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# Interculturalism: A new approach to diversity and inclusion for New Zealand?

**Speaker**

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Swinburne University

**Speaker**

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Council of Europe

**Moderator**

**Gabriel Makhoul**

Secretary & Chief Executive  
New Zealand Treasury

# **INTERCULTURALISM:** **A POLICY FRAMEWORK FOR OUR TIMES**

**Dr Glenda Ballantyne**  
**Swinburne University**



# Why now?

- **Global political landscape:** anti-migration sentiment rising, multiculturalism contested, growing emphasis on integration
- **Demography:** generations have grown up in multiethnic societies; hybrid and 'hyphenated' identities are proliferating
- **Migration patterns:** super diversity, skilled migrants



# Why interculturalism?

## Retools multiculturalism to address these new circumstances

- emphasises **social cohesion** as well as **cultural maintenance**
- prioritises active **interaction** and dialogue over passive **tolerance**
- is a “**whole of society**” framework rather than a policy for migrant **settlement**



# What is interculturalism?

- a philosophy and set of practices based on UNESCO principle of

*'equitable interaction of diverse cultures and the possibility of generating shared cultural expressions through dialogue and mutual respect'*



# Key features

- seeks to utilise the diversity **advantage**
- fosters inclusion and participation of all in the **mainstream** of society
- has bypassed impasses in national discourse by focusing on **city** level programs
  - but the same principles can be applied at **regional** or **national** level



# What **isn't** interculturalism?

Interculturalism is **NOT** assimilation

- recognises diverse cultural **identities**
- promotes connections **across** cultures
- expects the **majority** culture to **adapt** and evolve



# Where does interculturalism come from?

- strong policy advocates in **Canada** and **Britain**
- institutional base in the Intercultural Cities (ICC) Program of the **Council of Europe**
  - joint programme of the Council of Europe and the European Commission to promote the 'diversity advantage'
    - guidance and methodology for cities to manage cultural diversity
    - expert reviews and an ICC index as assessment and benchmarking tools
    - research and evidence





# Does it work?

Council of Europe, Directorate of Internal Oversight Final Report of the Intercultural Cities Programme (2015) found that the ICC Programme has:

- brought about a paradigm shift within city administrations:
  - triggered a change of attitude amongst city administrations
  - triggered the creation of networks and cooperation
  - contributed to increased political will for intercultural change among local politicians



➤ brought about **change** in the **community**, in the areas of:

- **education:** *increased cultural sensitivity & reciprocal learning*
- **culture, arts and sports:** *increased exchanges and participation*
- **social cohesion:** *improved neighbourhood relationships; decreased tensions*



# Is interculturalism for **everyone**?

- Yes, but must be adapted to **local** contexts!
- The **Australian** context
  - one of the most diverse countries in the world
  - early adopter of multiculturalism



successful record over 40 years, based on

- public recognition of cultural difference
- consultation across perceived cultural divides
- protection from discrimination

Click here for rankings:

[Multiculturalism Policies in Contemporary Democracies,  
Queens University](#)



# Why change?

- return of anti-migration, anti-multicultural sentiment
- growing concern about social cohesion
- established multiculturalism doesn't always speak to 2<sup>nd</sup> generations, or address the needs of skilled migrants



# Adapting interculturalism to the Australian context

- The Australian Intercultural Standards and Index
  - integrated set of documents and resources for promoting, implementing and evaluating intercultural practice in local government settings in Australia
  - adapt ICC principles and strategies to Australian conditions
  - enable benchmarking against regional, national and international local governments of similar size and cultural diversity



cover **18** areas of **policy** and **activity**

*Education*

*Neighbourhoods*

*Public Services*

*Employment & Labour Market*

*Cultural Life*

*Public Space*

*Intercultural Mediation*

*Language*

*Public Sphere*

*Open and International Outlook*

*Intercultural Competence*

*Welcoming New Arrivals*

*Leadership*

*Citizenship & Representation*

*Economic Collaboration*

*Entrepreneurship*

*Economic Development*

*Anti-Discrimination*



## Key principles

- **all** Australians - from Indigenous people to generations of white settlers and old and new migrants - should be included and **recognised** as part of a complete Australian society
- **identities** are often mixed, **hybrid** and changing, and cultural groups are **interconnected**, **overlapping**, and **transformed** through interactions with one another





