



CBCity Social Justice Charter

Valuing our collective experiences, supporting self-determination and amplifying our voices to provide opportunities for everyone in Canterbury-Bankstown.

May 2025



7

destinations



Safe & Strong

A proud inclusive community that unites, celebrates and cares

Supporting Plans, Action Plans and Policies cover such themes as being a child friendly City, children's services, community safety and crime prevention, inclusiveness, community services, universal access, reconciliation, ageing, community harmony and youth.



Clean & Green

A cool, clean and sustainable city with healthy waterways and natural areas

Clean & Green Supporting Plans, Action Plans and Policies cover such themes as managing our catchments and waterways, natural resources, hazards and risks, emergency management, biodiversity and corporate sustainability.



Prosperous & Innovative

A smart and evolving city with exciting opportunities for investment and creativity

Supporting Plans, Action Plans and Policies cover such themes as revitalising our centres, employment, investment, being SMART and creative, and providing opportunities for cultural and economic growth.



Moving & Integrated

An accessible city with great local destinations and many options to get there

Supporting Plans, Action Plans and Policies cover such themes as accessibility, pedestrian and cycling networks, pedestrian and road safety, transport hubs, and asset management.



Healthy & Active

A motivated city that nurtures healthy minds and bodies

Supporting Plans, Action Plans and Policies cover such themes lifelong learning, active and healthy lifestyles, and providing quality sport and recreation infrastructure.



Liveable & Distinctive

A well designed, attractive city which preserves the identity and character of local villages

Supporting Plans, Action Plans and Policies cover such themes as preserving the character and personality of centres, heritage, affordable housing, and well managed development.



Leading & Engaged

A well- governed city with brave and future focused leaders who listen

Supporting Plans, Action Plans and Policies cover such themes as open government, managing assets, improving services, long term funding, operational excellence, monitoring performance, being a good employer, civic leadership, and engaging, educating and communicating with our community.

Strategic Planning Framework Summary

The Strategic Planning Framework (SPF) maps out the role of all current and future Council strategies and plans that work to deliver the vision for the City. The framework works from the highest level of strategic direction from the Community Strategic Plan through to more detailed plans that will eventually drive works, projects and programs on the ground. The framework is comprised of the following levels:

The **COMMUNITY STRATEGIC PLAN (CSP)** is our highest level plan and translates the community's desired outcomes for the city into key destinations. The CSP includes community suggested actions which can be tested in the development of all other plans.

1 **SUPPORTING PLANS** identify broad works projects and programs required to deliver on these actions. Supporting plans include indicative costing and resourcing requirements and delivery timeframes.

2 **DETAILED ACTION PLANS** take actions from SUPPORTING PLANS and identify specific works projects and programs required to deliver on these actions. Supporting plans include detailed costing and resourcing requirements and delivery timeframes.

3 **GUIDELINES, POLICIES AND CODES** provide detailed information, rules for activities or guidance for specific works on Council or other lands.



First Nations
and Resou

Officially recognised
City of
Mayor of the City of
Canterbury

Acknowledgement of Country

The City of Canterbury Bankstown acknowledges the Traditional Custodians of the land, water and skies of Canterbury-Bankstown, the Darug (Darag, Dharug, Daruk, Dharuk) People.

We recognise and respect Darug cultural heritage, beliefs and relationship with the land. We acknowledge the First Peoples' continuing importance to our Canterbury-Bankstown (CBCity) community.

