

INTERCULTURAL CITY

MAKING THE MOST OF DIVERSITY



LOGAN CITY CASE STUDY REPORT

EXECUTIVE SUMMARY

The intercultural city concept is based on the premise that in the multicultural city we acknowledge and ideally celebrate our differing cultures. In the intercultural city we move one step beyond and focus on what we can do together as diverse cultures in shared space to create greater wellbeing and prosperity.

The international *Intercultural City* project was launched in 2004 by the UK think tank COMEDIA with core funding from the Roundtree Foundation, a not-for-profit trust with an interest in social issues. The *Intercultural City* research project in essence seeks to better understand the value of cultural diversity and the benefits of cross-cultural interaction in cities.

The identities of our cities are changing. There is a sense that the time of the intercultural idea is coming as cities increase in diversity and complexity. While the *Intercultural City* project makes no claims to solve all the problems associated with managing diversity it is seeking to better understand the conditions of diversity; the impacts of physical planning and design of cities; the access to and utilisation of services; the opportunities for interaction and sharing; and the role of local government in creating the opportunities for people to work together as an inclusive and culturally diverse community.

In 2005-2006 Logan City Council joined with cities in New Zealand, England, USA and Norway as a research case study to explore the social, economic and environmental conditions associated with the intercultural city concept. The Logan research considered questions associated with: the multicultural nature of the city; people's perceptions of the city's openness; the potentials for cross-cultural networking and collaborative activities; the role of education in building cultural knowledge and as an environment for the nurturing of intercultural attitudes; and the creative and economic potential of cross-cultural approaches in business.

The research and consultation has revealed a complex and rich picture of Logan as a diverse society and unique physical environment. People feel that Logan is generally an open and welcoming society and through the ethnic mix of the city's people it looks cosmopolitan. People from minority cultures also told us that there is a lot of ignorance about their cultures and that this creates barriers to interculturalism, involvement in civic life and access to professional employment. It was also felt that the built environment does not adequately reflect the city's diversity or the significance of Aboriginal culture.

The findings of the research focus on the elements that are required to create a welcoming and open society. Where cross-cultural interaction can take place in an environment of trust, respect and collaboration and where innovation flows from the sharing of cultural knowledge.

The intercultural approach requires a commitment to "think, plan and act culturally" in a way that acknowledges and respects the city's multicultural diversity and supports cross-cultural interaction and engagement.

This report summarises the findings of the research and draws together the outcomes from the consultation process involving personal interviews and focus groups. The

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research also involved a review of current Council policies and strategies to demonstrate the potential for the integration of an intercultural approach.

Where relevant, the observations from other international cases studies have been highlighted to provide useful comparisons or supporting arguments.

The concluding chapter, Intercultural Logan, brings together some of the suggestions gathered during the consultation process that suggest a number of small achievable steps that could be taken by Logan to further develop an intercultural city approach. Logan can be a city where people will say that it not only feels open and inclusive but the institutions, civil society, public realm and business environment reflect that inclusiveness and where the whole community can reap the benefits of the diversity dividend.

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INTRODUCING INTERCULTURALISM

International Case Studies

The *Intercultural City* is a project with local, national and international scope. At its core is a series of local case studies of cities in England, Norway, USA, Australia and New Zealand. A publishing program is associated with the project and includes a number of “thematic studies” and a series of publications considering issues associated with existing multicultural societies and exploring the potential benefits of diversity and greater cross-cultural activity. The publications include: Book 1 *Intercultural City Reader*, edited by Phil Wood; Book 2 *Planning for the Intercultural City*, by Jude Bloomfield and Franco Bianchini; and Book 3 *More than Just a Bridge: Planning and Designing Culturally*, by Richard Brecknock. A further publication will provide a summary of the overall program and details of each case study.

The international case studies have each focused on exploring local issues while also providing pieces of the big picture to inform a comparative analysis process.

Bristol, England

The study explored the question ‘How open is Bristol?’ Methodology involved adopting the biographical approach to gathering profiles of thirty intercultural actors from the city’s past, thirty from its present and thirty who may have an influence in the future. The findings were then reflected back to the leading public and private institutions for their response.

Tyne and Wear City-Region, England

The study undertaken for the Tyne and Wear City-Region examines the question of whether cultural diversity is one of the contributory factors to the success of a competitive city-region. It reviewed evidence from around the world that there is now a global market for knowledge and skills and that the cities which can make themselves ‘talent magnets’ through a combination of economic, social and cultural factors, will outperform those which remain homogeneous, mono-cultural and less open to the outside. The study explored how a city region might move towards becoming an intercultural city. It acknowledges that whilst by UK standards the Tyne and Wear City-Region is not diverse, the last decade has seen the old model of cities based on Commonwealth immigration superseded by one of global migration and the report sets out to reappraise the city in this new context.

London Borough of Lewisham, England

This project focused on local development studies and master planning techniques from an intercultural perspective, exploring ways that intercultural thinking can enhance and develop the public realm in order to better meet the needs of an increasingly diverse community. In recognition of its rich and evolving cultural diversity Lewisham wishes to develop a new intercultural sense of place through more culturally appropriate processes of consultation and planning. The study explored consultation strategies and techniques to engage new partnerships and intermediaries in order to improve Council’s understanding of its diverse communities.

Tower Hamlets, England

Local government in Britain has to date failed to effectively listen to and consult with their increasingly diverse populations. In most cases they have failed to establish platforms for genuine intercultural dialogue and therefore do not reflect the complex

reality of contemporary Britain. The focus of this study was to explore the process of consultation and engagement through an intercultural lens.

Oslo, Norway

The case study in Oslo, Norway, investigated the critical success-factors for the contribution of ethnic diversity to economic development and the creation of value. The research explored areas of current economic activity to establish where there was intercultural innovation and to what extent local intercultural agents and networks have the capacity to support an intercultural creative milieu. It also sought to establish to what extent Oslo can benefit from its ethnic diversity and what the city can do to support a sound and stable development process through the establishment of ethnically diverse partnerships.

Brammen, Norway

Also in Norway a case study was commissioned in the city of Brammen to explore ethnic diversity and entrepreneurship. The aim was to develop a better understanding of the social, economic and cultural capital of immigrants and examine how the immigrants' potential for innovation and entrepreneurship may be developed and brought to use in the community.

Minneapolis-St Paul, Pittsburgh and Oakland, USA

Research into intercultural city issues in the cities of Minneapolis-St Paul, Pittsburgh and Oakland explored the role of city government in attracting and retaining new immigrants and better understanding the benefits that immigration brings. The research particularly considered recent migration of both Hmong and Sudanese refugees and the impact they have had on the study cities.

Auckland, New Zealand

The aim of this study was to better understand how an intercultural approach contributes to economic, cultural and social wellbeing. In economic terms this means considering how diversity contributes to innovation, creativity and entrepreneurship. In social and cultural terms the study investigated how diversity influences the conditions that encourage intercultural networks, the benefits of cross-cultural activity and how an intercultural approach can sit alongside the bicultural approach.

THE DIVERSITY ADVANTAGE

The aim of the project was to draw conclusions which will both support policy makers at the local level and to contribute, through comparative analysis, to the wider understanding of these complex but vital issues.

In the context of the international study, multicultural is considered to be the recognition and the right of cultural or linguistic communities to retain, express and celebrate their cultural differences. The term intercultural is used in the context of people from different cultural backgrounds coming together in a common desire to build on the cross-cultural potential of a multicultural society with its ethnic and cultural diversity.

The notion of interculturalism as a planning concept has previously been proposed by cultural theorists such as by Bianchini, Bloomfield and Sandercock. In *Reconsidering Multiculturalism: towards an intercultural project* Sandercock [2004] discusses interculturalism as an approach that goes beyond multiculturalism and calls for equal opportunities and respect for existing cultural differences. It focuses on the need for a pluralist re-thinking of public space and civic culture linked with innovative and creative economic development for all citizens regardless of their ethnic origins.

Bloomfield and Bianchini [2005] and Sandercock [2003] have written about the different definitions and the multicultural policy approaches taken by national governments.

Bloomfield and Bianchini in the *Intercultural City Book 2: Planning for the Intercultural City* [2005] identify: "corporate multiculturalism" in countries such as Britain and the Netherlands; "civic integration" in France; the "melting pot" approach and drift to ethnic essentialism in the US; "ethnic nationalism and the *Gastarbeiter* system" in Germany; and the Southern European "laissez-faire unregulated regime".

Sandercock quoted in the *Intercultural City Book 1: Intercultural Reader* [2005] states that multiculturalism "is no single doctrine" rather a number of different responses to diversity and to political strategies and imperatives. She proposes the following as examples of the range of multiculturalism:

Conservative multiculturalism insists on the assimilation of difference into the traditions and customs of the majority. Liberal multiculturalism seeks to integrate the different cultural groups as fast as possible into the 'mainstream' provided by a universal individual citizenship... Pluralist multiculturalism formally enfranchises the differences between groups along cultural lines and accords different group rights to different communities within a more...communitarian political order. Commercial multiculturalism assumes that if the diversity of individuals from different communities is recognized in the marketplace, then the problems of cultural difference will be dissolved through private consumption, without any need for a redistribution of power and resources. Corporate multiculturalism (public or private) seeks to 'manage' minority cultural differences in the interests of the center. Critical or 'revolutionary' multiculturalism foregrounds power, privilege, the hierarchy of oppressions and the movements of resistance. [Sandercock 2004]

According to the National Multicultural Advisory Council Australian Multiculturalism is:

.. a term which recognises and celebrates Australia's cultural diversity. It accepts and respects the right of all Australians to express and share their individual

cultural heritage within an overriding commitment to Australia and the basic structure and values of Australian democracy. It also refers to the strategies, policies and programs that are designed to:

- *Make our administrative, social and economic infrastructure more responsive to the rights, obligations and needs of our culturally diverse population;*
- *Promote social harmony among the different cultural groups in our society;*
- *Optimise the benefits of our cultural diversity for all Australians.*

[Australian multiculturalism for a new century: Towards Inclusiveness, 1999]

This statement highlights the critical issues associated with multiculturalism such as the right to maintain, express and celebrate ones cultural heritage and it gives focus to the need for government policy and strategies to be responsive to a diverse society. It is the last dot point that creates the link to the intercultural concept of moving beyond the passive acceptance of difference to “optimising the benefits of our cultural diversity”.