# Australia's **first** intercultural city

- The **City of Ballarat's** Intercultural Cities [Index Results](#):
  - ranked **4<sup>th</sup>** in the world with an average of 84% among the global sample of 80 cities
  - ranked **2<sup>nd</sup>** in the world among cities with less than 200,000 inhabitants
  - ranked **1<sup>st</sup>** in the world among cities with less than 15% of foreign born residents



# Contact

## Dr Glenda Ballantyne

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**Media:**  
Ballantyne, G and Mahli, A [Interculturalism:  
how diverse societies can do better than  
passive tolerance](#), *The Conversation*

**About:** Glenda's research is focused on interculturalism and multiculturalism; new media, ageing and migration; and cultural trauma. Her latest project is Zooming In; multiculturalism through the lens of the next generation, a collaboration with Swinburne film students and the Victorian Multicultural Commission.

**Glenda** has been active in community-based initiatives to foster intercultural dialogue for many years.



# Acknowledgments

Image, Slide 1

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# Intercultural practice Wellington



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Lynda Ford  
iGen Foundation  
13 October, 2017

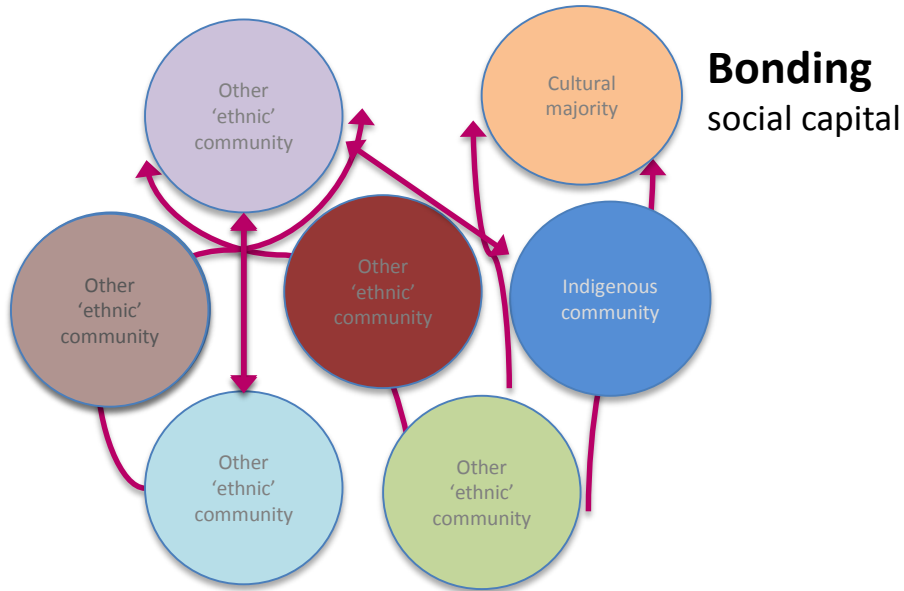
# A working definition:

- At every opportunity, the intentional bringing together of people from diverse cultural, language and faith backgrounds which result in meaningful interactions which help people to:
  - reduce fear
  - increase understanding
  - engage in dialogue
  - share experiences
  - create new ideas

