup>.

The study is useful in the development of this Plan, because it gives residents' accounts of social interaction, within their own ethnic groups and across others, identifies patterns of neighbourhood diversity and, in doing so, it identifies a number of disablers and enablers of social cohesion:

#### *Disablers:*

- Deprivation and disadvantage: racial tensions driven by lack of employment and suitable housing, 'unfairness' of resource allocation
- Intergenerational tensions, experienced as a lack of respect by young people for older people, but also young people's changing alliances and divisions as shaped by gender and poverty issues
- Language issues
- Perceptions of cultural difference and stereotyping
- Fear of crime and racial harassment
- Population turnover: makes it difficult for service providers to give appropriate support and could contribute to people feeling negative about their neighbourhood

#### *Enablers:*

- Duration of having lived in the neighborhood: younger people who lived there longer tended to have more mixed social networks
- Sports, music and employment enabled interactions across communities
- Stable population: helps in creating a sense of community
- Good perceived environment for families adds to people's sense of belonging
- Greater chances of social mobility add to people's sense of belonging (amongst a complex mix of emotional and material factors)

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<sup>8</sup> Hudson, M & Phillips, J. "Social Cohesion in diverse communities" Joseph Rowntree Foundation 2007 <https://www.jrf.org.uk/report/social-cohesion-diverse-communities>

### 3.1 Comments from stakeholders/local community

A focus group was held with community based organisations to better understand the work done to date within Moreland on social cohesion and to explore perspectives of community based organisations with regards to the proposed priorities and actions for the Council with regards to social cohesion.

Consistent with the research undertaken in the development of this Plan the focus group identified some disablers of social cohesion:

- Awareness of availability of services
- Cut in funding to settlement providers for newly arrived migrants and refugees
- Ineligibility for government funded support
- Lack of trust in government, including council due to repression in home countries and overseas experience

Numerous points for action were raised, that have informed the development of this Plan:

- The community needs to be central in all actions that will be taken around social cohesion and there needs to be continued dialogue with community members.
- The system-wide data does not pick up the experiences of key groups in a comprehensive way. There are key disadvantaged groups that justify greater focus, even where the total numbers or specific issues are hard to pick up through longitudinal analysis, or where a suburb is gentrified in some pockets but highly disadvantaged in others. Examples include newly arrived migrants, those on temporary protection visas, International Students and Islamic women at different life stages.
- There is a hesitation that the social cohesion framework may not move beyond just another policy document. The attendees strongly encouraged Council to move beyond policy, initiate action and fund social cohesion activities. The overarching recommendation was to do this using a co-design approach, by closely involving community members in not only consultation, but also the design of solutions to social issues.
- There is a need to build trust amongst the target cohorts of Council as a service provider and support. Using leaders from more established ethnic communities can be one way to share knowledge on available services and build trust.
- Parents from ethnic backgrounds tend to trust their children's schools more and there is already a lot of work being done in schools to make them a community hub. There is an opportunity for Council to support schools with community engagement and to engage families through early year's services such as Maternal and Child Health, Immunisation and playgroups.
- A lot of examples were mentioned of the work already undertaken in social cohesion across Moreland by various organisations and groups, and the lessons learnt of similar work done across the globe. The advice was to build on the strengths of what is already happening and focus on up-scaling of what is working. It was acknowledged that more conversations need to happen and research needs to be done in terms of understanding the work that is happening in social cohesion.

- Community Hubs – A great idea for promoting social cohesion, working with school communities.
- There was an appetite by selected community organisations to be leveraged by Council as an advocate for social cohesion more broadly.

## 3.2 Moreland policy context

Council has numerous plans and strategies that are directly aligned with the directions proposed in this Plan:

### Council Plan 2017 – 2021:

The Council Plan 2017 – 2021 lists a number of potential challenges for social cohesion:

- Population growth: high rate of births and inflow of new residents from other municipalities;
- Changing demographics, in particular a growing number of older residents and young families; and
- Growth of constituency in diversity: arrival of new migrants from different cultural backgrounds.
- A growing concern for a broad range of social, environmental and economic issues

These factors can put pressure on the social cohesion within Moreland's diverse communities and it is likely there will be a growing need to observe potential intergenerational tensions and the impact of changing cultural, linguistic and religious backgrounds on the community as a whole.

### Moreland Human Rights Policy 2016 - 2026:

This Policy identifies a number of issues experienced by people who experience discrimination, exclusion and marginalisation, as well as the desired outcomes for Council, as summarised in the table below:

Issue (per theme)	Desired outcomes
<b>Theme 1: empowerment and participation</b> <i>Issue:</i> ability for people to exercise their rights as an equal citizen <i>How the theme will address the issue:</i> empowerment and participation enables people to participate more meaningfully and shape their own future	<ul style="list-style-type: none"> <li>- Increased participation by priority groups in Council decision making processes</li> <li>- Increased success in grant applications by priority groups</li> <li>- Increased access by priority groups to Council facilities</li> <li>- Increased participation in employment and skill development programs</li> <li>- Increased procurement of services and products from suppliers from priority groups by Council</li> </ul>
<b>Theme 2: equitable and accessible services</b> <i>Issue:</i> need for additional assistance and target programs by some groups <i>How the theme will address the issue:</i> equitable and accessible services will enable priority groups to enjoy full and equitable access to Council	<ul style="list-style-type: none"> <li>- Increased Council produced inclusive and accessible outputs, responding to a variety of communication needs</li> <li>- Better community understanding of Council communications</li> <li>- increased inclusive and accessible Council Services, responding to the variety in needs</li> <li>- More people from priority groups access Council services, programs and events</li> </ul>
<b>Theme 3: accessible places and spaces</b> <i>Issue:</i> lack of participation in social life <i>How the theme will address the issue:</i> making buildings, public places and open spaces physically accessible to all, safe and	<ul style="list-style-type: none"> <li>- Increased use of public places and spaces by priority groups</li> <li>- Priority groups experience less barriers when accessing places and spaces</li> <li>- Increased proportion of residents feel welcome and safe in Council owned and managed places and spaces</li> </ul>

culturally appropriate will ensure people have more opportunity to participate	
<b>Theme 4: Advocacy and leadership</b> <i>Issue:</i> discrimination and marginalisation <i>How the theme will address the issue:</i> collaboration with priority groups will allow Council to advocate in other spheres of government, business, partner organisations and community to promote human rights	<ul style="list-style-type: none"> <li>- Increased proportion of Council's workforce demonstrates ability to apply HR policy principles in their work</li> <li>- Council workforce reflects diversity of the community</li> <li>- Advocacy &amp; leadership initiatives promote HR and address discrimination</li> </ul>

The issues outlined above and desired outcomes are highly relevant to this Plan and its aim positivity impact on achieving universal values, mutual respect, common aspirations or identity and readiness of different community groups to co-operate with each other.

#### Moreland Community Indicators Survey:

Council has been collecting data since 2008 on a range of demographic characteristics to assist in local area planning and to capture community perceptions on the social, economic and environmental state of Moreland. This is arguably the most detailed data available at a small area / suburb level of how Moreland's residents feels about a range of topics.