In *Cosmopolis II: Mongrel Cities in the 21st Century* Sandercock quotes Castles and Miller [1998] as arguing that “multicultural citizenship appears to be the most viable solution to the problem of defining membership of a nation-state in an increasingly mobile world”. Australia, Canada and Sweden are nominated as examples of this approach to multiculturalism. Sandercock also argues that the “mongrel cities” will be those cities that have an “acceptance of, connection with, and respect and space for ‘the stranger’”. She says such an environment provides the potential for new “hybrid cultures and urban projects” to occur.

Landry in the *Creative City: a toolkit for urban innovators* argues that while change and increased diversity can be unsettling for communities it brings with it not only challenges but many benefits.

Increased personal mobility has made countries and cities more mixed, but also fractured the homogenous sense of community and identification with place. Living with strangers is the quintessential urban experience and these strangers will increasingly come from far-flung places. In a village, by contrast, everyone knows each other and community is clearly bounded. This can be seen as a threat or an opportunity. On the one hand it can destabilize communities as immigrants bring in habits, attitudes and skills alien to the original community, on the other it can enrich and stimulate possibilities by creating hybrids, crossovers and boundary blurring. It is most apparent in the cultural and food industries and can be seen in the new hybridized Australian food culture, the world music phenomenon or bangra music of Asian Britons or in fashion — Rifat Ozbek, Hussein Chalayan working out of London or Yohji Yamamoto out of Paris. The challenge for urban policy-makers is to find further ways to be inventive with mutual understanding between cultures and ideas of tolerance. [Landry, 2000]

The Australian Centre for International Business builds on this theme in *The Innovation and Learning Advantage from Diversity: A Business Model for Diversity Management*, 2002, report for the Department of Immigration and Multiculturalism and Indigenous Affairs [DIMIA]. While the report cautions that in a diverse workplace there “tends to be

more friction, conflict and communication problems”, it also emphasises that if properly managed diverse workplaces “produce more creative and effective outcomes”.

The drivers for such innovation are inevitably the employees and managers of the organisation – the human resources – who engage in the learning activity and bring with them unique knowledge sets. An organisation with a greater mix of employees of different cultural backgrounds, mental models, and experience and functional levels will, when appropriate manage and generate more innovative products and services. [DIMIA 2002]

The report also identifies the learning diversity dividend when it states:

Learning is conflictive by nature. Learning is also experiential. Situations where individuals and groups find their existing mindsets, beliefs and knowledge sets challenged will produce effective learning. This is more likely to happen where there is a diverse mix of participants and an environment in which all individuals feel their views are valued. [DIMIA, 2002]

Other countries such as New Zealand have recognised the links between diversity and innovation and learning and acknowledge that there have been many missed opportunities in the past. The report *The Integration of Highly Skilled Migrants into the Labour Market: Implications for New Zealand Business* [1998], prepared for the New Zealand Immigration Service by the University of Auckland, states:

Adequate supplies of highly skilled labour are a sine qua non for technological advancement; they are also potentially a key catalyst for such growth. Migration allows these supplies of labour to move to challenging new opportunities. In New Zealand, however, the evidence from existing sources suggests that we underutilize skilled migrant labour. There is concern that we place obstacles in the way of its effective incorporation into our labour markets, and that, in the case of the Information Technology sector, for example, we stand to limit our growth potential if we do not recognise the opportunities offered by highly skilled migrants.

The *Intercultural City* project sought to identify the diversity dividends in a city such as Logan and explore the conditions that will assist the city to maximise the benefits in social, economic and environmental terms. Critical to the development of the intercultural city approach is an open and welcoming society that not only acknowledges difference but values it.

Productive Diversity

The economics of diversity are a significant consideration in the intercultural city study especially in terms of the creative industries and knowledge economy. There is some evidence from the United States that diverse cities also tend to be the most competitive cities. Richard Florida has explored this issue in the *Rise of the Creative Class* [2002] with his concept of the “3 T’s” of economic development; Technology, Talent and Tolerance. In order to provide a means of measuring the range of factors Richard Florida believes constitute a creative city he proposes the use of creativity indexes in undertaking comparative research into US cities.

These include the High-Tech, Innovation, Talent and Creativity indexes that one might expect but also includes the Gay, Bohemian, Melting Pot and Diversity indexes.

Florida's basic argument is that levels of creativity and innovation are linked to the openness and tolerance of the environment where creative people work. He has brought together measures of population diversity with measures of creative outcomes such as the number of patents registered to provide an overall creative city rating.

Those who choose to leave their countries are predisposed to risk and can be thought of as "innovative outsiders". It seems obvious too that people and groups facing obstacles in traditional organizations are more likely to start their own enterprises, and the facts bear this out. Roughly one-quarter of new Silicon Valley businesses started since 1980 were founded by immigrants, according to Saxenian's study, a figure that increased to 30 percent for businesses started after 1995. In my hometown of Pittsburgh, Indian entrepreneurs have founded a large share of high-tech startup companies. As a result, cities across the United States have stepped up their efforts to attract immigrants. While companies scramble to obtain visas for new recruits, entire inland regions in the United States—which normally don't get many immigrants—are actively encouraging immigration to build their economies. The Minneapolis-St. Paul region is one example, and the state of Iowa has declared its intention to be "the Ellis Island of the Midwest", while Philadelphia wants to attract immigrants as "replacement people" Pittsburgh leaders are trying to attract more immigrants from India. [Florida, 2002]

The international *Intercultural City* study team believes that in the corporate world the 'business case' for diversity especially the concept of "productive diversity" has now largely been made. Companies realise that they need to recruit from the widest possible talent pool in order to stay competitive and that their innovative edge is actually sharpened by the creative tension of bringing diverse cultures, skills and mindsets together.

There is a growing recognition that migration and diversity are critical in maintaining a vital economy. In Australia, the Federal Government has actively pursued a policy of productive diversity. The report *Multicultural Australia: United in Diversity* states:

In the knowledge-based economy of this millennium, where people are the key to a nation's productivity and competitiveness, Australia's multiculturalism is a most valuable resource. It encourages diversity in ways of thinking and stimulates innovation and creativity. It helps us to forge links with the rest of the world that can deliver increased trade and investment through the expansion of markets and the development of diverse goods and services. [Multicultural Australia: United in Diversity, 2003]

The focus on productive diversity in Australia is based on the understanding that workforce diversity can enhance market understanding, stimulate creativity and foster innovative thinking. Cultural diversity enables employees to provide different perspectives for the performance of creative tasks. In addition, it is proposed that employees who feel valued and supported by their organisation tend to be more innovative and such companies benefit from the superior performance benefits of culturally diverse teams, especially when they are engaged in complex tasks requiring innovation and creativity.

... look at the case of Oakland, California, a city of 400,000. About forty percent of Oakland's residents are born outside of the U.S. It is a Mecca for immigrants. The city's downtown boasts a vibrant Asian community, drawing especially on immigrants from Hong Kong, mainland China and the Philippines. In the 1970s and

1980s, the city spent tens of millions of dollars in an ambitious “redevelopment” project that resulted in a waterfront mall, a convention center, office buildings and a mammoth hotel. But these additions didn’t reverse the decades-long decline of Oakland’s center. What’s brought people streaming into the downtown on weekends, especially, are immigrants energies, tastes and most importantly, money. Today, Oakland’s “Chinatown” is booming, fuelled by investors from Hong Kong and the many Asian-Americans who live in Oakland and surrounding smaller cities. Asian immigrant leaders in downtown also shrewdly forged political alliances. [Zachary 2005]

However, it is also important to remember that there are many different migration and settlement experiences and as the *Report of the Review of Settlement Services for Migrant and Humanitarian Entrants*, 2003, prepared for Department of Immigration and Indigenous Affairs [DIMIA] states:

Generally, improved early settlement outcomes have been achieved by reshaping the Migration Program to increase the proportion of skilled stream migrants and migrants proficient in English. However, data from Longitudinal Survey of Immigrants to Australia (LSIA) reveals that outcomes for humanitarian entrants are generally poorer than for other groups of migrants. This reflects the fact that many current entrants under the Humanitarian Program have experienced profound emotional, physical and psychological distress, along with disruption to their education and working life. [DIMIA 2003]

As can be seen from the issues raised in this introduction the intercultural city is a complex mix of political, social, physical and economic issues and is very much a work in progress. Each city being studied is grappling with the rapidly changing global environment and ever increasing diversity. They will evolve their own appropriate models of multiculturalism and interculturalism; draw the social and economic benefits; and evolve new approaches to urban development.