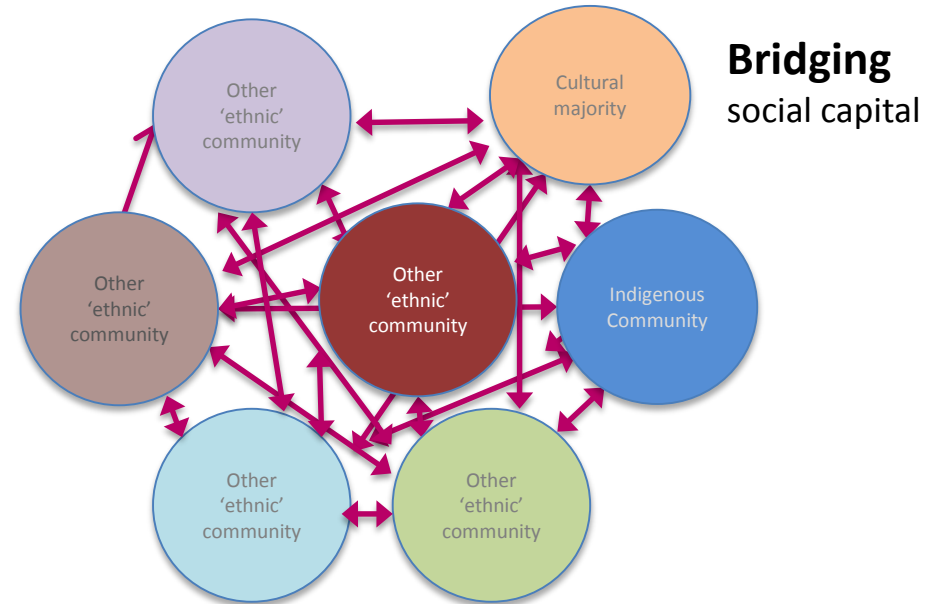
# Multiculturalism and Interculturalism

Multi = lots of

Inter = within and between



- respects but can over-emphasise difference
- may have the unintended consequence of keeping people apart
- can be used as a tool in wedge politics
- no explicit policy imperative to create relationships within and between different groups of people.



- respects difference and builds on the foundations of multiculturalism; complements bi-cultural policies
- acts, at every opportunity, to bring people of different backgrounds together
- reduces the risks and opportunities for divisive politics
- may require new skill set as it's not just about 'engagement' but relationship building.

# Key elements of intercultural practice

1. Development of activities which reduce 'fixed' concepts of culture, ethnicity and religion – we are all as individuals, more than only our religion, ethnicity or culture. Our culture, religion and ethnicity are not fixed but are impacted on by our interactions with others and their interactions with us.
2. Activities to develop necessary skills to benefit from diversity – we may need to develop our confidence and skills to feel comfortable meeting and sharing experiences with people who are not like us – and help to develop the skills and confidence of others so they are comfortable meeting and sharing with others.
3. Development of spaces 'of' and 'for' intercultural dialogue – a focus on using community facilities for the purposes of facilitating dialogue and relationships between people from different cultural, language and faith backgrounds.

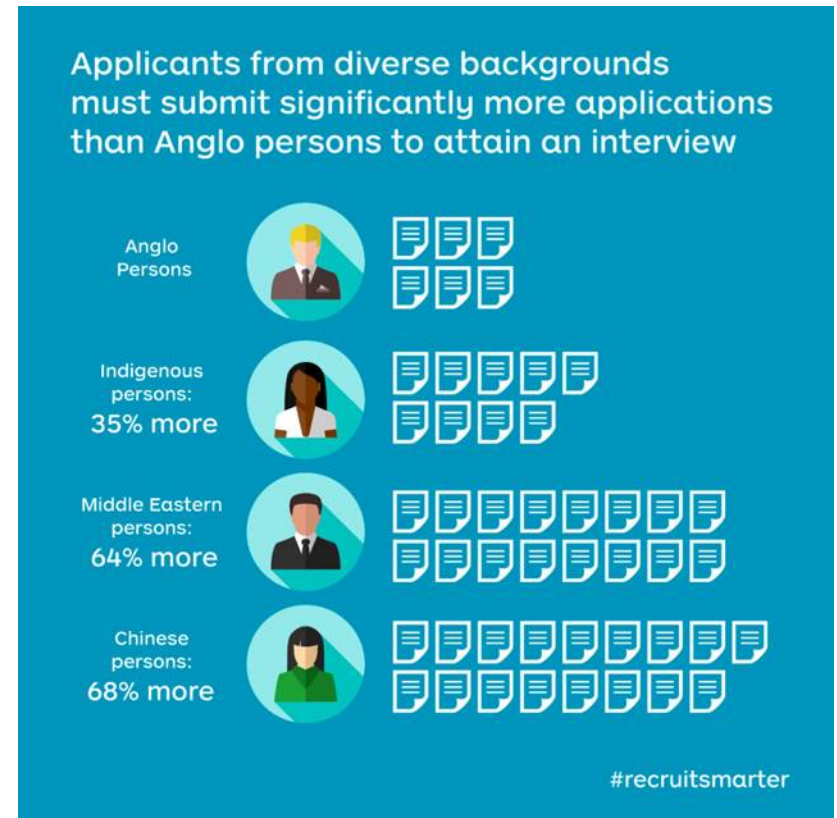
# So, what's needed?