There are a number of questions in the survey that point to indications of how constituents perceive their sense of social cohesion, and also point towards potential areas of need and disadvantage. The questions that are relevant to social cohesion are:

Theme	Questions
Feeling Connected	<ul style="list-style-type: none"> <li>✓ Your area is a good place to raise a family</li> <li>✓ You feel part of your community</li> <li>✓ Council services help you feel more connected to your community</li> </ul>
Educated	<ul style="list-style-type: none"> <li>✓ There are good opportunities for learning and development for all ages provided by council</li> </ul>
Safe	<ul style="list-style-type: none"> <li>✓ Your area is a safe place to live during the day</li> <li>✓ Your area is a safe place to live at night</li> <li>✓ Family violence in your community is a serious issue</li> </ul>
Diverse	<ul style="list-style-type: none"> <li>✓ Your housing is appropriate for your needs</li> <li>✓ Cultural diversity enriches local community life</li> <li>✓ People from diverse backgrounds are made welcome in your neighbourhood</li> </ul>
Human rights	<ul style="list-style-type: none"> <li>✓ All people in Moreland are treated with respect and dignity</li> <li>✓ All people in Moreland are treated fairly</li> <li>✓ All people in Moreland are treated equally</li> </ul>
Accessible places	<ul style="list-style-type: none"> <li>✓ There are good parks and open areas in your neighbourhood</li> </ul>
Cultural vibrancy	<ul style="list-style-type: none"> <li>✓ You can access a variety of arts and cultural opportunities in your local community</li> <li>✓ You have attended a community event in the past 6 months</li> </ul>
Living local	<ul style="list-style-type: none"> <li>✓ There are opportunities to have a say about issues that are important to you</li> <li>✓ People have opportunities to participate in the decisions made by their local government</li> <li>✓ You are on a decision making board or committee</li> </ul>
Financial sustainability	<ul style="list-style-type: none"> <li>✓ You have enough money to meet your needs</li> <li>✓ It is still affordable to live in your area</li> <li>✓ You and your family are better off financially than you were at this time last year</li> </ul>
Community access	<ul style="list-style-type: none"> <li>✓ Families with young children are well supported by government services</li> <li>✓ There are adequate services for those affected by family violence</li> </ul>

## 4. Analysis

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### 4.1 Identification of key themes relevant to Moreland and specific suburbs

The approach taken was to firstly identify any influencing factors of social cohesion, and then look at any data (Census as well as Community Indicator Surveys) that may indicate where the highest percentages are within the City of Moreland, of people who may be affected by the influencing factors of social cohesion.

#### Themes and influencing factors

A number of issues were identified in reviewing the evidence as described in sections 2 and 3 of this report:

- Lack of suitable housing and infrastructure (Council documents)
- Need for additional assistance and targeted programs for certain groups (Council documents)
- Social & employment exclusion due to lack of English language skills, local experience, professional networks, limited jobs, foreign qualifications, lack of formal support systems (Fawkner project, Rowntree)
- Pessimism around economic security (Scanlon)
- Deprivation and disadvantage such as lack of employment, housing, unfair resource allocation (Rowntree Foundation)
- Ability for people to exercise their rights (Council documents)
- Lack of trust in political system (Scanlon)
- Intergenerational tension due to changing demographic (high childbirth rate, ageing population) (council identified issue, Rowntree Foundation)
- Growth in diversity of population (inflow of new residents) (Council documents)
- Lack of social participation (Council documents)
- Discrimination & marginalisation – general (Council documents)
- Discrimination on basis of race and religion, specifically being Muslim (Scanlon, HR Commission, Rowntree)
- Fear of crime (Rowntree)
- Population turnover e.g. people moving around (Rowntree)
- Lack of social mobility (Rowntree)
- Lack of access to safe spaces that offer support, respect, information, linkages and a warm welcome (Fawkner project)

In the absence of an agreed definition of social cohesion, themes were determined by using the most extensive research on social cohesion in Australia currently available (the Scanlon Foundation’s Mapping Social Cohesion project). The three selected themes are what Scanlon describes as the common elements that can erode or enhance the process of communal harmony. Each theme has a set of sub themes, in order to account for the issues identified as most important in this context. A set of influencing factors are also mapped against these themes and subthemes:

Theme: Economic influencers	
Sub theme	Influencing factor
Levels of unemployment and poverty	<ul style="list-style-type: none"> <li>✓ English language skills</li> <li>✓ Employment opportunities created in an area</li> <li>✓ Affordability of the locality</li> <li>✓ Opportunities for learning and development for people of all ages</li> </ul>
	<p><i>Explanatory notes and points for consideration:</i></p> <p>Racial tensions can be driven by lack of employment and suitable housing, as well as the perceived ‘unfairness’ of resource allocation</p>
Income distribution	<ul style="list-style-type: none"> <li>✓ Employment opportunities</li> <li>✓ Self-employment opportunities</li> <li>✓ Participation in programs, grants, activities</li> </ul>
	<p><i>Explanatory notes and points for consideration:</i></p> <p>The perceived struggle with employment and housing is a good indicator of people’s experience with deprivation and disadvantage</p> <p>Public sector support to economic activity by priority groups can positively influence income distribution</p> <p>Participation and the ability for people to exercise their rights can lead to informed decision making and empowerment</p>
Population mobility	<ul style="list-style-type: none"> <li>✓ Inward and outward migration</li> <li>✓ Duration of stay in one neighbourhood</li> <li>✓ Extent to which people think the suburb they live in is only ‘temporary’</li> </ul>
	<p><i>Explanatory note:</i></p> <p>A stable community helps create a sense of community</p> <p>The extent to which service provision is difficult may be caused by population turn-over and may contribute to people feeling negative about their neighbourhood</p> <p>Living longer in one place equates to more mixed social networks</p> <p>Greater chances of social mobility add to people’s sense of belonging (amongst a complex mix of emotional and material factors)</p>
Life satisfaction and sense of security	<ul style="list-style-type: none"> <li>✓ Crime and harassment in the neighbourhood (perceived and actual)</li> <li>✓ Perceived environment to raise a family and to live</li> <li>✓ Accessibility</li> </ul>
	<p><i>Explanatory notes and points for consideration:</i></p> <p>It is assumed that a good perceived environment for people to raise a family and to live, adds to a sense of belonging</p> <p>Perceived accessibility and modes of transport adds to life satisfaction</p>
Government responsiveness to issues of poverty and disadvantage	<ul style="list-style-type: none"> <li>✓ Accessibility of places, programs, grants, activities for priority groups and uptake by priority groups</li> <li>✓ Safety in public places (perceived and actual)</li> <li>✓ Efforts made by neighbourhoods to make people from different ethnic backgrounds feel welcome</li> <li>✓ Employment and skill development program uptake by priority cohorts</li> </ul>
	<p><i>Explanatory notes and points for consideration:</i></p> <p>Fear of racial harassment is a disabler for social cohesion</p>