Social Cohesion

Interculturalism aims to create city policies and environments that encourage the valuing of diversity and building “hybrid” cross-cultural dialogue and promote cultural, social, political and economic innovation. It is seeking to enhance the interaction between cultures not simply respect and support people’s right to diverse cultures.

The UNESCO Universal Declaration of Cultural Diversity 2001 includes statements that stress the importance of building positive multicultural approaches:

.... respect for the diversity of cultures, tolerance, dialogue and cooperation, in a climate of mutual trust and understanding are among the best guarantees of international peace and security.

[UNESCO Universal Declaration of Cultural Diversity, 2001]

... intercultural dialogue is the best guarantee of peace and to reject outright the theory of the inevitable clash of cultures and civilizations.

[UNESCO Universal Declaration of Cultural Diversity, 2001]

In addition to the importance of developing respect for cultural diversity, it is the belief of the international study team that the intercultural city must go beyond passive notions such as tolerance and coexistence to more active approaches that build cross-

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cultural dialogue, cooperation and mutual growth. The intercultural city is about inclusiveness and developing genuine dialogue between people from diverse cultural and linguistic backgrounds to create an environment that encourages and supports social, cultural and economic development and well-being.

As a source of exchange, innovation and creativity, cultural diversity is as necessary for humankind as biodiversity is for nature. In this sense, it is the common heritage of humanity and should be recognized and affirmed for the benefit of present and future generations.

[UNESCO Universal Declaration of Cultural Diversity, 2001]

In the intercultural city cultural diversity should be seen as the basis for building a sustainable eco-system of interwoven culturally diverse lives. A narrow approach to the multicultural city may result in cultural groups only gaining civic recognition through celebration at times of spiritual or cultural festivals, while at other times people lead parallel lives with little or no contact with others from different cultural, linguistic or ethnic groups.

The question of parallel lives is one that is being given a great deal of thought across the world. Recent events such as the London bombings, the Paris riots, the images of the racial divide in the USA from cyclone devastated New Orleans, and the Sydney's Cronulla Beach riot have highlighted the negative side to cultural separation within society.

Writing about the racial situation in Britain following the July 7 2005 terror attacks on London, Trevor Phillips, chairman, Commission for Racial Equality, stated: "We are sleepwalking our way to segregation. We are becoming strangers to each other and leaving communities to be marooned outside the mainstream."

In a recent article in the Guardian newspaper titled *A segregated society is a divided society*, Ted Cante, who chaired the independent Community Cohesion Review Team in 2001 provided his insight into the situation of black and minority ethnicities in Britain:

There is an element of "self-segregation" as some people will prefer to live in an area dominated by their own ethnic or faith group. However, these "choices" are often constrained by socio-economic factors, the lack of appropriate social and cultural facilities, the location of suitable schools and, most of all, by real concerns about the lack of safety and security in other areas. The "preferred areas" will always be an odd choice, as they contain the poorest housing and have the worst overall environment.

Some degree of "clustering" is not a bad thing. If we are serious about preserving cultural identity, then a critical mass of each community will be necessary to support different places of worship, shops and social facilities. However, the "segregated" communities that we know today are so dominated by particular groups that the possibility of contact with the majority population or another minority group is limited. These "parallel lives" do not meet at any point, with little or no opportunity to explore the differences and to build mutual respect, let alone to see them as enriching our communities. Meanwhile, racists can easily spread myths and false rumours and use this ignorance of each other to demonise minorities. [Cante 2005]

Fundamental to the Logan project was gaining an understanding of people's perceptions of Logan as an open and welcoming city and society. The study also sought to understand the extent to which an intercultural approach to cultural diversity is a source of innovation, creativity and entrepreneurship and how this can become a positive force releasing new energy and resources for the development of Logan.

In economic terms this relates to how it contributes to innovation, creativity and entrepreneurship. In social and cultural terms this relates to the conditions that will encourage intercultural networks and enable benefits of intermixing between cultures to be realised.

Planning and Design through the Intercultural lens

It is also important to consider geographic aspects of settlement patterns and the impacts of migrant groups clustering.

The question of clustering is quite complex and is an important consideration in the development of an intercultural city. Clustering can create the conditions for parallel existence and discouraging intercultural activity. As quoted in the introduction Ted Cattle has suggested that some degree of "clustering" is not a bad thing.

China Towns exist in many cities around the world and are a classic case of a self-sustaining community within a community. Such clustering can play a positive support role, especially to new migrants, in providing access to familiar goods and services in their first language. There is plenty of evidence that while clustering and cultural quarters can bring vitality and difference to a city they can also lead to an inward and self-sustaining community leading a parallel existence with little meaningful interaction with other groups. Where business people employ only people from their own communities and have limited engagement with civic life.

Alternatively a more evenly dispersed community while more likely to be in a position of interacting with others locally, regardless of ethnicity, might lead individuals to feel isolated from their community of interest.

Therefore settlement policies needs to find the right balance of integrating migrant services with urban development programs, in order that there is a match between land use planning, transport services and community facilities.

An ideal transport system would support and encourage intercultural activity through ensuring easy access to cultural facilities, such as places of worship, libraries, community centres and public gathering places such as markets and festivals. A reliable, accessible transport system that is built on understanding the needs and lifestyle choices associated with the city's diverse population would make a significant contribution to building an intercultural city. It would provide people with a choice as to where they live in the knowledge that they can continue to enjoy the benefits of maintaining they own cultural values through regular contact with their ethnic community while also being able to participate in their choice of public intercultural activities.

The Intercultural City research has highlighted the need for new approaches to planning and design based on a greater understanding of the cultural needs, values

and aspirations of our diverse communities. The key to focusing an intercultural lens on design is knowledge and cultural literacy. Cultural literacy is an essential element of good planning and design as all design is influenced by the culture of the individual designer or by the community the design must service. Equally it is important to realise that all planning and design decisions will have an impact on the cultural life of the people using, living or working in the resulting environments.

In the London Borough of Lewisham the case study is based on the concept of "Knowing Lewisham" and involves developing new ways to engage with the culturally and linguistically diverse community in order to better understand the way that the communities lived their public and private lives in the context of the built environment.

Preconditions of Interculturalism

Research across the international study has identified a number of consistent elements or preconditions that need to exist in order for interculturalism to prosper. These are:

Acceptance of multiculturalism: to recognise that while a community might be demographically diverse, interculturalism relies on there being a level of acceptance of multiculturalism as a social policy. Multiculturalism recognises and celebrates cultural diversity, accepts and respects the right of all citizens to express and share their individual cultural heritage through their way of life, their food, celebration and visual expression through artefacts or culturally responsive design. If a city is to be truly multicultural then multiculturalism must not be restricted to the ethnic minorities it must be inclusive of all citizens and provide equal access to civic participation.

At the core of multiculturalism as a daily political practice are two rights: the right to difference and the right to the city. The right to difference means recognizing the legitimacy and specific needs of minority or subaltern cultures. The right to the city is the right to presence, to occupy public space, and to participate as an equal in public affairs. [Sandercock 2003]

Openness: to a large degree the notion of openness can be a highly personal one, for example there are places in many cities where even locally born residents might feel alienated and insecure. Feelings of openness can be associated with: interpersonal relationships; interaction with groups or organisations; attitudes expressed by social, religious, business or political institutions; and by the planning and design of cities. Alienation and isolation can be the result of both the physical design of the built environment creating places that say "no" or by the attitudes experienced in dealing with people in the street or in positions of power.

Reducing fear and intolerance can only be achieved by addressing the material as well as cultural dimensions of 'recognition'. This means addressing the prevailing inequities of political and economic power as well as developing new stories about and symbols of national and local identity and belonging. [Sandercock 2003]

Sense of self: to engage with others one needs to feel secure and accepted in one's community and have access to the same opportunities as all citizens. This means feeling a sense of entitlement to partake in anything one wishes to. In order to participate in intercultural exchange and draw creativity and innovation from the encounter there needs to be a sense of self-worth. As one respondent stated: "People need to find their own identity first, then renegotiate what their culture means in the new environment while maintaining their specialness."

A sense of belonging in a multicultural society cannot be based on race, religion, or ethnicity but needs to be based on a shared commitment to political community. Such a commitment requires an empowered citizenry. [Sandercock 2003]

Mutual need: to make the 'common good' case for interculturalism. The proposition is that an intercultural approach to policy and planning can assist in enhancing social cohesion and building an inclusive community through increased cultural awareness and understanding of others.

Cultural diversity as a positive and intercultural dialogue is a necessary element of culturally diverse societies. No culture is perfect or can be perfected, but all cultures have something to learn from and contribute to others. Cultures grow through the every day practices of social interaction. [Sandercock 2003]

Approach to Indicators

The international study team has considered the question of what indicators might be required to provide an evidential base and a mechanism for ongoing measurement. Consideration has been given to both qualitative questions such as "do you feel the city is open and welcoming?" and quantitative questions such as "the degree of representativeness" across government or in education.

The long term goal of the study team is to develop a realistic set of indicators that can be used to guide future intercultural approaches by nations and cities. This is obviously going to be difficult beyond very broad measures. Initially the simple focus on measuring the issue nationally and locally will provide the basis for benchmarking and undertaking comparisons over time. It will provide a means of discussing why some cities are more open than others and what impact that openness has.