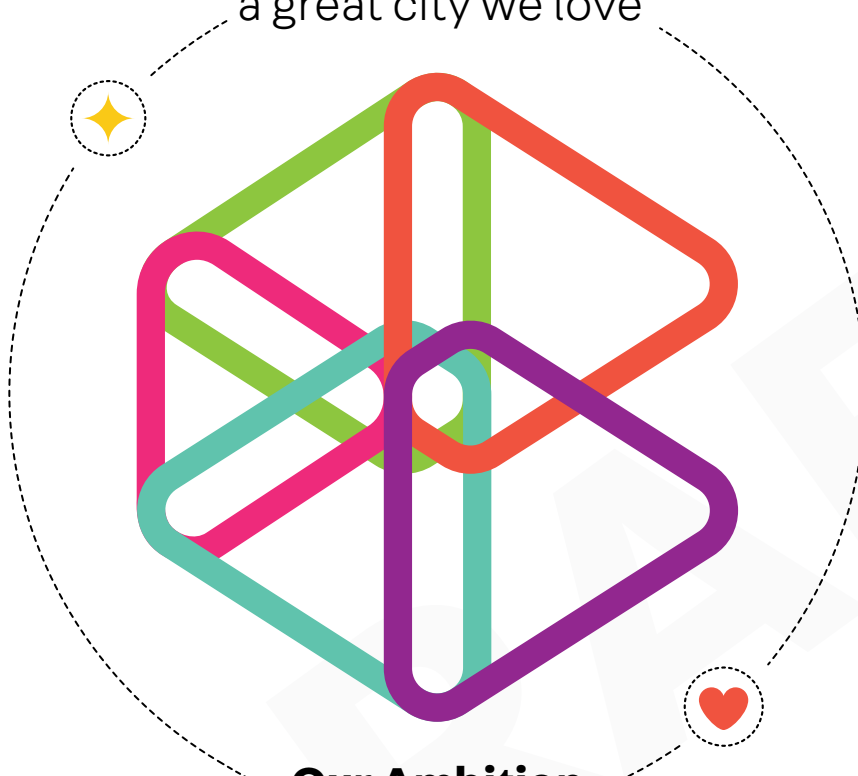


What We Believe

Canterbury-Bankstown is thriving, dynamic and real

Our Purpose

Together we create a great city we love



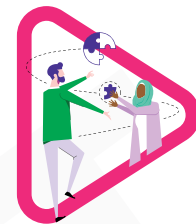
Our Ambition

Our community loves their community

We **STICC** to our values



We are committed to **safety**



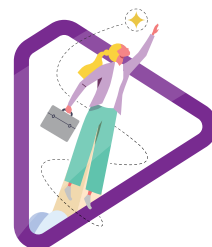
We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

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01 Mayor's message

The City of Canterbury-Bankstown's Social Justice Charter policy will provide Council's clear commitment and guidelines to lead with empathy, and to ensure that everyone in our community feels their contribution is valued, their voices are heard, and they are at the heart of decisions we make for our City.

It is a document which stamps our City at the forefront of protecting human rights and promoting social values like freedom, respect and dignity for all people, regardless of their race, religious beliefs, age or economic status.

As Mayor, I am passionate about a fair go for all, in particular the most vulnerable in our community, a view I have held since arriving in this country as a 12-year-old boy without speaking a word of English. It is true that times were different all those years ago and we have made significant inroads since.

Our City continues to grow, and over the coming years the population is expected to exceed more than 400,000 people, living together in a thriving, dynamic city of diverse people from all corners across the globe. What we can proudly boast, is that our strength comes from the people and the stories, cultures, and traditions that connect us to create a rich social fabric.

The success of the Social Justice Charter policy relies on us all working together, from our planners, decision makers, staff, businesses, community groups and cultural and religious organisations.

As we embark on an exciting new journey, I encourage everyone to make a commitment to let go of any prejudices and work together to create a community that is understanding, fair and tolerant.



Regards, Cllr Bilal El-Hayek
MAYOR

02 Statement from the CBCity Social Justice working group



The CBCity Social Justice Working Group was established to co-author the CBCity Social Justice Charter with CBCity.

The working group was dedicated to fostering inclusivity, respect and equal opportunity for all members of our diverse community. When drafting the Charter, members of the group were deeply committed to advocating for positive change and ensuring that every voice is heard.

All working group members have personal ties to Canterbury-Bankstown, with a shared desire to represent our community and address the challenges we face together.

Social justice is vital to the working group because it represents the opportunity to challenge prejudice, racism, ableism and societal injustices. The working group believes in amplifying our community's voices to create a world where human rights are upheld for all. The working group feels that it is our collective responsibility to advocate for equality, fairness and moral integrity.

The working group's call to action is simple: we encourage all of Canterbury-Bankstown to actively engage with and champion the Social Justice Charter. By offering support to community stakeholders and calling out injustices, we can create a future where everyone, regardless of background, identity or ability, feels safe and empowered. Together, we can make a lasting difference.

Acknowledgement

CBCity acknowledges and appreciates the CBCity Social Justice Charter Working Group along with all community members who were part of this consultation process and part of this Charter's development.

03 CBCity Social Justice statement of commitment

The CBCity Social Justice Charter (the Charter) is a collective commitment by Canterbury-Bankstown Council (CBCity) and the Canterbury-Bankstown community to nurture a culture of inclusion, fairness, equity and empowerment.

By working together, we can navigate diverse perspectives with understanding, be accountable to each other and support opportunities and actions that result in positive action and foster a strong and demonstrable commitment to social justice now and for future generations.

This Charter is the Canterbury-Bankstown community's invitation to embed positive and inclusive attitudes and addressing hate and polarising behaviours and actions in their day-to-day interactions with neighbours, friends, colleagues, customers and everyone in the broader community. We know there will be complexities that will test and challenge us, however as a community we will have the capacity and resilience to seek to understand our differences and work together with empathy and trust.

This charter provides a guide for all of us in delivering social justice principles in our local neighbourhoods, community groups, organisations and businesses.

Delivering on these commitments is supported by:

- The establishment of the Charter;
- The embedding of social justice principles in Council's strategic and operational plans, policies, programs, services and decision making;
- The establishment of the CBCity Social Justice Working Group;
- Enabling local businesses and individuals to sign up to the Charter and our shared commitment to social justice; and
- Supporting community activities that raise awareness of embedding a culture of social justice and inclusion.