	Extent of uptake of available programs and services can directly influence people's ability for social & economic mobility
<b>Theme: Political influencers</b>	
<b>Sub theme</b>	<b>Influencing factor</b>
<b>Levels of political and social involvement (including extent of voluntarism)</b>	<ul style="list-style-type: none"> <li>✓ English language skills</li> <li>✓ Uptake of sports, music and arts programs and activities by priority cohorts</li> <li>✓ Participation in political decision making processes</li> <li>✓ Opportunities to respond to issues</li> <li>✓ Feeling well informed about local Government activities</li> <li>✓ Accessibility to and extent of inclusive resources</li> <li>✓ Volunteering</li> </ul>
	<p><i>Explanatory notes and points for consideration:</i></p> <p>Having a voice and input in community decision making creates empowerment and agency</p>
<b>Development of social capital in terms of networks, norms</b>	<ul style="list-style-type: none"> <li>✓ Active participation in social and political activities, as well as advocacy and leadership positions</li> <li>✓ Accessible activities on offer (sports, music, arts)</li> </ul>
	<p><i>Explanatory notes and points for consideration:</i></p> <p>Generally, individuals' social interactions are shaped by many factors (age, gender, life course, migration history, ethnicity), however sports, music, arts, employment all enable interactions across communities</p>
<b>Social trust that facilitates coordination and co-operation of mutual benefit</b>	<ul style="list-style-type: none"> <li>✓ Perceived environment of respect and dignity</li> <li>✓ Participation in elections, petitions, MP activities or protests</li> </ul>
	<p><i>Explanatory notes and points for consideration:</i></p> <p>The extent of trust in the political system gives an indication of the perceived levels of social justice and equity</p> <p>In the context of the shortlisted cohorts for this social cohesion framework, supporting mutual understanding of Muslim and non-Muslim residents should be included in the focus of the social cohesion policy</p>
<b>Theme: Socio-cultural influencers</b>	
<b>Sub theme</b>	<b>Influencing factor</b>
<b>Levels of consensus and divergence on issues of local and national significance</b>	<ul style="list-style-type: none"> <li>✓ If cultural diversity is perceived as an enriching or diminishing factor</li> <li>✓ Representation of minority groups in workforce make-up</li> <li>✓ Intergenerational interaction</li> <li>✓ Cultural stereotyping</li> <li>✓ Views on topics such as immigration and ethnic minorities</li> </ul>
	<p><i>Explanatory notes and points for consideration:</i></p> <p>Intergenerational tensions, often experienced as a lack of respect by younger people for older people, are indicators of divergence within a community</p> <p>The extent to which the Council's workforce is made up of minority groups can help in the ability to apply human rights principles to their work</p> <p>Emphasis of cultural differences and stereotyping can lead to divergence amongst different groups</p>

\* Health was deleted as a subtheme from theme 'economic influencers' as desk-based research did not reveal this to be relevant to social cohesion.

The identification of key themes, subthemes and influencing factors will allow Council to focus its efforts on social cohesion, by dividing the tasks for each themes and sub theme amongst its various departments, and by targeting its efforts for partnerships in line with those specific themes and sub themes. This forms the basis of a monitoring and evaluation framework for social cohesion, as explained further in section 7.

## 4.2 ABS data analysis

Data from the Australian Bureau of Statistics (ABS)<sup>9</sup>, particularly census data of 2011 and 2016, was sourced on aspects that are likely indicators of social cohesion, such as geographical spread of specific cohorts, overseas arrivals, English language proficiency, religion and the Socio-Economic Indexes for Areas (SEIFA) index of disadvantage.

### Geographic spread and movement

#### Migration in and out of the City of Moreland:

35.1% of residents in City of Moreland moved between 2006 and 2011, (no data available as yet for 2016):

Migration summary between 2006 and 2011	
Total residents who moved	35.1%
Residents who had moved within the City of Moreland	8.5%
Residents who moved from another part of Victoria and Australia	17.6%
Residents who moved from another country	8.6%
Residents who moved from an unknown area	0.3%

There was no ABS data available on migration at suburb level within Moreland.

#### Arrivals of overseas born population in Moreland:

25.9% of the overseas born population in Moreland arrived in Moreland between 2011 and 9 Aug 2016. Suburbs where the most arrivals occurred are:

Overseas arrivals between 2011 and 9 Aug 2016	
Brunswick East	32.4%
Glenroy	31.1%
Brunswick	30.8%
Pascoe Vale	26%
Oak Park	25.3%
Fawkner	23.6%
Coburg North	22.8%
Coburg	21.3%
Hadfield	16.7%
Pascoe Vale South	12.8%
Gowanbrae	7.4%

<sup>9</sup> <http://stat.data.abs.gov.au/>

**Language proficiency:**

In the City of Moreland, 10,336 people (6.4%), who were able to speak another language in 2016, reported difficulty speaking English. 38% spoke another language than English at home:

% of population that speaks another language well and English not so well or not at all	
Fawkner	11.6%
Coburg North	8.2%
Glenroy	8%
Hadfield	6.8%
Coburg	6.7%
Brunswick	5.1%
Pascoe Vale	5%
Brunswick East	3.6%
Oak Park	4.5%
Pascoe Vale South	4%
Gowanbrae	1.9%

**Religion:**

The concentration of people who have indicated Islam as their religion within Moreland, as measured by the % of people who reported Islam as their religion in the 2016 census, is as follows:

% of population that reported Islam as their religion	
Fawkner	32%
Hadfield	20%
Glenroy	18.8%
Pascoe Vale	7.8%
Coburg North	7.2%
Coburg	6.9%
Oak Park	5.3%
Brunswick	3.7%
Pascoe Vale South	2.6%
Brunswick East	2%
Gowanbrae	1.9%

7,241 people who indicated Islam as their religion were female (2016), which is 4.5% of the Moreland population in 2016 and 8.7% of the Moreland female population. No info was available on the ABS website on break down of religion by suburb.

**Levels of disadvantage:**

Socio-Economic Indexes for Areas (SEIFA) is a product developed by the ABS that ranks areas in Australia according to relative socio-economic advantage and disadvantage. The indexes are based on information from the five-yearly Census. SEIFA is derived from attributes that reflect disadvantage such as low income, low educational attainment, high unemployment, and jobs in relatively unskilled occupations. A high score indicates a low level of disadvantage.

In 2011, The City of Moreland’s overall score was 998.1. Brunswick East had the lowest level of disadvantage in the City of Moreland, with a SEIFA index score of 1,051.8, with Fawkner, Hadfield and Coburg North lowest and under the City of Moreland average (2016 census data not available as yet for this topic):

Level of disadvantage according to the 2011 SEIFA index	
Fawkner	901.7
Hadfield	942.5
Coburg North	969.4
City of Moreland	998.1
Brunswick East	1051.8

Information on types of visas of overseas persons in Moreland was not available from the ABS.