1. Strong facilitation – taking an intentional role to promote dialogue and relationships between people.
2. Responding to the way prejudices, attitudes and norms are created – to be self-reflective of how we may perpetuate stereotypes etc to our family and friends; and importance of working with young people and through education systems to reduce prejudices.
3. Using music, art and other forms of creativity as well as sport to promote dialogue – using arts, music and sport to build confidence; to learn from each other; to play in culturally diverse bands or teams which build understanding and reliance on each other
4. Dialogue methods – importance of 'no stupid questions' and ability to ask sensitive questions respectfully; spirit of exploration and insight
5. Energy and engagement – make intercultural dialogue fun and not too heavy; allow people to get things wrong in a safe environment



# How does this roll out in practice?

## RecruitSmarter



# How does this roll out in practice?

## Theory of change:



For further information about RecruitSmarter, please contact Vic Govt - Daniel Feher [daniel.feher@dpc.vic.gov.au](mailto:daniel.feher@dpc.vic.gov.au)

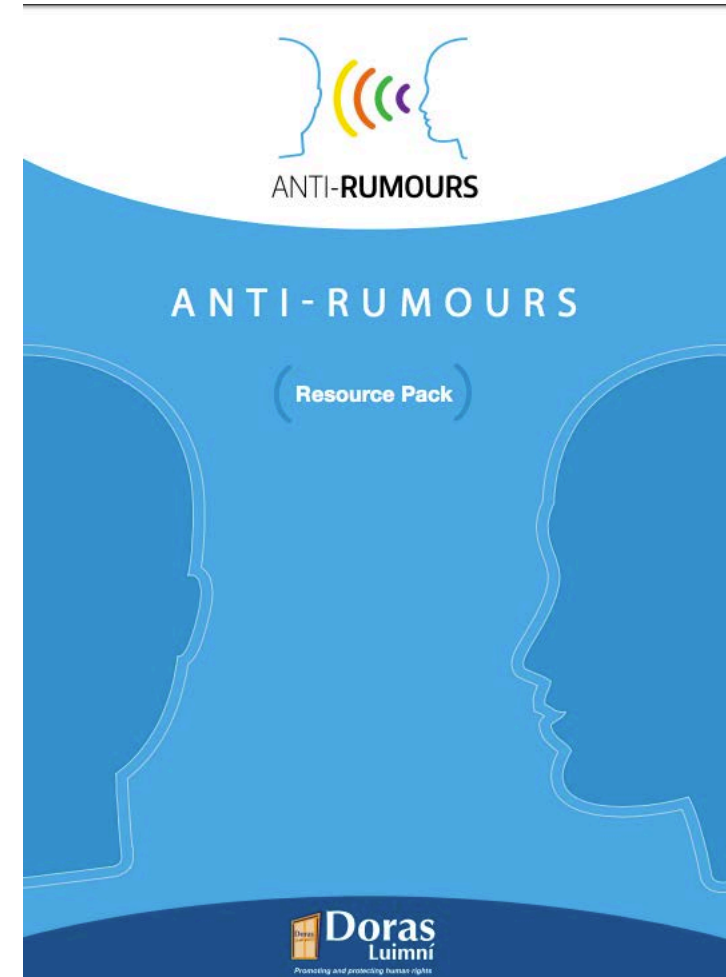
# How does this roll out in practice?



The 'Anti-Rumours' campaign aims to dispel the widespread myths around the topic of immigration.

The campaign is a preventative measure against racism that also promotes increased and effective integration of migrants.