Individuals, business, community groups and local organisations wanting to sign up to the Charter can find out more information at **cb.city/SJC**

"Canterbury-Bankstown is multicultural. I find it inspiring to see other young women attending classes and working on their education"



04 Purpose of this Charter

The CBCity Social Justice Charter (the Charter) provides a foundation and guide for CBCity to embed social justice principles in how we lead, make decisions, deliver our services and operate. The Charter provides a framework that ensures we go beyond meeting just our legislative responsibilities and improve social justice for everyone in our community.

We recognise that social justice is a fundamental human right and a cornerstone of a fair and equitable society. We are committed to promoting social justice and addressing the systemic inequalities that exist within our community.

Our social justice commitment and Charter provides a framework for action to ensure our community members:

Have equitable access and the ability to contribute and participate in the social, cultural, economic and civic life of our city.

- Are part of collective decision making and are empowered to hold Council and each other accountable to deliver on the social justice principles;
- Are heard, valued and respected for their unique experiences and perspectives and are able to share these;
- Can navigate the diversity and complexities of our different perspectives in a mature and empathetic way to build greater understanding and trust; and
- Can learn from and appreciate the different characteristics, identities, stories and histories that we all bring to the table, which in turn builds connection, a sense of belonging and is our strength.

The Charter has been informed by discussions with over 285 people across our community, including children and young people, older people, people with disability, local service providers and members from the LGBTQIA+, culturally diverse and multifaith communities.

Importantly, the Charter was co-authored by our community, for our community. Council invited 15 people representing a cross-section of the Canterbury-Bankstown community to form the Social Justice Working Group.

Over three sessions, the working group members worked collaboratively with Council to develop the Charter's social justice principles. Working members shared their knowledge, expertise and lived experience to ensure the Charter was both practical and deliverable, and importantly, reflected our community.

This Charter reflects a commitment of Council and the community to the ongoing work that we must do together to reduce social injustice, including barriers to inclusion and participation, and to ensure an awareness of the impacts of our decisions on our family, friends, neighbours and fellow citizens.



05 Role of CBCity and the community in building a social justice culture

Both CBCity and the broader community play an equally important and active role in building a sustained culture of social justice and to deliver on the commitment outlined in this Charter.

Anyone in Canterbury-Bankstown can sign up to the Charter.

We encourage everyone – our business owners and business groups, community service providers, schools and educational institutions, faith-based organisations and groups, community organisations and groups, arts and cultural organisations and groups, environmental and landcare groups, advocacy and interest groups, neighbours and individuals – to be a part of building a social justice culture.

The roles we all play are multi-faceted and ongoing. Council and the community have different, and often multiple, roles to play and actions to take to deliver on the Charter.

It is important that we work collectively, leveraging our strengths, sharing our skills and knowledge and contributing to the actions needed - no matter how small or large - to achieve our shared goal. We can all ask ourselves what we can do to help.



	The City of Canterbury Bankstown	The Canterbury-Bankstown community
Lead 	We will lead with empathy in a way that values the voices, aspirations and unique perspectives and experiences of all community members by embedding social justice principles in decision-making behaviours and practices. We will embed social justice principles in our policies, decision making, services and infrastructure.	We will identify and address discrimination and promote equal opportunities for all members of our community, regardless of race, gender, sexual orientation, disability, age or socioeconomic status.
Advocate 	By using local knowledge, awareness and partnerships, we will advocate for social justice and against hate, division and polarisation. We will advocate for policy changes at the local, state and national levels to address systemic inequality and encourage critical thinking, participation and activism.	We will get involved in social justice activism, such as volunteering and participating in the civic life of the city.
Connect 	We will seek to foster connections with each other, local businesses and groups to unlock and share our skills, knowledge and resources in support of improved social justice. We will support activities, actions and organisations that provide inclusive platforms for sharing different stories, perspectives and experiences and those that unlock and share our skills, knowledge and resources.	We will undertake everyday actions in our neighbourhoods, businesses and groups to foster connection to ensure that individuals from different backgrounds and experiences feel welcome and included.
Deliver 	We will deliver equitable and inclusive access to infrastructure, services, events, learning and resources that align with key strategies, plans and community needs.	We will commit to social justice principles and ensure that our everyday actions call out social injustice and foster a culture of social justice within our community. (see section 10)
Partner 	We will establish partnerships with community organisations that serve underrepresented and marginalised communities to amplify their voices and unlock existing community capacity to achieve shared goals.	We will work collaboratively with Council and each other to drive awareness, build capacity, deliver and manage social infrastructure assets or provide essential community services.
Support 	We will support each other in our efforts to deliver on our Social justice commitment and Charter.	