### 4.3 Community Indicators and perceived levels of disadvantage

The Moreland Community Indicators Survey of 2016 was analysed for its responses to the particular questions that have a strong link to social cohesion, and a ranking was made of the suburbs according to their perceived level of disadvantage in relation to these social cohesion indicators. The ranking was done by using a weighting system of giving the suburb with highest perceived level of disadvantage a score of 3, the second highest a score of 2 and the third highest ranking suburb a score of 3. The resulting scores of all the suburbs, in terms of their perceived levels of disadvantage according to the above indicators in the survey, are as follows:

Suburb	'Perceived level of disadvantage' score
Glenroy	32
Hadfield	28
Pascoe Vale	23
Brunswick West	20
Fawkner	14
Coburg	13
Brunswick East	11
Brunswick	10
Pascoe Vale South	8
Coburg North	7
Oak Park	4
Gowanbrae	1

## 4.4 Priority areas for Moreland

The below table gives an insight in the analysis of the ABS data, in particular the SEIFA data, English language proficiency, overseas arrivals and religion, and comparing these with the perceived levels of disadvantage as per the above analysis of the community indicator survey 2016:

Suburb	Level of disadvantage (SEIFA index)	Limited or no English language proficiency	Overseas arrivals 2011 - 2016	Community survey – perceived levels of disadvantage
Fawkner	901.7	11.60%	23.60%	14
Hadfield	942.5	6.80%	16.70%	28
Coburg North	969.4	8.20%	22.80%	7
Glenroy	1021.5	8%	31.10%	32
Pascoe Vale	1012	5%	26%	23
Coburg	1006.6	6.70%	21.30%	13
Brunswick	1030.4	5.10%	30.80%	10
Oak Park	1043.7	4.50%	25.30%	4
Pascoe Vale South	1045.3	4%	12.80%	8
Brunswick East	1051.8	3.60%	32.40%	11
Gowanbrae	n/a	1.90%	7.40%	1
Brunswick West				20
City of Moreland	998.1	6.40%	8.60%	

It is noted that Glenroy and Pascoe Vale are not at a high level of disadvantage according to the SEIFA index, however the community indicator survey scores them at high level of disadvantage as perceived by the residents.

The top 3 priority suburbs after the data analysis are Fawkner, Hadfield and Coburg North. A fourth one, Glenroy, although not amongst the suburbs with highest level of disadvantage, will be considered a priority area with high level of need in relation to social cohesion, it has high % of limited or no English language proficiency, a high level of overseas arrivals and a high level of people with Islamic religion.

The focus group highlighted that areas with small pockets or local areas with significant disadvantage should be a priority, even where these are less evident from suburb-wide data. The focus group theorised that areas such as Glenroy - which has a SEIFA index of 1021.5 compared with the Moreland average of 998 - has a particularly diverse community, both culturally and socio-economically. The disparity between different local areas might generate a level of awareness among residents of disadvantage, and might explain the high perceived level of disadvantage (ranked 32, one of the highest levels of perceived disadvantage in Moreland based on the community indicators).

# 5. Opportunities for Council

## 5.1 Build upon the good work underway

### Council Projects

Various projects have already been undertaken by Council that can be linked more directly to the proposed Social Cohesion Plan and actions:

- Interfaith projects; Tree of Faith, Multicultural Chef- Interfaith dialogues 2015 and 2016Funded by VMC, Moreland Together Interfaith group established in 2016
- Open table social meals (Council Funded initiative)
- Fawkner Social Cohesion Project 2015 (funded by VMC, implemented in partnership with Fawkner Community House/ Funds managed by council)
- Leadership Training for newly arrived communities (2016 and 2017)
- Bystander action against racism training for service provider 2015 and 2016
- Asylum Seeker Employment Pathways programs in 2015 and 2016, delivered by Brotherhood of St Laurence (funded by the Council)
- Moreland Human Rights Policy and Implementation Action Plan
- Nepalese Women’s Group, Multicultural Sewing Group (Funded and Supported by Council)
- Refugee Week Festivals in Partnership with Amnesty International / Council’s Arts and Culture Unit
- Moreland Refugee Welcome Zone (Moreland City Council is a signatory)
- Advocacy and Service Provider support via Moreland Multicultural and Settlement Services Network
- City of Moreland is a founding member of the Welcoming Cities Network and exploring accreditation as a Welcoming City.
- Culturally and Linguistically Diverse (CALD) Play Groups
- Culturally and Linguistically Diverse (CALD) Kindergarten Participation Project 2016-2017

### Council Policy

Policy responses to these challenges, as directly related to social cohesion, should consider a wider reach within Council, beyond the Social Development Department. It should also include considerations around housing and facilities for residents, infrastructure such as open spaces, aquatic facilities, parks and public amenities and improvements of transport options.

5.2 Focus priorities where there is greatest need and where Council can create positive impact over time

It is proposed to use the social cohesion themes and influencing factors, combined with suburb analysis, to identify areas with greatest need and greatest potential for effective work and enable a focus on the influencing factors under the control of Council and the local community, where this is possible.

The Australian Human Rights Commission has provided a resource for local governments on building cohesion in communities. It aims to help local governments to:

- Understand their communities and measure social cohesion
- Engage their communities and build partnerships between key stakeholders
- Prevent and respond to incidents of racism or conflict between groups
- Strategically plan for the needs of their communities now and into the future
- Monitor, evaluate and share outcomes.

(Australian Human Rights Commission, 2015)<sup>10</sup>.

A Framework for Action

The online resource is structured around five elements for social cohesion, and these five elements are used to propose a series of action points for Council in order to strengthen its efforts on social cohesion. The action points are outlined in the below table and provide a framework to guide Council actions in implementing this plan.

AHRC key steps for social cohesion	City of Moreland example actions
<p><b>1. Get your local government ready:</b></p> <ul style="list-style-type: none"><li>- Measure social cohesion</li><li>- Commit to social cohesion as a priority</li><li>- Assess readiness and build capacity</li><li>- Embed social cohesion objectives in organisational policies and processes</li></ul>	<ul style="list-style-type: none"><li>- Set indicators for measuring social cohesion in line with the framework by using data from current monitoring tools, complemented with a shortlist of additional data points that point to specific elements of the social cohesion framework</li><li>- Align internal policies and actions with the social cohesion framework, specifically the following council documents and related actions: Human Rights policy, Community Indicators Survey, Council Action plan and Council Strategic plan, HR policies on diversity in recruitment etc.</li><li>- Link key priority areas as per the framework the other strategic objectives and priorities and ensure understanding of this link across all departments within council. The connection points, as per the Council action plan are:<ul style="list-style-type: none"><li>o Employment for young people(C5)</li><li>o Safe neighborhoods (C6)</li><li>o Enhance livability and affordability (P1)</li><li>o Strengthening the create sector (P8): for example, an action is to pilot an operational</li></ul></li></ul>

<sup>10</sup> Australian Human Rights Commission “Building a social cohesion in our communities: A summary of the online resource for local Government” 2015  
[https://www.humanrights.gov.au/sites/default/files/document/publication/WEB\\_Building\\_social\\_cohesion\\_A4\\_brochure.pdf](https://www.humanrights.gov.au/sites/default/files/document/publication/WEB_Building_social_cohesion_A4_brochure.pdf)