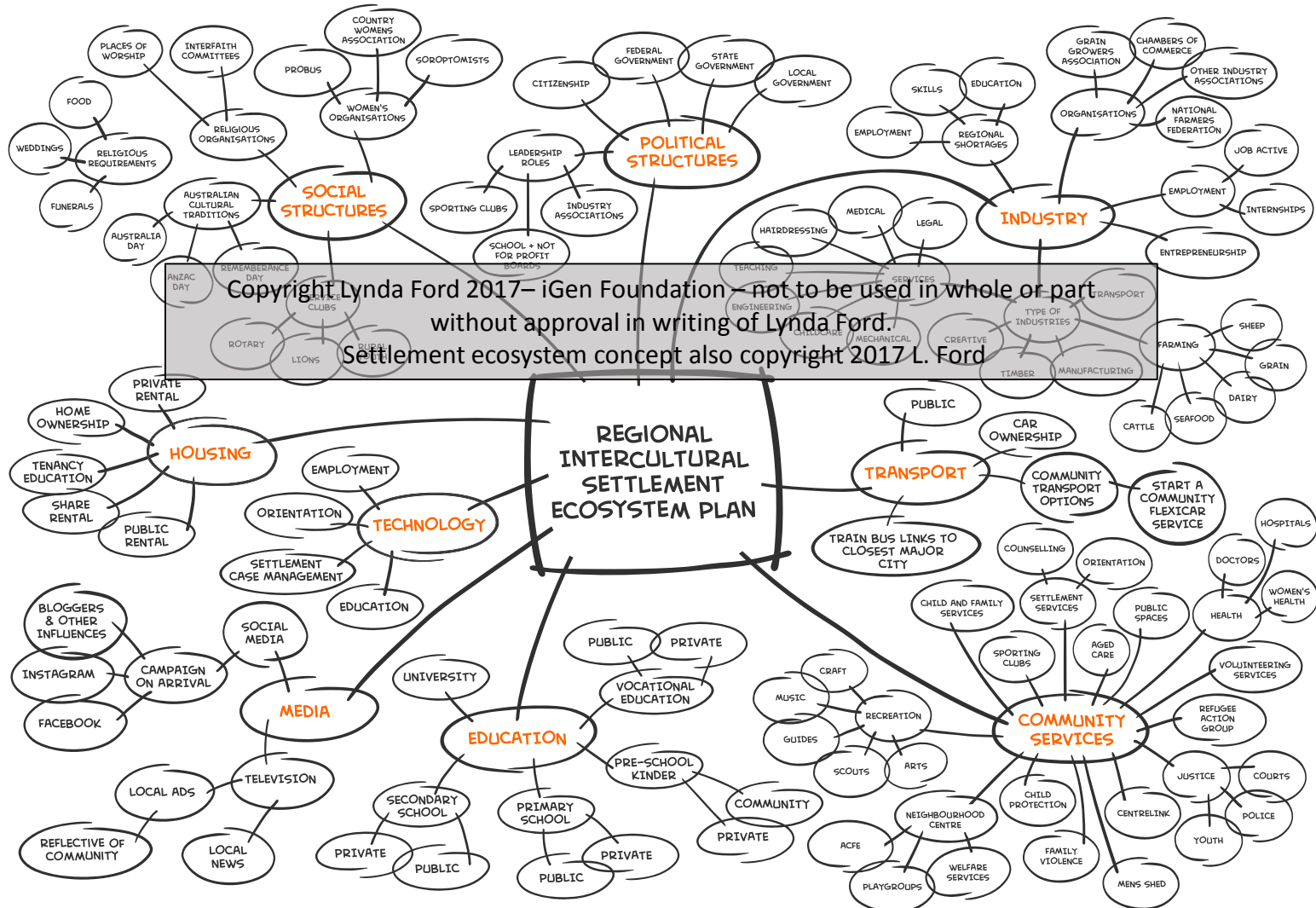
As part of the anti-rumours project, evidence based answers are provided to the most common misconceptions about migration.