06 Relationship to other Council plans and policies

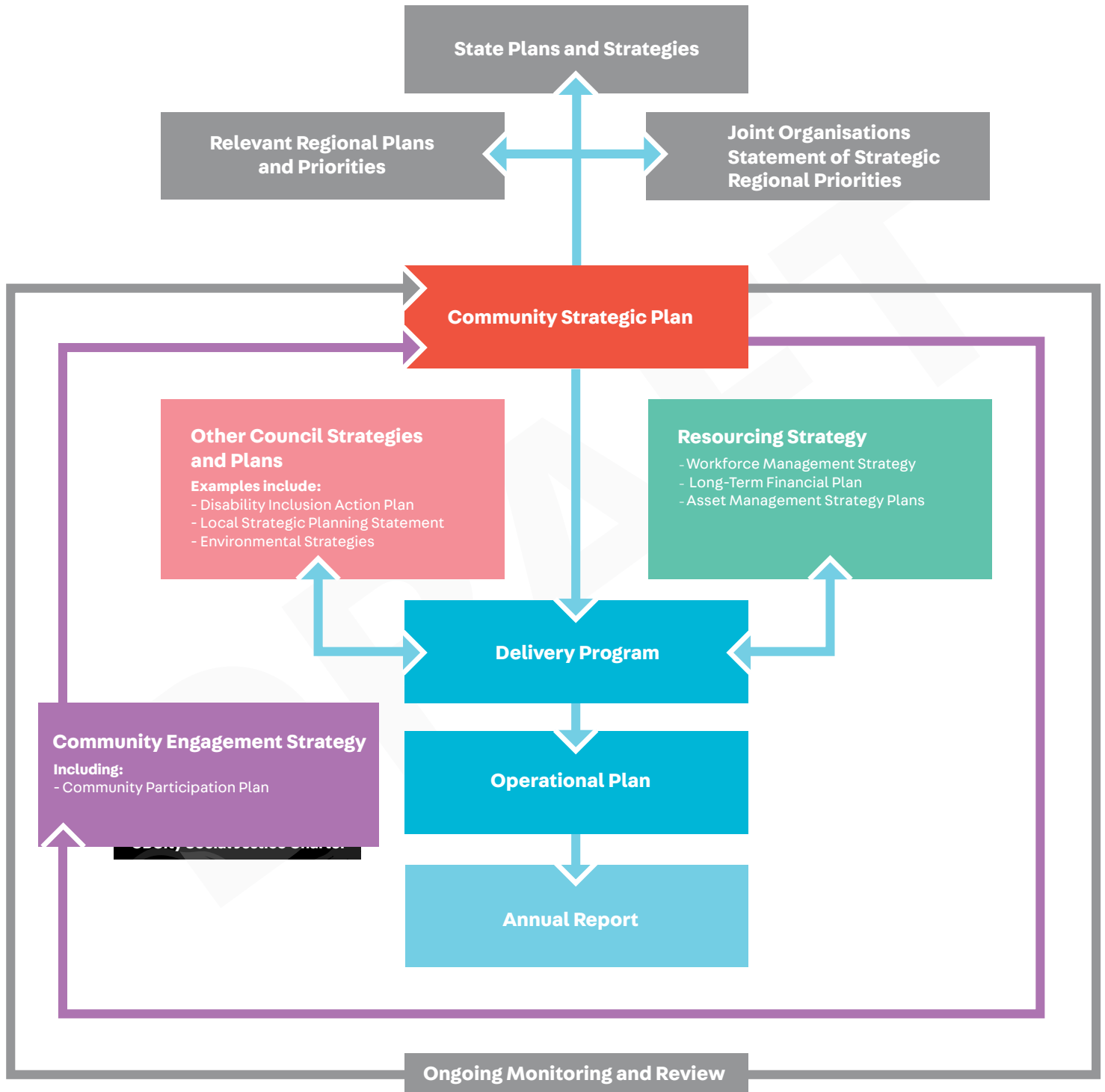
The CBCity Social Justice Charter is deeply connected to several existing Council strategies, plans and policies that work toward improving social justice and cohesion across the community. These include the Community Strategic Plan, which sets the overarching vision, and the Delivery Program and Operational Plan, which outline actionable steps. The Community Infrastructure Strategic Plan focuses on accessible facilities, while the Creative City Strategic Plan supports cultural expression. The Economic Development Strategic Plan fosters equitable growth and the Community Engagement Framework ensures community input in decision-making.

Additionally, other plans and strategies like the Resilient CBCity Strategy, Disability Inclusion Action Plan, Reconciliation Action Plan, Cultural Diversity Plan, Positive Ageing Plan, Youth Action Plan, Child Friendly Cities Action Plan and the Community Safety & Crime Prevention Plan align with the Charter's goal to create a fair, inclusive and supportive community for all.

This Charter should be read in conjunction with the CBCity First Nations Cultural Protocols which is the primary document for working with Aboriginal and Torres Strait Islander communities in Canterbury-Bankstown.