	<p>grants program for local arts organisations and projects: explore the opportunity to include social cohesion criteria into this grant programs, as a means to extend the budget for social cohesion actions.</p> <ul style="list-style-type: none"> <li>o Infrastructure investment to meet community needs and population growth (R3)</li> </ul> <ul style="list-style-type: none"> <li>- Alignment of council internal programs (economic development, arts, culture, youth etc.) on ways that reinforce social cohesion priorities</li> <li>- Employ more people from prioritised cohorts, women and people from local ethnic minorities (e.g. people of Muslim backgrounds and Aboriginal people in the local police force and as teacher's aides) in order to facilitate cross-cultural understanding</li> </ul>
<p><b>2. Engage the community to understand the issues:</b></p> <ul style="list-style-type: none"> <li>- Know the community</li> <li>- Engage the community</li> <li>- Be representative and inclusive</li> <li>- Identify the issues</li> </ul>	<ul style="list-style-type: none"> <li>- Focus on planning and delivery on a neighbourhood basis and use a co-design process for proposed actions going forward</li> <li>- Use a co-design process that will allow for council to get to know its constituency better, specifically relating to prioritised cohorts</li> <li>- Use the community Indicators survey to as a complementary tool to better understand the people who live in the area and the tension points, by analysing the data with a specific social cohesion lens</li> <li>- Implement actions for strengthening engagement of the community in Fawkner, Hadfield, Coburg North, Glenroy and Pascoe Vale, working closely with community organisations that are well connected within these communities and interested in engaging the community in an inclusive and collaborative way.</li> <li>- A collaborative mechanism to consider emerging issues and needs (e.g. a strategy group associated with the human rights advisory committee of Council); if doing so, ensure pro-active recruitment amongst community members from the priority cohorts</li> <li>- Build tolerance and local harmony through inter-faith programs with an explicit educational content, to be delivered in local schools, community organisations, neighbourhood houses and places of worship</li> </ul>
<p><b>3. Build long term partnerships</b></p> <ul style="list-style-type: none"> <li>- Identify potential partners across a range of sectors</li> <li>- Engage partners</li> <li>- Work with partners to identify issues, show leadership and take action</li> <li>- Ensure partnerships exist for the long term</li> </ul>	<ul style="list-style-type: none"> <li>- Targeted place based actions and specific bridge building actions that are aimed at working with organisations who have direct contact with the specific cohorts. The Fawkner Community House project is one of several good examples to build on.</li> <li>- Strengthen collaborative and longer term relationships through a social cohesion funding stream as well as possible secondment of council staff or reverse mentoring arrangement into these organisations</li> <li>- A stream of funding that focuses on 3-4 key priorities and locations – if the suburbs of Fawkner, Hadfield, Coburg North, Glenroy and Pascoe Vale are prioritised, the other factor would be where collaborative arrangements can be</li> </ul>



	<p>developed with local groups and two-year projects allocated on a rolling basis every year.</p> <ul style="list-style-type: none"> <li>- Keep an eye on succession planning by building relationships by multiple council staff with multiple staff in the partner organisations</li> <li>- Invest into improving physical accessibility, safety and cultural appropriateness of spaces and places for people with a disability who have additional barriers such and cultural or linguistic nature.</li> <li>- Build partnerships with schools in Moreland</li> <li>- Develop the Welcoming Cities model</li> </ul>
<p><b>4. Tackle place based targeted action</b></p> <ul style="list-style-type: none"> <li>- Build the capacity of the community</li> <li>- Be prepared</li> <li>- Be targeted</li> <li>- Engage young people</li> <li>- Support bystander action</li> <li>- Develop media and communications</li> </ul>	<ul style="list-style-type: none"> <li>- Create access to safe spaces that offer support, respect, information, linkages and a warm welcome (Fawkner lessons learnt)</li> <li>- Continue and if possible to strengthen youth programs alongside existing programs featuring sport, music and arts</li> <li>- Continuous and increased communication of community events and programs for all groups, including those with no or poor English.</li> <li>- A consistent support by local councils of multi-faith community celebration, especially around main religious holidays</li> <li>- Employment programs focused on reaching out to local youth to tackle entrenched socio-economic disadvantage (drugs, delinquency, inter-ethnic tensions and a potential attraction to violent extremism)</li> </ul>
<p><b>5. Evaluate and share outcomes</b></p> <ul style="list-style-type: none"> <li>- Develop an evaluation framework</li> <li>- Collect evaluation data</li> <li>- Review the outcomes achieved</li> <li>- Share experiences</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure communities are part of evaluation from the beginning</li> <li>- Ongoing research and analysis on what has worked elsewhere</li> <li>- Measure social cohesion by analysing the data from aligned indicators in other council actions, supplemented by social cohesion specific data</li> </ul>

### 5.3 Introduce a funding stream to seed 2-year community projects with deliverables and evaluation built in

Examples of such projects are listed in Steps 3-4 above. The specifications for these projects would be completed after the development of an evaluation framework and agreement on key indicators.

While community projects are essential components of the strategy, and the design of the projects will necessarily be driven by what residents are interested in being involved in, (i.e. community development and co-design principles), it is important that the framing, focus and impact evaluation of the program is coordinated and governed by Council, in partnership with key stakeholders.

This will enable the development of a well-considered program of work over a period of years, with a story that inspires other jurisdictions to act.

Given the research on projected “hardening of attitudes” at the beginning of this report, the need for such programs is likely to escalate, other jurisdictions will be asking “what works?” and Moreland City Council can position itself as a leader in the space.

## 5.4 Establish a collaborative leadership structure, convened by Council

Initial consultations indicate that community stakeholders (health, policing, community including ethno-specific organisations) would be enthusiastic for Council to convene Municipality-wide leadership and planning for social cohesion actions.

Stakeholders have noted that there is a lot of work underway that Council doesn't fund or necessarily know about, so a collaborative leadership structure in this space would enable sharing and networking between different community stakeholders that are Council-funded as well as where activity is resourced from elsewhere.

The role and charter for such a structure should be developed out of the human rights policy machinery and ensure strong collective ownership of some agreed strategic actions, as well as share information and knowledge between local stakeholders active in building social cohesion. Working together, successful social cohesion actions will, over time, strengthen the agreed indicators in key areas.

To summarise this point: The proposed approach sits under the Human Rights Policy and advisory machinery of Council; however, the recommended approach goes beyond influencing and informing council activities. The structure needs to inspire and help coordinate the work of other stakeholders including community-led and community-driven actions. It is recommended that a standalone collaborative structure be developed to promote co-design processes, develop the shared vision and goals, and oversee and coordinate social cohesion activities across the municipality, whether or not those activities are funded by Council.