<https://www.coe.int/en/web/interculturalcities/anti-rumours>

# How does this roll out in practice?

## Intercultural settlement eco-system



# Intercultural settlement eco-system

To implement the ecosystem, local and national governments will need:

1. Understanding of intercultural practice as different from multicultural
2. Competency in creating intercultural dialogue and relationships
3. Organisational discipline to question staff practice, establishing indicators and impact
4. Competency in intercultural program/activity and policy development
5. Partnerships outside usual networks
6. Understanding of the temporal nature of settlement – activation of different networks at different times
7. 'Host' community willingness and welcome
8. Confidence building for new arrivals to participate in intercultural relationships
9. Planning for maintenance and depth of intercultural relationships



**INTERCULTURAL CITIES**  
**CITÉS INTERCULTURELLES**





## Intercultural cities

Building the future on diversity

[www.coe.int/interculturalcities](http://www.coe.int/interculturalcities)



### What does an intercultural city do differently?

- Places responsibility of every staff member for the universal access and use of Council's economic, physical, environmental, political and social assets, not just the multicultural or cultural diversity officer.
- Makes public statements about the value of cultural diversity to the city's social and economic future.
- Understands that cultural diversity underpins EVERYTHING – how people use Council services, engage, work in the city, interact in neighbourhoods, access education, transport etc etc.
- The city focuses on developing the competencies of its staff to ensure they have the skills needed to do their job of providing services to ALL residents of their municipality.



## Intercultural cities

Building the future on diversity

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### Benefits of becoming a designated Intercultural City

#### *Networks*

- Part of an international Network of more than 100 cities open to all staff and elected members throughout Council including: economic development, community mediation, youth work, libraries, sport, parks and leisure, finance, and urban and social planning.
- Council staff and elected members can be matched to people in similar roles in the Australian and international Networks to ensure Council remains innovative and able to harness the experience in program design and implementation.
- Part of a regional network of cities which provide new ideas and support for better management of cultural opportunities and issues.
- Access to Network coordinators in Australia who have more than 15 years experience in working interculturally and can assist in training staff and developing programs and policies to meet the challenges of increasing cultural diversity.





## Intercultural cities

Building the future on diversity

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### Benefits of becoming a designated Intercultural City

#### *Experience and research*

- Access to the experience of more than 100 cities with different political, cultural, faith and language structures. This experience will assist Australian cities with new ideas for the development of policies and practices for the successful settlement of migrants and refugees.
- Cities that have dealt with, for example, public displays of intercultural conflict, are able to draw on the experiences of other cities internationally to find out how they managed the conflict politically and socially and to identify tools and programs to restore harmony.
- Access tools, research and reports available only to Intercultural Cities Program members.
- Attendance in person or virtually to the information from 'Thematic Group' meetings that occur throughout the year in Europe and annual meeting of Intercultural City Coordinators. For information about some of the Thematic Group meetings in 2017, please see <http://www.coe.int/en/web/interculturalcities/meetings>.



## Intercultural cities

Building the future on diversity

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### Benefits of becoming a designated Intercultural City

#### *Social inclusion*

Communities that welcome new arrivals and have in place programs, activities and policies at the time of and after settlement, are communities which are attractive to live in for people from diverse cultural, language and faith backgrounds.

More people will *want* to live and work your city as they will feel safe, valued and able to contribute.