"I feel a sense of belonging when I speak Arabic with my Mum when shopping in Bankstown"





07 What is social justice?

Our individual experiences, needs and expectations are unique, complex and deeply personal. They influence how we see and walk through the world, how we participate in our communities and our sense of belonging, connection and value.

At its heart, social justice is about everyone getting a fair go.

Social Justice generally refers to “the creation of a society or institution based on the principles of equality and solidarity, that understands and values human rights, and that recognises the dignity of every human being”.¹

While there are multiple definitions of social justice, all express common themes such as promoting a just society by challenging injustice and valuing diversity, where all people share a common humanity and therefore have a right to equitable treatment, support for their human rights, a fair allocation of community resources, and the responsibility to care for others for the common good of society.²

Some individuals and groups experience unique barriers that prevent them from fully and equitably participating in the political, economic, cultural and social life of their communities and places. These groups may be excluded from civic life through formal legal and political systems, established societal norms and economic structures, and by discriminatory attitudes, beliefs or perceptions.

People who are discriminated against based on gender, age, disability, income, race, cultural background, religion, sexual and gender identity and citizenship are often disadvantaged due to unfair treatment.

These social injustices are often multi-layered and may include, but are not limited to:

- Access to education and employment;
- Uneven distribution of wealth and income barriers (e.g. gender pay gap and minimum wage);
- Health inequality, including discrimination in healthcare provision and access;
- Access to information including language or literacy barriers, digital literacy and access and censorship;
- Land rights and access to land;
- Access to spaces, services and adequate social support;
- Social discrimination of groups or individuals on the basis of specific characteristics (e.g. disability, sexual and gender identity, religion, cultural diversity, political affiliation etc);
- Housing and food security;
- Systematic and institutional bias and inequality;
- Participation in democratic processes and decision making (e.g. voting rights and right to protest); and
- Entrenched societal norms, attitudes and behaviours.

Communities are not homogeneous. As individuals our identities are complex, overlapping, can change over time and be influenced by our personal circumstances as well as our experience within a place and community.

1. J Zajda, S Majhanovich and V Rust, *Education and Social Justice* (2006) in Branson, C (2011) ‘The role of human rights education in realising the vision of social justice’ Centre for Research in Education Annual Oratorion (24 March). Accessed humanrights.gov.au/about/news/speeches/human-rights-education-realising-vision-social-justice#fn

2. What is social justice? Origins and definitions plus social injustice examples. Accessed insights.taylorandfrancis.com/social-justice/what-is-social-justice/

“Social justice is an underlying principle for peaceful and prosperous coexistence within and among nations. We advance social justice when we remove barriers that people face because of gender, age, race, ethnicity, religion, culture or disability.”

We uphold the principles of social justice when we promote gender equality or the rights of indigenous peoples and migrants.

United Nations Social Justice Declaration.



08

What does Social Justice mean to our community?

Through discussions with the Canterbury-Bankstown community in the development of this Charter, they told us that social justice means:

- Education, the ability to influence decision making and knowing how the processes work and how to effectively input and be involved;
- Empowerment, participation and feeling safe to speak and ensuring community voices are heard and valued;
- Appreciation, of our differences and differing viewpoints with empathy, understanding and maturity;
- Autonomy, ability and choice to be our authentic selves and make independent decisions about issues that impact us and our communities;
- Kindness, respect and dignity for everyone – basic needs are met and rights recognised – and assisting those in need;
- Freedom, from discrimination and exclusion;
- Support, for our diversity, inclusion and representation; and
- Connection, to each other, to strengthen community connections and working together to ensure fair access to resources and “make things happen”.





09

Canterbury-Bankstown community profile

Your City



23 kilometres
southwest of
the Sydney CBD



41 suburbs



110
square kilometres



147,000+
employed
residents



99,000+
local
workers



\$16.7 billion
gross regional
product



50,263+
businesses



2,000,000+
international visitor
nights (2019/20)



Your Assets



3
river catchments



281
playgrounds



623
parks



75
sporting complexes



18
train
stations



337
community
buildings



900 +
kilometres
roads



1,200
kilometres
footpaths



115
kilometres rivers
and creeks

As our community grows, it becomes more diverse and the opportunities and challenges of pursuing social justice are increasingly important.

Your Community



372,066
population in 2022

500,000
population by 2036

36
median age

45%
born overseas

59%
speak a language
other than English
at home

20.5%
over 60

23.5%
under 18



1
art centre



113
schools



1
university



2
TAFE campuses



2
hospitals



9
libraries



198
water
quality devices



680 km+
drainage
conduits

10 CBCity Social Justice principles

Working with the community, CBCity has developed the following four principles that will guide all of Council's work and inform how we will embed social justice within the organisation, our policies, programs and decision making, as well as supporting the community to advocate for social justice. Critically, the social justice principles consider the different experiences and needs of individuals and groups in the context of our community's multiple intersecting identities and factors.