# Appendix 1 – Definition of social cohesion

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The following definitions for need, disadvantage on social cohesion were extracted from relevant documents:

## **Moreland Human Rights policy 2016 – 2026:**

### *Disadvantage:*

- Barriers experienced by some groups that lead to exclusion and marginalisation
- Experience of discrimination because of multiple disadvantage (such as being ATSI, migrant or refugee, LGBTIQ, female or having a disability)
- Experience of exclusion from social, economic and political life because of access barriers and discrimination
- Elements of disadvantage are different personal attributes that may lead to exclusion on the basis of one or more characteristics or identify. Attributes can be: ethnicity, gender, class, sexuality, age, disability, migration status, religion
- Lack of accessibility to programs and facilities

### *Need:*

- For fair and equal treatment by all members of the Moreland community
- Need to fully participate in life of the city
- Enjoy self-determination in decisions
- Dignified and equitable access to information, goods, services and life opportunities
- For more inclusion, as measured by access to resources, opportunities, capabilities to learn or work, participation (meaningful engagement) in the community and having a voice and choice in decisions that affect a person's life.

## **Scanlon social Cohesion longitudinal study:**

### *Social cohesion:*

The Scanlon Foundation acknowledges that there is no agreed definition of social cohesion. Most current definitions dwell on intangibles, such as sense of belonging, attachment to the group, willingness to participate and to share outcomes.

Most definitions, however, include three common elements:

*Shared vision:* Most researchers maintain that social cohesion requires universal values, mutual respect and common aspirations or identity shared by their members.

*A property of a group or community:* Social cohesion describes a well-functioning core group or community in which there are shared goals and responsibilities and a readiness to co-operate with the other members.

*A process:* Social cohesion is generally viewed not simply as an outcome, but as a continuous and seemingly never-ending process of achieving social harmony.

The Scanlon Foundation has adopted its own definition of social cohesion as “the willingness of members of a society to cooperate with each other in order to survive and prosper.”

### **Social cohesion in diverse communities (Hudson et al, 2007)**

#### *Social cohesion:*

The report on Social Cohesion in Diverse Communities (Hudson et al, 2007) states some aspects that enable and disable social cohesion:

#### Disablers:

- Deprivation and disadvantage: racial tensions driven by lack of employment and suitable housing, ‘unfairness’ of resource allocation
- Intergenerational tensions, experienced as a lack of respect by young people for older people, but also young people's changing alliances and divisions as shaped by gender and poverty issues
- Language issues
- Perceptions of cultural difference and stereotyping
- Fear of crime and racial harassment
- Population turnover: makes it difficult for service providers to give appropriate support and could contribute to people feeling negative about their neighbourhood

#### Enablers:

- Duration of having lived in the neighborhood: younger people who lived there longer tended to have more mixed social networks
- Sports, music and employment enabled interactions across communities
- Stable population: helps in creating a sense of community
- Good perceived environment for families adds to people’s sense of belonging
- Greater chances of social mobility add to people’s sense of belonging (amongst a complex mix of emotional and material factors)
- Generally, individuals' social interactions were shaped by many factors, including age, gender, life course and migration history as well as ethnicity.

# Appendix 2: perceived levels of disadvantage scoring

## Community Indicators Survey 2016

	Moreland	Glenroy	Hadfield	Pascoe Vale	Bunswick West	Fawkner	Coburg	Brunswick East	Brunswick	Pascoe Vale South	Coburg North	Oak Park	Gowanbrae
<b>MORELAND'S PEOPLE</b>	<b>81</b>	<b>75</b>	<b>78</b>	<b>76</b>	<b>77</b>	<b>80</b>	<b>81</b>	<b>85</b>	<b>89</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>85</b>
Healthy	89	87	92	86	78	86	89	95	96	92	89	93	90
Connected	82	69	81	81	84	79	83	82	93	83	88	77	86
Our area is a good place to raise a family	91	87	90	85	96	92	83	94	93	100	95	95	100
You feel part of your community	84	73	75	86	89	75	81	81	98	81	90	86	80
Feel more connected to your community	70	53	82	63	57	78	82	72	81	65	74	60	67
Educated	74	69	62	64	69	76	75	78	88	73	72	68	71
Employment for all ages provided by council	75	68	61	65	57	75	80	68	95	87	81	89	75
Safe	79	75	85	74	79	74	74	86	87	75	82	75	89
Area is a safe place to live during the day	92	87	95	95	89	94	98	95	89	78	95	95	100
Your area is a safe place to live at night	71	64	74	70	72	75	54	84	79	75	76	90	100
Crime in your community is a serious issue	70	75	81	48	74	49	69	77	95	70	77	37	57
Diverse	90	87	85	91	82	90	89	90	97	88	92	94	97
Our housing is appropriate for your needs	94	94	87	100	93	98	88	94	96	84	100	95	100
Cultural diversity enriches local community life	92	85	72	86	100	85	97	97	99	90	95	95	89
Everyone made welcome in your neighbourhood	90	89	90	100	63	84	91	94	98	90	95	100	100
Human rights	70	69	50	54	64	75	76	78	68	77	71	77	82
People are treated with respect and dignity	74	76	44	53	60	77	81	83	78	81	76	78	89
All people in Moreland are treated fairly	73	68	64	57	68	74	75	79	79	78	72	79	78
All people in Moreland are treated equally	63	63		53	68	71	71	73	47	74	68	74	78
<b>MORELAND'S PLACES &amp; SPACES</b>	<b>72</b>	<b>60</b>	<b>67</b>	<b>66</b>	<b>77</b>	<b>71</b>	<b>77</b>	<b>72</b>	<b>76</b>	<b>70</b>	<b>83</b>	<b>79</b>	<b>80</b>
Accessible places	89	68	86	96	95	84	93	86	96	97	95	90	100
Streets and open areas in your neighbourhood	90	68	86	96	95	84	93	84	96	97	100	90	100
Public transport	79	75	64	70	86	78	84	78	80	72	88	92	75
There is good access to public transport	90	78	68	80	96	79	100	92	99	91	95	95	80
Moving around	60	46	49	50	72	67	67	53	64	48	75	71	60
Looking better	69	55	74	66	75	68	70	73	69	71	78	74	90
Cultural vibrancy	78	71	65	65	57	65	85	91	97	86	89	69	75
Local opportunities in your local community	78	72	65	65	57	65	84	89	97	86	89	69	67
Had a community event in the past 6 months	41	24	39	42	38	41	46	57	33	59	50	35	40
<b>ECONOMICALLY SUSTAINABLE MORELAND</b>	<b>76</b>	<b>68</b>	<b>85</b>	<b>67</b>	<b>82</b>	<b>72</b>	<b>80</b>	<b>77</b>	<b>76</b>	<b>83</b>	<b>78</b>	<b>75</b>	<b>78</b>
Sharing responsibility	64	61	63	55	60	51	72	61	69	80	74	58	44
Responding to climate change	81	65	93	71	90	80	82	85	91	80	87	80	89
Enhancing natural environments	76	81	95	72	90	80	82	77	53	90	60	85	80
<b>MORELAND'S ECONOMY</b>	<b>76</b>	<b>67</b>	<b>73</b>	<b>69</b>	<b>70</b>	<b>72</b>	<b>78</b>	<b>80</b>	<b>91</b>	<b>72</b>	<b>78</b>	<b>84</b>	<b>75</b>
Living local	78	68	76	70	73	74	79	81	93	74	82	84	77
Your area is a good place to live	93	84	91	88	96	88	97	94	98	97	95	95	100
Local activities such as festivals and events	75	68	70	65	62	71	78	69	91	84	76	90	60
There are good employment opportunities	48	31	38	40	40	37	47	77	79	19	50	73	63
Economic growth	62	55	50	58	52	60	73	71	65	57	56	74	78
The local economy is strong	62	55	50	58	52	60	73	71	65	57	56	78	78
<b>CIVIC LEADERSHIP</b>	<b>68</b>	<b>56</b>	<b>69</b>	<b>64</b>	<b>68</b>	<b>68</b>	<b>69</b>	<b>63</b>	<b>82</b>	<b>65</b>	<b>69</b>	<b>73</b>	<b>72</b>
Civic decision making	70	64	56	51	76	57	71	75	89	61	74	67	84
Decisions about issues that are important to you	74	69	62	58	74	54	81	80	90	68	79	68	90
Decisions made by their local government	66	59	50	43	78	61	59	70	87	53	68	63	80
Someone on a decision making board or committee	13	10	9	16	28	16	8	5	9	27	5	10	10
Financial sustainability	64	52	70	65	59	67	63	60	77	64	61	70	58
Have enough money to meet your needs	82	71	77	91	80	80	78	86	93	81	82	90	80
It is still affordable to live in your area	45	41	59	37	19	71	34	21	64	42	48	57	60
More affordable than you were at this time last year	40	32	55	49	39	38	38	45	39	39	40	38	50
Community access	72	58	74		75	75	76	59	85	70	80	80	84
Well supported by government services	985	68	75	60	96	88	95	73	98	79	100	100	100
Services for those affected by family violence	58	46	46	48	42	67	72	45	74	69	25	64	80
			6	3	3	4	1	2	1	2	2	0	0
			5	8	5	2	5	2	2	1	0	0	0
			4	3	4	4	1	3	4	2	1	2	1
<b>total (weighted)</b>		<b>32</b>	<b>28</b>	<b>23</b>	<b>20</b>	<b>14</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>1</b>
red = 3 points      orange = 2 points      yellow = 1 point													