At this stage the *Intercultural City* project is aiming to provide a starting point through the development of a checklist of criteria/questions that can be checked comparatively to get a 'reading' of the openness of countries and cities within them.

Three groups of indicators have been identified as important in building up a picture of the intercultural city. These are Indicators of Multiculturalism, Indicators of Openness and Indicators of Interculturalism.

Indicators of Multiculturalism

The study team is seeking to establish indicators of multiculturalism that can be used to describe "the population mosaic focussing on who is there, where they live and what they do" [Comedia 2006]. Indicators of Multiculturalism will include quantitative data that exist in most cities through the census. The level of detailed information that can be collected from one census to another will depend on the census questions of ethnicity, place of birth and linguistics.

In the Australian context the ABS census data does provide a good level of detail on the population by ethnicity. Unfortunately due to the delays in updating census data there is little know about the often rapidly changing composition of recent migrants and refugees.

Indicators of Openness

The study team has identified four key areas of openness that need to be considered. These are: openness of the institutional framework; openness of the business environment; openness of civil society; and openness of public space.

Openness of the Institutional Framework: relates to the policy, regulatory and legislative environment and might include both qualitative and quantitative assessments. For example, it would be important to go beyond identifying the existence of policies to also measure their implementation and effects. The English research found that while there are non-discriminatory policies in place for the customs service in reality there was evidence of discrimination on the basis of colour with regard to searching and questioning of entrants to the UK.

In the Australian context an indicator of openness might be the numbers of people from a cultural and linguistic background who have stood for and or been elected to a local council.

Openness of the Business Environment: relates to issues such as employment opportunity, access to training and diversity of management. The means of measuring this at a city level might be through the local chamber of commerce reviewing their membership to establish the ethnic composition of staff and leadership positions and cultural awareness training in a sample of the major and smaller companies in their membership.

Openness of Civil Society: relates to cross-cultural economic, social, cultural and civic networks which could possibly be measured from observation and interviews to establish the level of ethnically and culturally mixed business associations, social clubs, religious groups, political parties and movements. Positive cultural representations or images of the 'other' in the media, the number of minority broadcast channels and minority programmes within mainstream public service broadcasting can also be indicators of openness. In addition, indicators could be established to measure the education environment by collecting information on the inclusion of diversity in the overall curriculum and how many school children are learning foreign languages or the percentage of overseas or minority ethnic students in university.

Openness of Public Space: relates to the collecting of information on the quantity of privatised, controlled or democratic public space. The indicators might measure mixed housing and neighbourhoods; safety and mobility of ethnic minorities in all areas of the city based on crime statistics; the level of open access to facilities such as libraries and cultural venues in the city centre and feeling of cultural inclusiveness in public space; and an assessment of perceptions of the city centre, such as which institutions are welcoming and which forbidding.

Indicators of Interculturalism

The indicators of interculturalism might be measures of inter-marriage; social and cultural mixing; crossover networks; new businesses, jobs, products which embody cultural cross-over or fusion. The presence of intercultural literacy programmes in public administration or the recognition, training and remuneration of the skills of bi- and multi-lingualism in the business environment might also be viable indicators. Physical indicators might be the existence of iconic buildings, styles of architecture, landscape design or public art in the city centre that draws on culturally diverse histories and traditions.

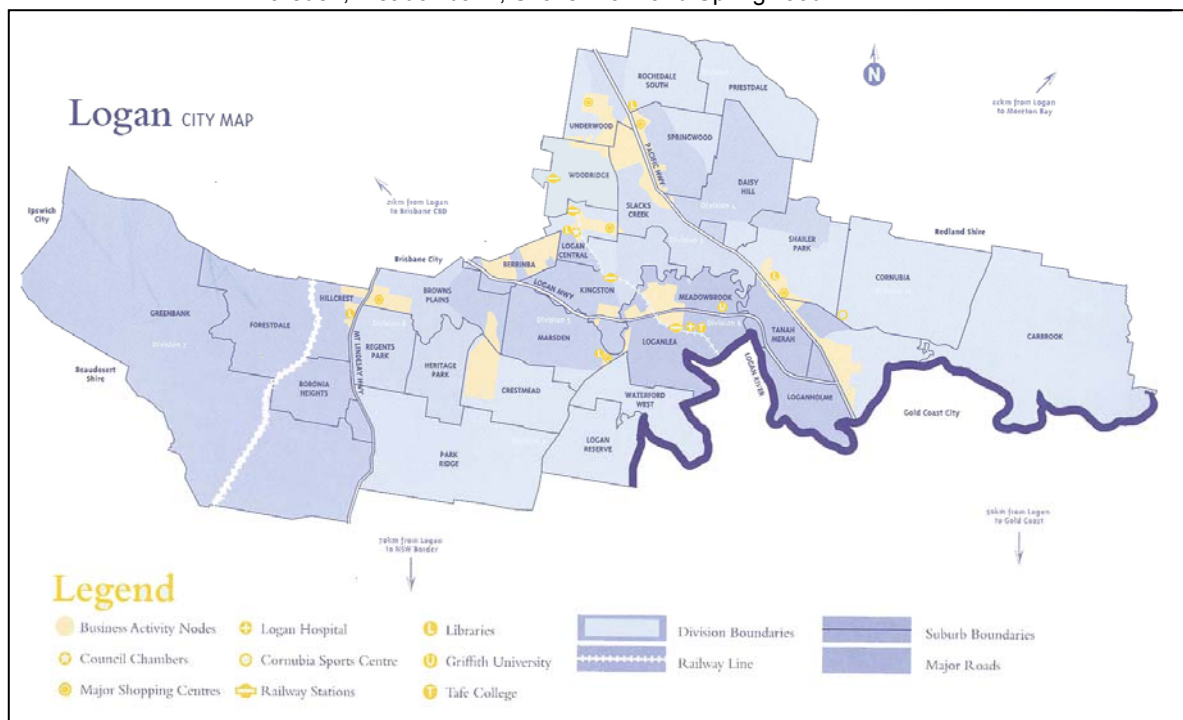
MULTICULTURAL LOGAN

Demographic Analysis

The City of Logan was established in 1979 and is situated between Brisbane and Gold Coast councils.



The city has six key business activity nodes rather than a single central business district. The activity nodes are located in the suburbs of Browns Plains, Logan Central, Marsden, Meadowbank, Shailer Park and Springwood.



2001 Statistical Snapshot

- 78.73% of the population are aged under 50 years
- 24.92% of the population were born overseas
- 14.36% of the population speak a language other than English
- 89.90% of the workforce were employed
- 10.10% of the workforce were unemployed
- 10.53% of the population had a diploma or higher education
- The median individual income was \$365.34 per week

[source 2001 Census Basic Community Profile – Logan City]

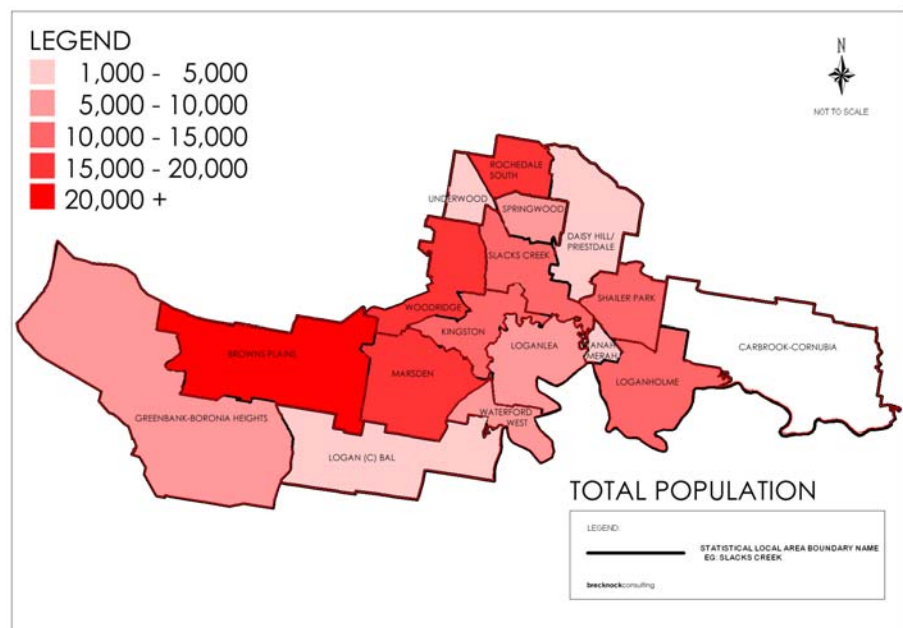
2005 Statistical Snapshot

- 173,331 population
- People from some 160 different cultural backgrounds
- Logan 7.6% unemployment – Queensland 5.6%

[source Logan City Economic Snapshot 2005]

Population

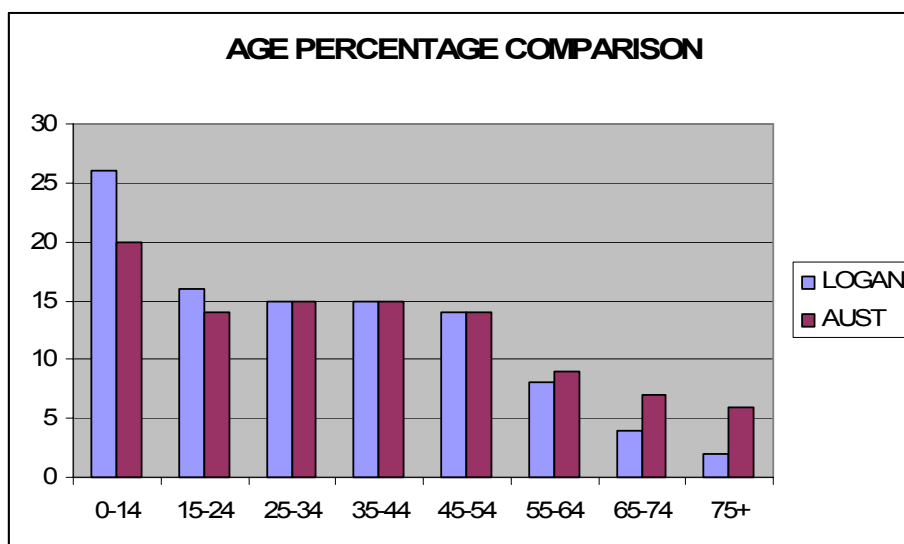
As identified in the statistical snapshot Logan in the 2001 census had a total of 24.92% of its population overseas born compared to 21.01% in the Brisbane Statistical Division. Logan is distinctive in Queensland in that there is a very high proportion of people from Oceania and Antarctica including people from the South Pacific Islands who have migrated via New Zealand.