#### Intercultural City Indicators:

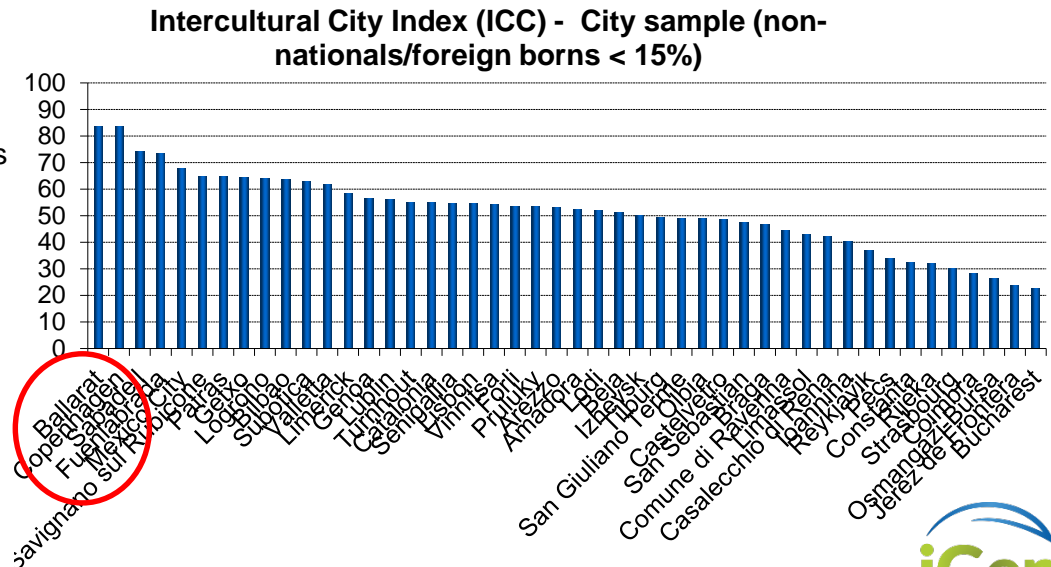
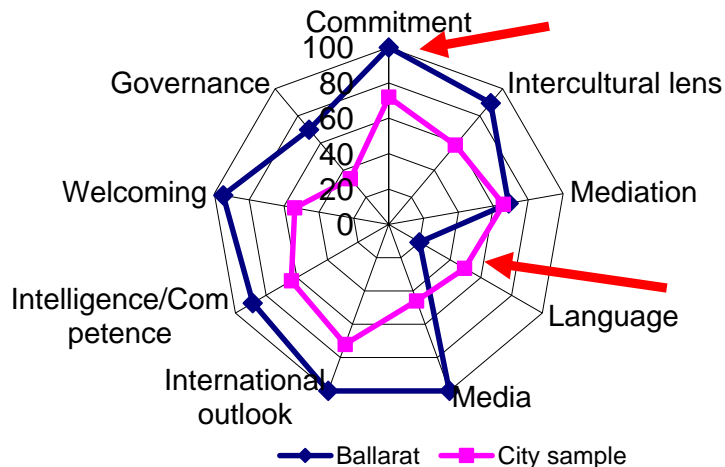
- Welcoming new arrivals
- Governance, Leadership and Citizenship
- Commitment
- Intercultural lens
- Mediation and Conflict Resolution
- Language
- Media
- Open and International Outlook
- Intelligence/competence
- Anti-Discrimination

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# Ballarat City Council Index

The Council of Europe provides, free of charge, a benchmarking report to Councils. Completing the Index does not require a Council to become a designated Intercultural City but is offered to local governments as a method for them to:

- identify and uncover all of the policies, strategies and activities that may be able to be used as tools for intercultural practice;
  - assess where there may be gaps in Councils' current policy or services delivery to people from diverse language, cultural or faith backgrounds;
  - use the benchmarking report for planning and as an opportunity to advocate for new or increased resources via budget allocation processes and;
  - make connections with other cities as suggestions for other cities to contact are made within the report.
- Go [here](#) to view all benchmarking reports or visit Ballarat's report (highlights below), please go [here](#).





## Intercultural cities

Building the future on diversity

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### Evidence of the value of a city practicing interculturality

#### *Intercultural Cities Index*

..the Intercultural Lens demonstrated distinct and statistically significant positive relationship with the people's positive perception regarding ease of finding a good job in their city, their feeling of safety, efficiency of administrative services, about the degree of foreigners integration [in Australian terms: inclusions of new arrivals] and the advantage of their presence in the city.

Rubicondo, K (2016) *Quantitative Comparability Study of the Intercultural Cities Index and the Quality of Life Data*. <https://rm.coe.int/16806bf3cb>

#### *Results and Impact of the Intercultural Cities Programme*

- improvement in social cohesion; better neighbourhood relationships; improved openness and 'tolerance' towards migrants; migrants have an improved sense of rights; improved urban safety; positive public image of diversity.

Can be found at <http://www.coe.int/en/web/interculturalcities/results-and-impact>



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Wellington

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