# Appendix 3: Monitoring and Evaluation - approach and potential indicators

## General note to monitoring and evaluation approaches

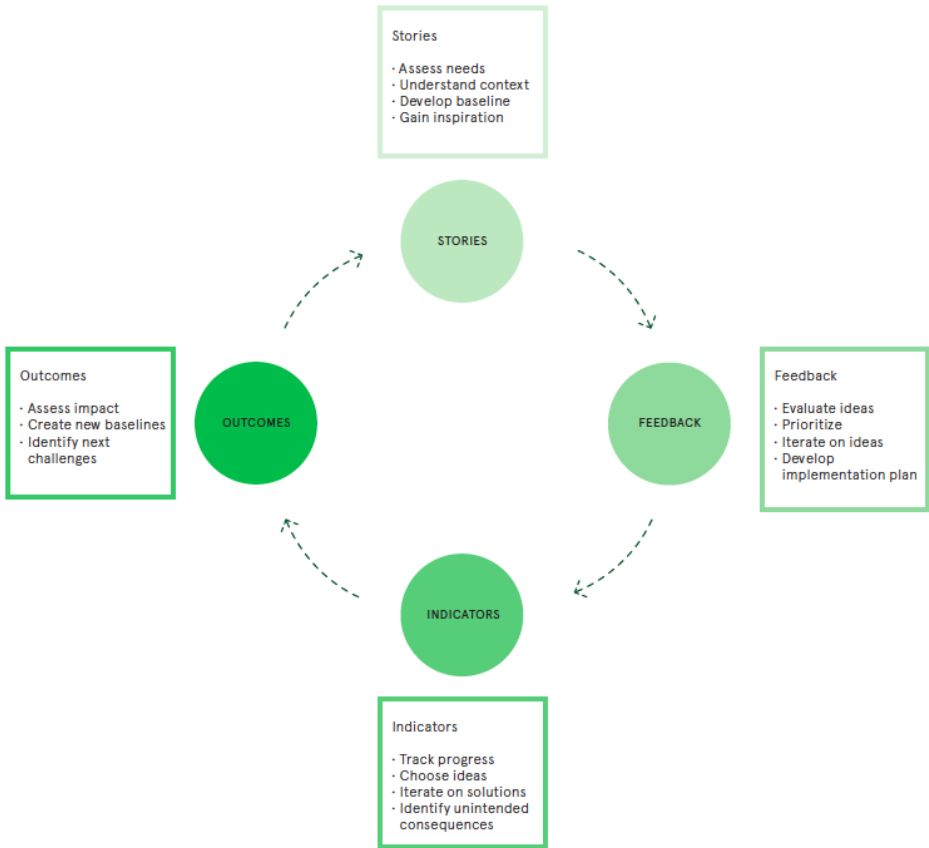
If the aim is to try to change a community’s behavior or increase the adoption of a service, a more nuanced approach to implementation as well as monitoring and evaluation may be required.

The Monitoring and Evaluation (M&E) process should be rooted in hearing from the community you’ve designed the actions for and evaluating that feedback to learn what kind of impact you’re having. A mix of quantitative and qualitative measurements (mix of stories and data) can be very powerful in this regard.

Use stories, anecdotes and feedback to establish a baseline for the current state of the community you’re serving. Then go back to the community as you implement the service.

Complement this by tracking progress quantitatively; determine indicators according to a well-defined goal of what data to gather and how you plan to interpret it – which metrics count most to CoM to demonstrate impact?

This figure includes story-telling but it needs to be adjusted to reflect suburb-wide and LGA –wide data as well. We need to include both story-telling and data analysis from other sources.



## Indicators and proxy indicators

The approach to monitoring and evaluation is based on the fact that Council already has a number of policies in places, with associated desired outcomes as well as its bi-annual community indicator survey. Taking the assumption that the indicators as mentioned in the various reports are or will be

measured, the proposed approach is to use these measures for social cohesion measurements purposes. The proposed indicators to be extracted from already implemented activities are listed in the table on the next page.

An additional column lists additional indicators that can be used to complete the evaluation of social cohesion over time. A cost-effective method of measuring those indicators may be considering the addition of a number of questions to the Community Indicator Survey.

It is recommended that the following points are taken into consideration when monitoring and evaluating social cohesion:

- The link between population turnover and difficulty of service providers to give appropriate support and its contribution to people feeling negative about their neighbourhood; and
- The length of time that people live in one neighbourhood and the extent to which people think the suburb they live in is only ‘temporary’ or ‘long term’; as a proxy for extent of mixed social networks (assumption is made that living longer in one place equates to more mixed social networks).