The Charter provides a roadmap for how we deliver on these principles, how we navigate our differences in a respectful and empathic way and how we can be empowered to call out social injustice when we see it.



Four key principles – Human Rights, Equity, Access and Inclusion, and Empowerment – have been identified as the ‘ingredients’ for a more socially just Canterbury-Bankstown community. These principles, when delivered together, provide the foundation for us to grow and nurture social justice in our community.



Human Rights

Principle one



We recognise and respect our fundamental individual and collective rights, including our individual right to self-determination, participation and information, and our collective right to dignity, regardless of race, gender, sexual orientation, disability, age or socioeconomic status.

Human rights are the fundamental rights and freedoms that every individual is entitled to, regardless of their nationality, ethnicity, gender, age, language, religion or any other status. These rights are universal, indisputable and indivisible, and are enshrined in international law, including the Universal Declaration of Human Rights (UDHR) and various international human rights treaties.

Why this is important

Human rights are essential to local communities because they promote dignity and wellbeing, for example that we all have access to our basic needs such as shelter, healthcare and education. Human rights are particularly important to some of our community's more vulnerable groups, including women, children, First Nations peoples and people who identify as living with disability.

Ensuring the human rights of every individual in our community promotes social cohesion by recognising the diversity of the individuals and groups within our community and is essential for economic development within our community. As an organisation, these human rights ensure that we are accountable for our actions and ensure community members are afforded the protections they are entitled to by law.

How we can work towards ensuring human rights across Canterbury-Bankstown

In a very practical way, it is important that Canterbury-Bankstown, our local businesses, groups and organisations are aware of and ensure that our individual and collective human rights are maintained. These include:

- **Right to self-determination:** Individuals and communities have the right to make their own decisions and choices, free from coercion or manipulation;
- **Right to non-discrimination:** Individuals have the right to equal treatment and opportunities, without discrimination or prejudice based on their identity, characteristics, or circumstances;
- **Right to participation:** Individuals have the right to participate in decision-making processes that affect their lives and communities;
- **Right to access information free from hate, division and polarisation:** Individuals have the right to access accurate and timely information, in a language and format that is inclusive and accessible to them; and
- **Right to accountability:** Individuals have the right to hold institutions and individuals accountable for their actions and decisions, and to seek remedies and reparations when their rights are violated.

"I value having the opportunity to be part of change and get involved with positive local activism"



What we are already doing

CBCity has an ethical duty and a legal obligation to understand, respect and protect the human rights of all members of our community. We hold ourselves accountable for our actions and act in a transparent way to ensure the community has access to information, decision making and awareness of human rights.

Alongside our statutory obligations, we provide a range of infrastructure, programs and services and we make decisions that relate to social justice, such as housing, education and safety. We also partner with a range of organisations and government agencies and advocate on behalf of our community to support and promote social justice. CBCity has a legislative responsibility to act in accordance with Commonwealth and state government legislation related to our community's rights including:

- *Australian Human Rights Commission Act 1986;*
- *Age Discrimination Act 2004 ;*
- *Disability Discrimination Act 1992;*
- *Racial Discrimination Act 1975;*
- *Sex Discrimination Act 1984;*
- *Religious Discrimination Bill 2021;*
- *NSW Disability Inclusion Act 2014; and*
- *The Advocate for Children and Young People Act 2014.*

Relevant NSW Government legislation and related policies supporting our community's rights include:

- *Anti-Discrimination Act 1977;*
- *Multicultural NSW Act 2000;*
- *NSW Gender Equality Budget Statement;*
- *NSW Disability Inclusion Plan;*
- *Protocol for Homeless People in Public Places;*
- *Homelessness NSW Strategy 2023-2028; and*
- *Age Well in NSW: Seniors Strategy 2021-2031.*

Case study example

Social Justice in action - Hume City Council

In 2001, Hume City Council's commitment to social justice and human rights was embedded through the Social Justice Charter. Considered a 'living document', the Charter is a central basis for policy and service planning at Hume.

Over the last 20 years Hume City Council, through the Social Justice Charter has achieved a number of outcomes to advance social justice in the local community, including an ongoing focus on reconciliation action, the development of three Global Learning Centres, supporting refugee and newly arrived communities, community safety and prevention of violence against women initiatives, ensuring community access to services, delivering a range of community energy programs targeting the community's most vulnerable households, improved social outcomes through inclusive policies, programs and resources, ongoing advocacy for gambling harm minimisation, fostering capacity building and local economic participation and empowering the community through delivering capacity building initiatives.

Equity

Principle two



Everyone is treated fairly and has equal access to infrastructure, services and participation. Critically, it is where everyone can access the services and support they need to be understood and to thrive.