Note: The following mapping has been developed by the study team based on statistics from the ABS 2001 census data.

Population by Age

The 2001 census statistics from the ABS show that Logan has a higher than average percentage of children and young people than the Australian average. In the 55 and over cohorts Logan is considerably lower than the national percentage.



Age by Place of Birth

A comparison of age by place of birth as shown in the following chart, of selected groups, shows that there is considerable variation in the age make up of the Logan community by ethnic groupings.

The Australian born percentages align with overall Logan age pattern shown above. However of those born overseas groups only the Korean and New Zealand communities show large numbers of young people by comparison to the 55 and over age group.

The Hong Kong, Viet Nam and Philippines statistics show higher than average percentages in the 35-44 age group and China, Italy and Poland record the highest percentage in the 75 and over cohort.

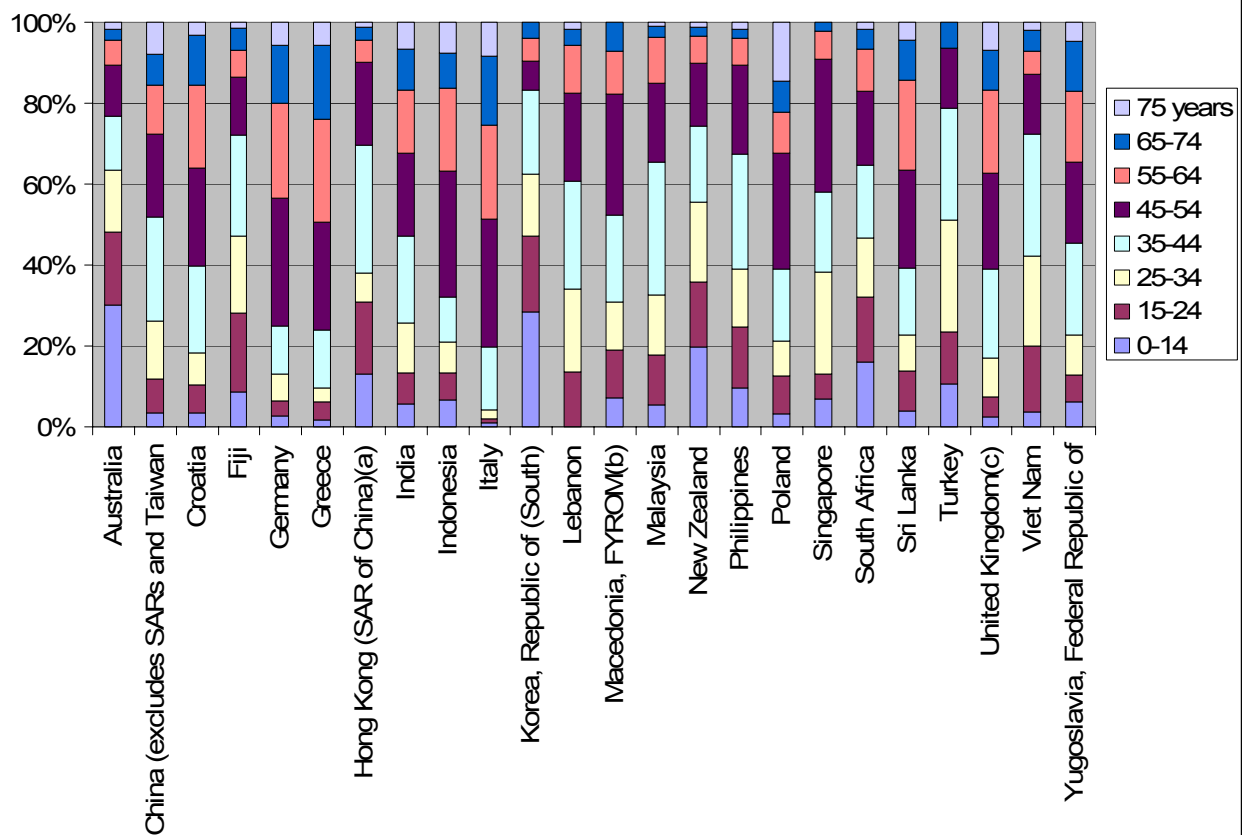
Note: These statistics are by place of birth only and therefore do not, for example, provide an insight into percentage of children born in Australia to recent migrants.

CITY INTERCULTURAL

MAKING THE MOST OF DIVERSITY

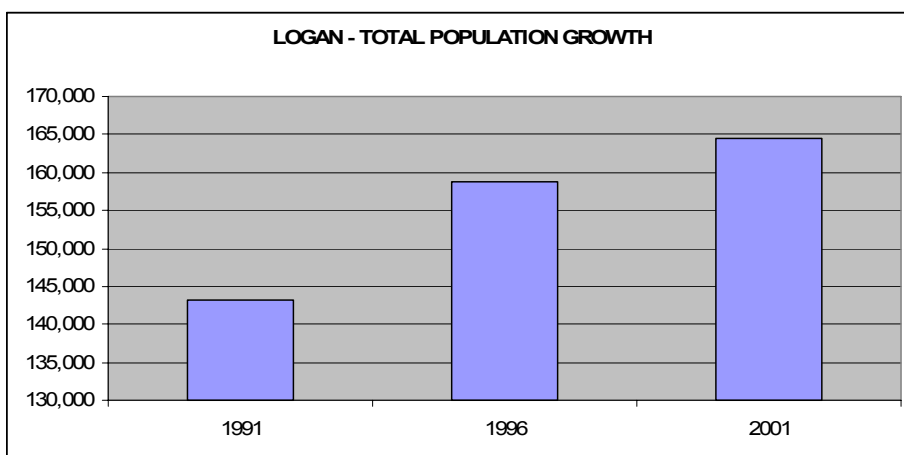
Logan case study report

LOGAN - AGE BY SELECTED PLACE OF BIRTH

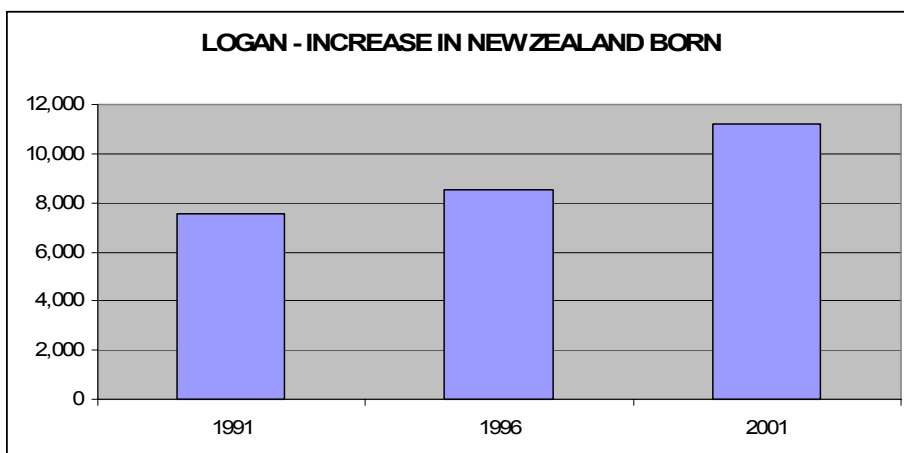


Changing Face of Logan

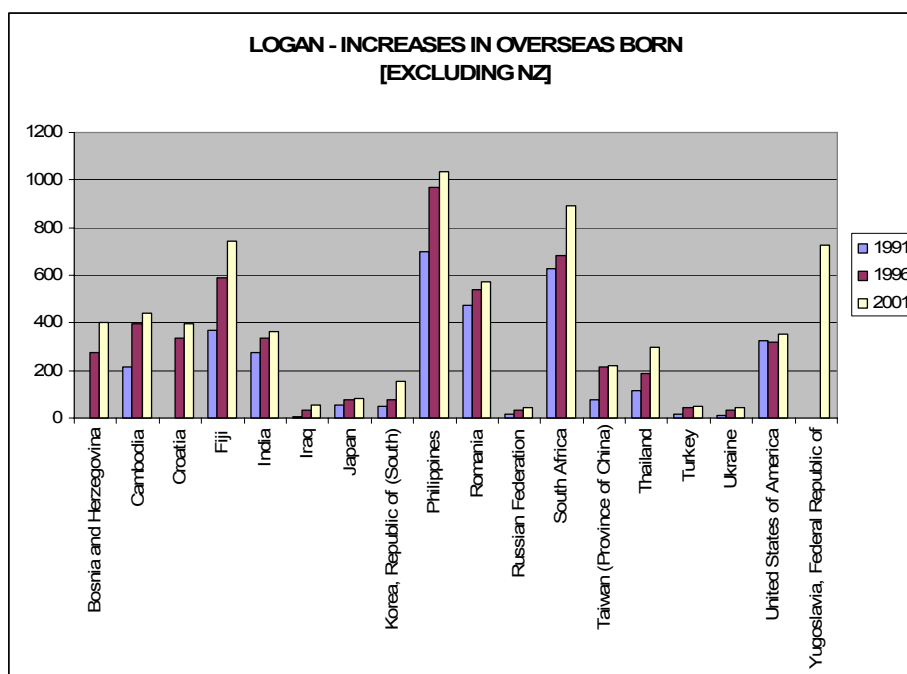
The ABS time series statistics for Logan show a rapidly growing city when comparing 1991, 1996 and 2001 census data. There has been a growth in the Logan population from 143,244 persons in 1991 to 164,541 persons in the 2001 census.