Theme: Economic influencers

Levels of unemployment and poverty				
Sub theme 1				
Influencing factor	Indicator drawn from HR policy	Indicator drawn from Community Indicator survey	Indicator drawn from Council Plan	Additional indicator
✓ English language skills	✓ <i>To be extracted</i>	✓ There are good opportunities for learning and development for all ages provided by council	✓ New employment opportunities created	✓ Number of new employment opportunities created in an area
✓ Employment opportunities created in an area		✓ Your housing is appropriate for your needs		
✓ Affordability of the locality		✓ It is still affordable to live in your area		
✓ Opportunities for learning and development for people of all ages				
				✓ Changes in affordability of the locality priority groups live in
				✓ % of new employment opportunities created in various Moreland suburbs [and taken up by people in priority groups]

Income distribution			
Sub theme 2			
Influencing factor	Indicator drawn from HR policy	Indicator drawn from CI survey	Indicator drawn from Council Plan
✓ Employment opportunities	✓	✓ You have enough money to meet your needs	✓
✓ Self-employment opportunities		✓ You and your family are better off financially than you were at this time last year	
✓ Participation rate in programs, grants, activities			
			✓ Extent to which products and services procured by public agencies are supplied by minority groups
			✓ % of services and products procured by Council from suppliers from priority groups
			✓ Extent to which people think there are good employment opportunities



					<ul style="list-style-type: none"> <li>✓ Proportion of Council's workforce applying HR policy principles in their work</li> <li>✓ % of council workforce representing priority groups</li> <li>✓</li> </ul>
Sub theme 3					
Influencing factor	Population mobility	Indicator drawn from HR policy	Indicator drawn from CI survey	Indicator drawn from Council Plan	Additional indicator
✓ Inward and outward migration	✓	✓	✓ <i>Put in phrase that indicates Extent to which people think the suburb they live in is only 'temporary'</i>	✓	✓ Extent of migration in and out of various suburbs of Moreland (ABS data)
✓ Duration of stay in one neighbourhood					✓ Duration of stay in one neighbourhood
✓ Extent to which people think the suburb they live in is only 'temporary'					✓ The extent to which people think the suburb they live in is only 'temporary' or 'long term'
Sub theme 4					
Influencing factor	Life satisfaction and sense of security	Indicator drawn from HR policy	Indicator drawn from CI survey	Indicator drawn from Council Plan	Additional indicator
✓ Crime and harassment in the neighbourhood (perceived and actual)	✓	✓	✓ Your area is a good place to raise a family	✓ People feel safer in our neighbourhoods	✓ Assessment of bottle necks in public transport and road
✓ Perceived environment to raise a family and to live			✓ Your area is a safe place to live during the day	✓ Increase in sustainable modes of transport	✓ Proportion of residents feeling welcome and safe in Council owned and managed places and spaces
✓ Accessibility			✓ Your area is a safe place to live at night	✓	✓
			✓ Family violence in your community is a serious issue		
			✓ Families with young children are well supported by government services		
Sub theme 5					
Influencing factor	Government responsiveness to issues of poverty and disadvantage	Indicator drawn from HR policy	Indicator drawn from CI survey	Indicator drawn from Council Plan	Additional indicator

✓	Accessibility of places, programs, grants, activities for priority groups and uptake by priority groups	✓	There are good parks and open areas in your neighbourhood People from diverse backgrounds are made welcome in your neighbourhood There are adequate services for those affected by family violence You feel part of your community Council services help you feel more connected to your community You can access a variety of arts and cultural opportunities in your local community	✓	Strengthen the significant creative sector in Moreland and enhance its standing as a destination for the arts People feel that council supports the provision of opportunities for young people	✓	Extent of use of programs, grants, activities these programs and facilities by priority groups Percentage of participants from priority groups that are in employment and skill development programs Extent of use of public places and spaces by priority groups % of participants from priority groups in employment and skill development programs Access by priority groups to Council facilities as a % of total access Library use by specific cohorts Extent of resources available in different languages in Moreland libraries % of Council produced inclusive and accessible outputs ✓
Theme: Political influencers							
Sub theme 6		Levels of political and social involvement (incl extent of voluntarism)					
Influencing factor		Indicator drawn from HR policy	Indicator drawn from CI survey		Indicator drawn from Council Plan		
					Additional indicator		

✓ English language skills	✓	✓ There are opportunities to have a say about issues that are important to you	✓	✓ English language skills
✓ Uptake of sports, music and arts programs and activities by priority cohorts		✓ People have opportunities to participate in the decisions made by their local government		✓ Participation rate in sports, music and arts programs and activities
✓ Participation in political decision making processes		✓ You are on a decision-making board or committee		✓ Participation rates in political decision making processes by priority groups
✓ Opportunities to respond to issues				✓ Extent of inclusive and accessible resources available
✓ Feeling well informed about local Government activities				✓ Extent of volunteering
✓ Accessibility to and extent of inclusive resources				✓ Extent of success in grant applications by priority groups
✓ Volunteering				✓
<b>Sub theme 7</b>				
<b>Influencing factor</b>	<b>Development of social capital in terms of networks, norms</b>			<b>Additional indicator</b>
	<b>Indicator drawn from HR policy</b>	<b>Indicator drawn from CI survey</b>	<b>Indicator drawn from Council Plan</b>	
✓ Active participation in social and political activities, as well as advocacy and leadership positions	✓	✓ You have attended a community event in the past 6 months	✓	✓ Extent to which people actively participate in social and political activities, as well as advocacy and leadership positions
✓ Accessible activities on offer (sports, music, arts)				✓ Extent of accessible activities on offer (sports, music, arts)
<b>Sub theme 8</b>				
<b>Influencing factor</b>	<b>Social trust that facilitates coordination and co-operation of mutual benefit</b>			<b>Additional indicator</b>
	<b>Indicator drawn from HR policy</b>	<b>Indicator drawn from CI survey</b>	<b>Indicator drawn from Council Plan</b>	
✓ Perceived environment of respect and dignity	✓	✓ All people in Moreland are treated with respect and dignity	✓	✓ Extent to which people participate in elections, petitions, MP activities or protests
✓ Participation in elections, petitions, MP activities or protests		✓ All people in Moreland are treated fairly		
		✓ All people in Moreland are treated equally		✓
<b>Theme: Socio-cultural influencers</b>				
<b>Sub theme 9</b>				
<b>Levels of consensus and divergence on issues of local and national significance</b>				

Influencing factor	Indicator drawn from HR policy	Indicator drawn from CI survey	Indicator drawn from Council Plan	Additional indicator
<ul style="list-style-type: none"> <li>✓ If cultural diversity is perceived as an enriching or diminishing factor</li> <li>✓ Representation of minority groups in workforce make-up</li> <li>✓ Intergenerational interaction</li> <li>✓ Cultural stereotyping</li> <li>✓ Views on topics such as immigration and ethnic minorities</li> </ul>	✓	✓ Cultural diversity enriches local community life	✓ People feel that council supports diversity of the Moreland Community	<ul style="list-style-type: none"> <li>✓ Extent of representation of minority groups in workforce make-up</li> <li>✓ Extent of intergenerational tensions</li> <li>✓</li> </ul>