Equity, in the context of social justice, is about fairness. It differs from equality, which is about providing the same opportunities for all. Equity is about acknowledging that not everyone has the same privileges and opportunities in life and ensuring fairness and justice in the distribution of resources, opportunities and benefits. It is about appreciating the context for each individual and addressing the systemic and structural barriers that certain people or groups experience in life.

Why this is important

The population of Canterbury-Bankstown is highly diverse, representing more than 129 nationalities and 200 languages, with significant variability in income, education level and employment. Whilst our rich diversity is a strength, it also brings complexity. It is therefore important that we commit to engaging in conversations that help us to better understand each other's unique values and experience.

By acknowledging that society is not necessarily a level playing field, we can address the inequalities that exist. In considering people's unique characteristics and promoting equal access to resources, support and opportunities, we can work towards more equitable outcomes. What this means is, it is not possible to reduce the amount of discrimination experienced by people in our community without first understanding and accepting that discrimination exists. A more equitable community is one that recognises the value of our diversity and promotes a sense of belonging. A more equitable community is one

where everyone has access to the resources and opportunities they need to thrive. A thriving community is linked to improved health and wellbeing outcomes and is essential for economic growth.

How we can work towards greater equity across Canterbury-Bankstown

Listening with an open and curious mind is the first step in understanding the perspective of those with different backgrounds or beliefs to our own. Sometimes this involves uncomfortable or challenging conversations with and between groups. We commit to engaging in the hard conversations to help us reach a place of mutual understanding from which to affect change. Proactively engaging with and providing tailored support programs to community groups who are often left behind can contribute to a more equitable environment. Ideally, support programs need to be designed and delivered by, and with, the groups they are intended to benefit.

School children of Canterbury-Bankstown told us that they think the community should celebrate our diversity and differences. They suggested introducing messaging and signage such as *"Be happy with who you are"* and *"Be kind to others."* They also suggested that support services should be provided for low or zero cost to those in need.



What we are already doing

CBCity recognises there are a range of barriers preventing people from participating in shaping the services and facilities that will help them to thrive. To provide more equitable access, CBCity Children's Centres provide free childcare to refugee children where their parents are unable to obtain a visa and access childcare benefits.

The 'Our Diverse City' toolkit was created with a goal of enhancing outreach and community engagement. It is a living and regularly updated guideline for Council, responding to the ever changing cultural and demographic landscape of our City. In developing and utilising this toolkit, we are better equipped to proactively engage and work with our diverse community.

We recognise the diversity of changing needs of residents as they grow older and offer a range of activities that serve as pathways towards the various goals and aspirations of seniors in our City. A wide range of services and programs is available to help people maintain their independence for as long as possible as they get older. These include assistance with transport, regular social contact, help to maintain a safe home environment and personal care.

Swim Brothers is providing free lessons in some of our leisure & aquatic centres to newly arrived young refugees from Gaza in a way that also recognises their recent trauma.

and have rolled out signs in public spaces as a symbol to our community

Case study example

Inner West Multicultural Network's Racism Not Welcome initiative

The Racism Not Welcome initiative is a community-led, grassroots campaign aimed at acknowledging the existence of racism, validating people's lived experiences and promoting equality.

Led by the Inner West Multicultural Network, an independent network of services, agencies and organisations, the initiative was developed in response to a need to address racism and racial discrimination. The initiative aims to make it clear that racism, injustice and bigotry are not tolerated in the Inner West community.

Key activities include the installation of Racism Not Welcome signs in public spaces, which serve as a symbol of the community's commitment to challenging racism and promoting equality. The initiative also involves community events, such as walks and rallies, to raise awareness and promote collective action against racism. The initiative has been recognised as a positive step towards promoting inclusivity and respect in the Inner West community.

CBCity has been committed to the Racism Not Welcome campaign for a number of years

Access and Inclusion

Principle three



We want everyone in Canterbury-Bankstown to feel welcome and free to access, participate and contribute fully to community civic life and to be able to access help and support when we need it. Inclusion is where differing voices and experiences are valued and shape our community, services, infrastructure and programs.

Access to our physical environments, infrastructure and spaces is foundational, it ensures that all community members can engage with, and participate in, civic life, if they choose to.

Inclusion is more complex and means different things to different people. For some community members, it can simply be feeling welcome, while for others it requires more explicit and clear symbols and communication (for example, a pride flag for the LGBTIQ+ community), an invitation to join in and a clear sign that you are welcome to participate in civic life.

Why this is important

Ensuring access and fostering inclusion in a diverse community setting is also knowing that you can ask for help and have access to the services, support and resources you need.

Often, vulnerable groups can be excluded from physically accessing buildings or accessing information. Ensuring the community has free and equitable access to information, programs, environments and services is also critical to fostering social justice. When our unique access needs have been considered, we feel safe and comfortable to participate.

In consultation, the Canterbury-Bankstown community told us about specific access and inclusion needs which, when addressed, are examples of positive investment by the Council

and community. These include for example, making information accessible, reflecting the community's lived experience, actively inviting participation and promoting inclusive practices in our workplaces, public spaces and neighbourhoods.