Migration has played an important part in the growth of Logan and the increased cultural, ethnic and linguistic diversity. One significant cohort is that of the New Zealand born residents. As can be seen from the census data for New Zealand born persons there has been a steady growth in keeping with the growth of Logan's overall population.

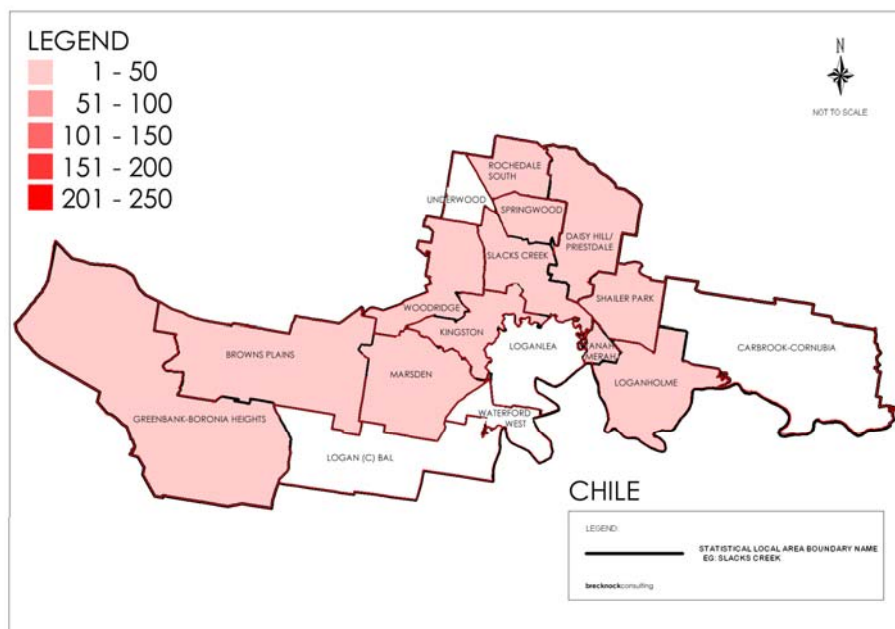


As might be expected a number of the more established ethnic communities in Logan have seen a decline in the numbers of people arriving between 1991 and 2001. In other cases the numbers of overseas born has increased as a result of new waves of migration. The chart below shows those groups where there was a recorded increase in the 2001 census.



Settlement Patterns

Of particular interest to the Intercultural City case study in Logan is the tendency of cultural groups to distribute across the city rather than clustering in geographic communities. For example the Chilean community in Logan in 2001 numbered only 101 persons yet they are recorded in 11 of the 15 statistical local areas for which birthplace statistics were available.



The pattern is not limited to the Chilean community as the same even distribution trend can be observed in a number of communities.

There is for example, minimal clustering in the Indonesian community where 196 persons in 2001 were distributed across 14 statistical local areas and the 326 Chinese were distributed across all 15 of the statistical local areas.

As can be seen in the following distribution maps the general pattern continues in a number of communities even when there is evidence of slightly larger numbers in one or two statistical local areas, for example Malaysian [274 persons] and Thai [298 persons].

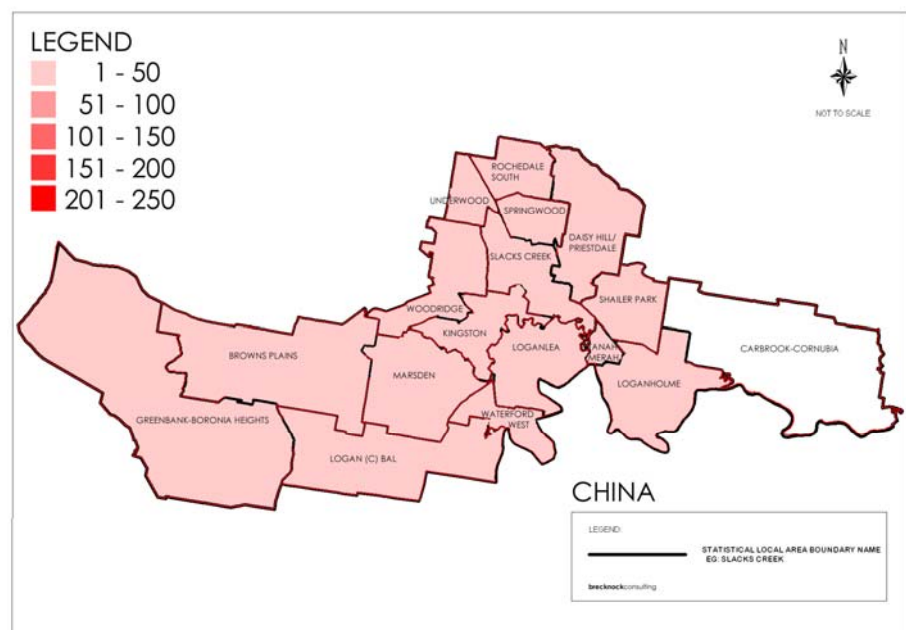
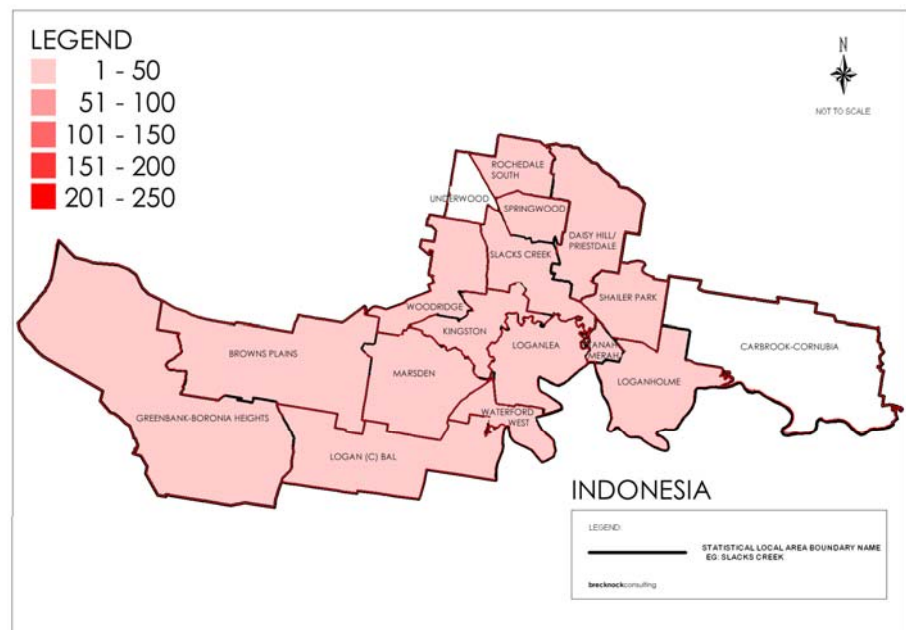
There also appears to be a settlement pattern where Woodridge with its concentration of settlement service providers is the focus of recent arrivals. Woodridge continues to record the highest concentrations of communities such as the Cambodians [439 persons] and Vietnamese [490 persons].

Note: No statistical breakdown was available for the Cambrook-Canubia statistical local area.

CITY INTERCULTURAL

MAKING THE MOST OF DIVERSITY

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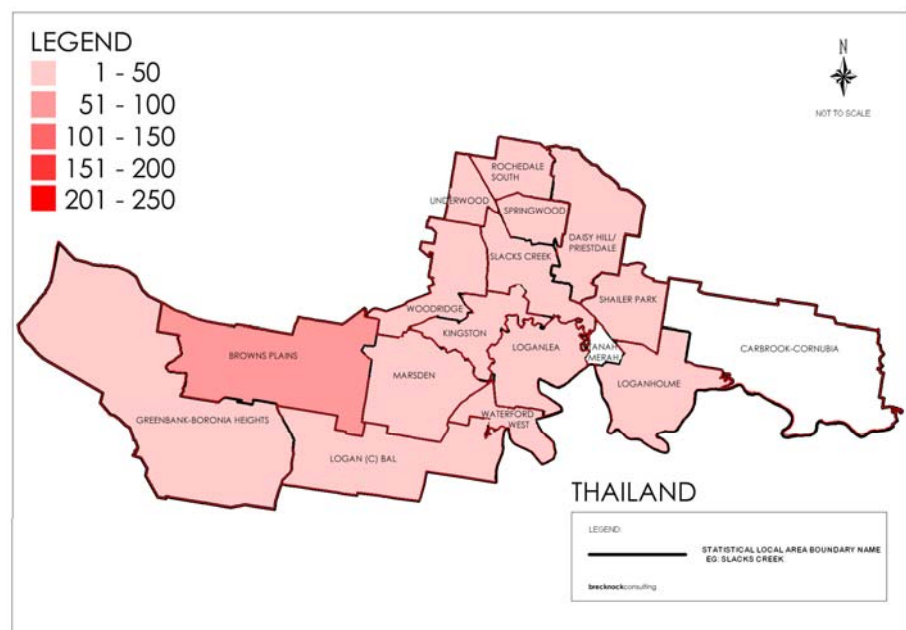
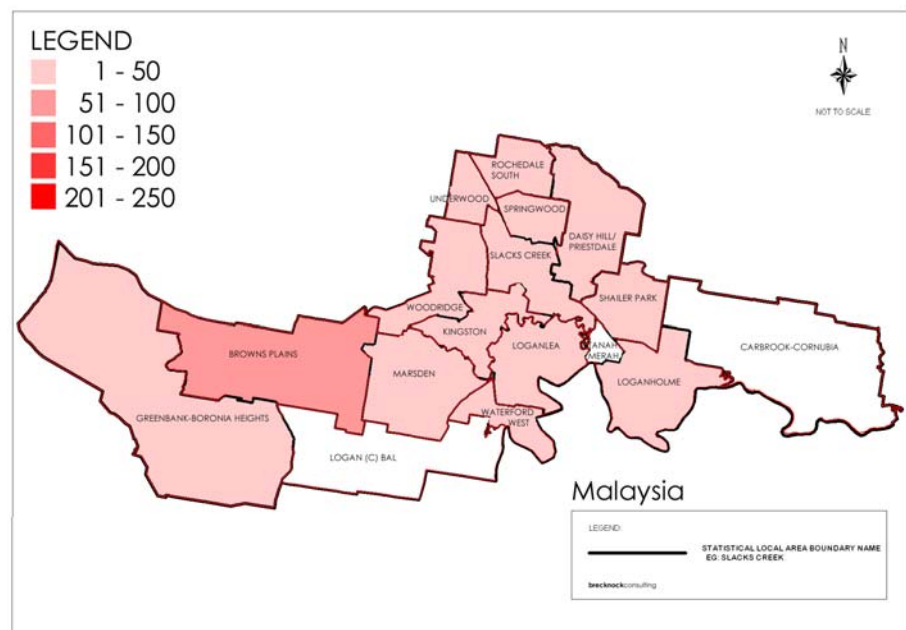


CITY

INTERCULTURAL

MAKING THE MOST OF DIVERSITY

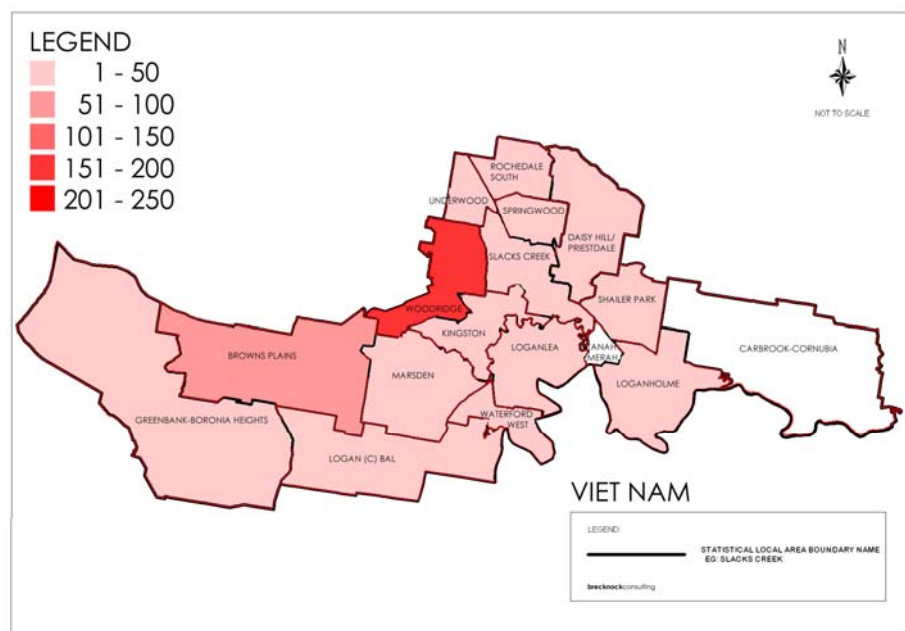
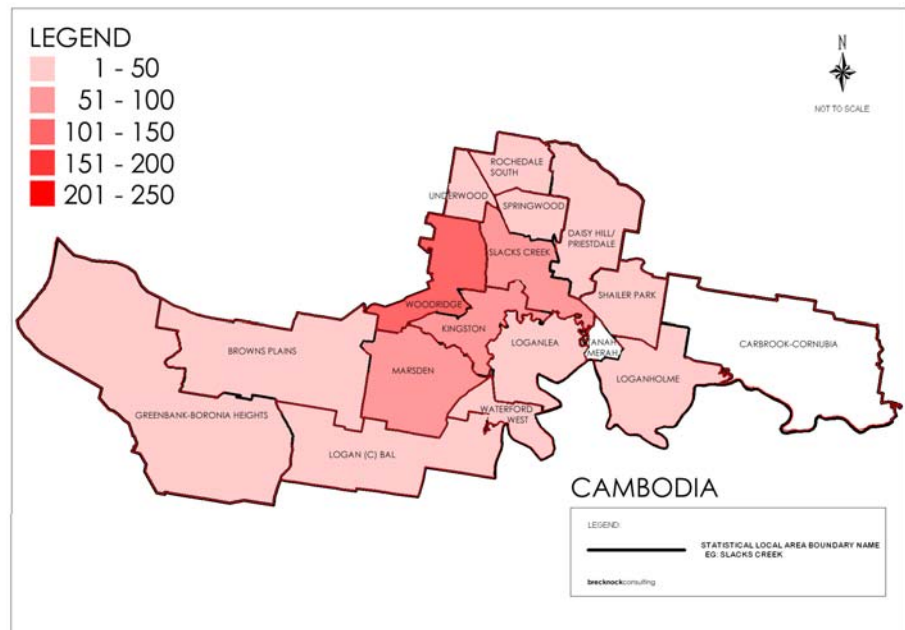
Logan case study report



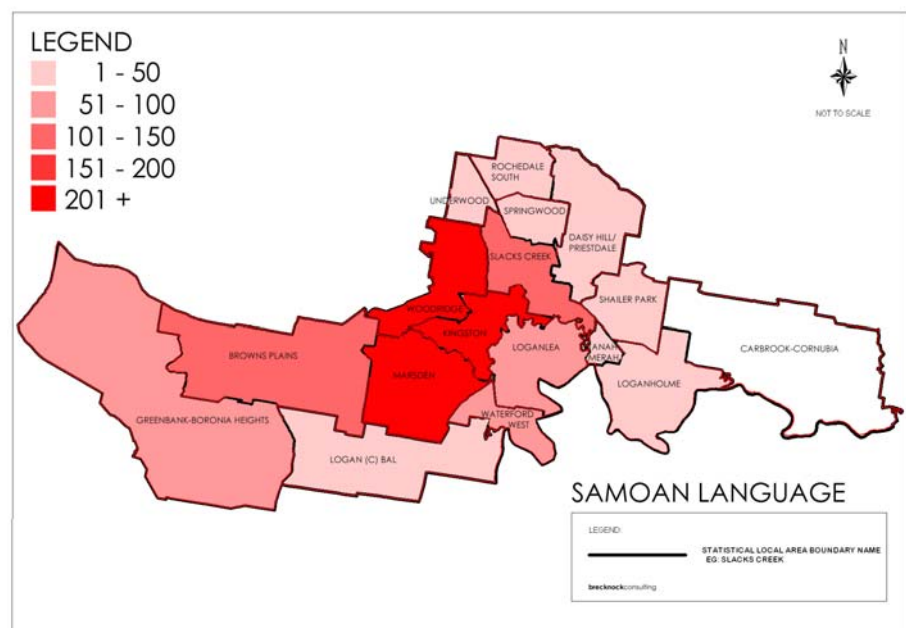
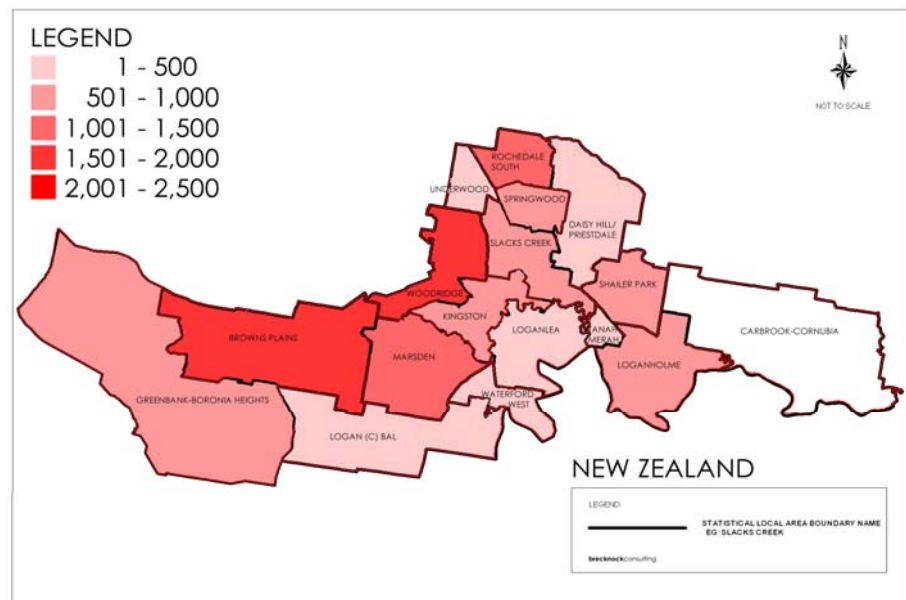
CITY INTERCULTURAL