What we are already doing

Our Development Control Plan exceeds NSW standards in terms of requirements for liveable housing, that is housing for people with disability. We make sure that a range of houses built in our local area meet certain standards for liveability, such as mandating ground floor bedrooms in dwellings, to make housing more adaptable, accessible and inclusive.

We have developed an Accessible Events Guide to ensure our community programs and events are more accessible to people with disability.

We have developed a Disability Language Guide to ensure our staff adopt more inclusive language, particularly when engaging with or planning for people with disability.

“Canterbury-Bankstown is a place I can experience my family’s culture, foods and language alongside local Australian culture – the best of both worlds”



Case study example

Afghan Bazaar Cultural Precinct - Dandenong, Melbourne

This precinct is home to a high concentration of Afghan businesses. It has evolved naturally over time into a community hub and is the only recognised Afghan precinct in Melbourne. The precinct is a public open space that sustains high-level of utilisation and visitation by local Afghan communities. Between 2010 and 2016, significant streetscape upgrades were undertaken, including new paving, bespoke street furniture, landscaping, street and decorative lighting.

The City of Greater Dandenong Council's investment also includes promoting micro-businesses and encouraging greater private investment in the precinct. The investment recognises the importance of socio-cultural dimensions in the area, positively facilitates integration among the community and reinforces productive relationships between community and Council.

Case study example

Zero Barriers - Inclusive and Diverse Communities, Bankstown

Starting in 2017 in Bankstown, this program has now grown across the state.

The project takes a practical approach, working with businesses and services to make small changes that increase their community reach and make them inclusive and accessible for people with disability and those that need help in their day-to-day lives.

The Zero Barriers logo was designed by a group of people with disability in consultation with a local art therapist. There are now 13 NSW councils who are current Zero Barriers members.

Empowerment

Principle four



We all have the capacity and confidence to be part of the decisions that affect us personally, as well as our community. Empowerment comes from education, being informed and aware. A resilient community is empowered to represent diverse views and experiences, participate in decision making, advocate for individual and collective needs and contribute to Canterbury-Bankstown being a socially just community.

Empowering individuals and community results in people having the capacity to take control of their own lives and choices. Supporting self-determination, autonomy and freedom to be and express ourselves is fundamental to social justice and an inclusive, fair community.

Why this is important

When people are empowered, they have the means and the confidence to represent their individual and collective interests. They have a voice, which leads to a sense of self-belief, purpose, belonging and connection. We value the contribution our community makes to Canterbury-Bankstown. We want everyone to have the courage and skills to participate in civic life, regardless of their background, identity or beliefs.

When we are empowered, we believe in ourselves and our ability to make a difference. We have a cohesive community where everyone feels seen, heard, and valued. Community members at our engagement sessions expressed their vision for an empowered Canterbury-Bankstown community that reports feelings of safety, confidence and the knowledge that their input is equally valued. It is important for everyone to feel respected, without fear of judgement or dismissal.

What we are doing already

A core principle of CBCity's Strategic Advocacy Plan is the representation of diverse perspectives and inclusion of a broad range of voices in our advocacy initiatives.

CBCity convenes a range of advisory committees and working groups that exist to amplify the voices within our diverse community. These committees and working groups provide advice and guidance to CBCity in various forms, ensuring our diverse community is at the heart of everything we do. Members of these committees and working groups also develop ideas and work on community projects, providing them with professional development, leadership and advocacy opportunities i.e. Youth Advisory Committee running the CBCity Youth Awards program. We also have Kids Crew which works with children to develop their ideas for Canterbury-Bankstown and help put them into action.

A vast number of community development programs are run in Canterbury-Bankstown to educate and empower our community. These programs include learn to swim, parenting skills, employment skills such as food business training for CALD women, youth development, professional development particularly for our community sector workers and education such as domestic violence awareness campaigns and events.



Case study example

Youth programs in Canterbury-Bankstown

CBCity has a dynamic youth team that is responsible for delivering a range of services for young people, including the Belmore Youth Resource Centre, school holiday programs, Twilight Sports, educational workshops, recreation activities and youth events.

Across all its departments, CBCity delivers services, programs and facilities used by young people and acts as an advocate for outcomes that support young people and the future of the City. CBCity is also an employer of young people and provides work experience and volunteering opportunities.

CBCity convenes a Youth Advisory Committee, which aims to represent the needs of local young people by providing advice and recommendations to Council in relation to local youth issues and needs.

CBCity also convenes the Canterbury-Bankstown Workers with Youth Network (CBWWYN), a local interagency of youth service providers that often work in partnership to help young people achieve positive outcomes for themselves and the local community by providing resources, information, professional development and opportunities for collaborative projects.

“Over time I have seen more diversity in the community. I feel like I belong, and I’m proud of this community.”