MAKING THE MOST OF DIVERSITY

Logan case study report



Statistically 11,213 persons recorded New Zealand as their birthplace in 2001 therefore making up the second largest group after Australians. Of the 11,213 New Zealanders there is a significant number of people of Samoan, Tongan and Maori backgrounds although the exact numbers are not gathered in the statistics. However 2,118 persons reported that they spoke the Samoan language at home which provides an insight into the numbers and distribution of the Samoan community.

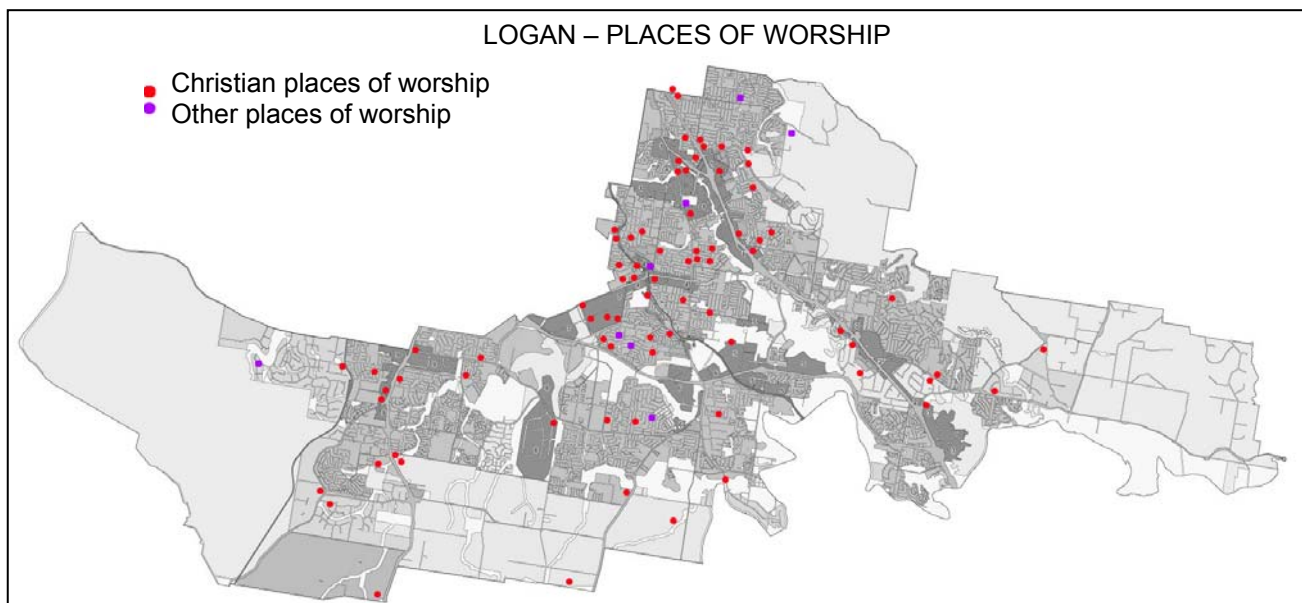


Religion

The 2001 census statistics shows a high number of people nominating their religion as one of the listed Christian faiths. In addition the other significant faiths recorded were 1,962 Buddhists and 1,435 Muslims.

Christianity	113,055
Buddhism	1,962
Hinduism	586
Islam	1,435
Judaism	90
Other religions:	753
No religion or not stated	45,678

The map below shows the distribution of all the nominated places of worship across the city of Logan. There are 78 Christian churches and 8 other places of worship including temples and mosques.



WHAT THE PEOPLE SAID

Consultation Process

The first phase of the consultation process involved a series of one-on-one interviews, and a questionnaire. [See Appendix A] Interviewees comprised people from Logan's cultural and linguistic diversity [CALD] and included a range of gender, age, ethnicity and migration experience. [See Appendix B]

The consultation approach was focused on peoples' perceptions and personal stories prompted by questions in a series of related groupings. In each group there was a qualitative question [in Bold & Italics] where people were asked to "strongly agree", "agree", "disagree", "strongly disagree" or "don't know". [See Appendix C]

The second phase involved a series of focus groups which were either general discussion on interculturalism from across a range of cultural perspectives and migration experience or more targeted discussion on issues relating to interculturalism and business or interculturalism and urban planning.

While this was by no means a representative sample of Logan's population it has provided an interesting cross-section of opinions and provided some useful insights into perceptions of openness, settlement experiences and interculturalism.

The following is a summary of what people told us in the interviews, questionnaires and focus groups. The consultation outcomes have been grouped according to the focus areas discussed; clustering, openness, intercultural activity, intercultural networking, public realm, education and business.

Clustering

The clustering questions sought to better understand the nature of the distribution across Logan of people from CALD backgrounds. People were asked about the advantages and disadvantages of gathering in geographic cultural clusters from the perspective of both social capital and economic advantage.

The picture that emerged suggested that there is a 'migrant settlement pattern' of initial clustering followed by a gradual dispersal across the city once people feel secure. It would also appear that this dispersal is influenced by the distribution of available housing stock.

The following dot points provide a summary of the interview responses and discussion at focus groups:

- Affordable housing and proximity of friends and family were highlighted as the main reason for settling and remaining in Logan *"We have family, friends and ethnic community living in Logan and we decided to start where our people are."*
- People indicated that they prefer to stay close to community and churches where there was a *"feeling of belonging and being able to be together with your own people"*
- It was suggested that a dispersed community should be seen as a healthy and secure community that does not feel it needs to cluster together for support. It was

also suggested that clustering has been the source of internal community tensions and political in fighting and has at times led to an entire suburb gaining a bad name due to the bad behaviour of a few.

- Concerns were expressed that there were negative aspects to clustering and some migrant community members saw resettlement as an opportunity to break with cultural politics/traditions in home countries
- We were told that the clustering is dependant on community attitudes and circumstances, for example it was suggested that the Muslim community in Logan is spread out because of anti-Islamic feeling and not wanting to make themselves a target. Other communities such as the Sudanese community have clustered close to the Anglican Church.
- Busy work lives and lack of disposable income make it hard for groups to find the time to meet, this is especially so for recent migrants and refugees. While clustering is important because *"it helps us maintain our culture and the disadvantage is that some members may not be available because the working time is never the same"*.
- It was suggested that most recent arrivals have settled where there are existing settlement services including schools like Woodridge that offer extensive English as a second language programs. Once more established, communities will move closer to their own support centres eg Khmer and their temple.
- Refugees in Logan tend to settle for the first six to twelve months in Woodridge and then disperse to rental properties across Logan
- The lack of public housing is one factor that pushes people into the more widespread private rental market. At the moment there is a four year waiting list. New arrivals only receive short term accommodation for six months and then have to find alternatives. Often cheaper accommodation is also a long way from public transport creating further difficulties in accessing employment and services.
- It was reported that the Department of Housing started to sell off some of the public housing stock in order to reduce the amount of clustering but had to stop because of the demand for housing. It was suggested that up to 28% of houses in some Logan neighbourhoods are public housing.
- Sometimes the availability of suitable size housing with sufficient space for large families is a determining factor for communities with extended families
- It was suggested that while many Pacific Islanders do tend to settle in areas where there is community support, many also have the cultural confidence to relocate away from the clusters
- For some the lack of gathering places leads to isolation from their community while others have found the opportunity to gather and meet regularly *"to improve the community and more especially keep our culture"*
- A number of people who identified sport as important to their lives, stating that sporting clubs play an significant social role

- We were told that the success of the strong clustering of Hmong community in Logan had attracted the Hmong community in Tasmanian to relocate to Logan and had also become a central focus for Hmong across Australia

Openness

The intercultural project team considers openness to be a precondition for interculturalism and therefore the consultation focused on questions around people's perceptions of Logan as an open and welcoming society.

The questions and discussion asked about how people felt living in the community and using public and open space such as shopping centres, parks etc. We also discussed the feel of civic institutions such as libraries and other council facilities.

Questions were also asked about the role of the local, state and national media regarding its portrayal of cultural diversity and the impact this has on building an open society.

In answer to our primary question 76% of our survey sample agreed that:

"Logan is an open community that respects and values cultural diversity"

The following dot points provide a summary of the interview responses and discussion at focus groups:

- Generally people feel welcome and accepted by the Logan community, it was suggested that this is partly due to the fact that there is a large percentage of people born overseas therefore everyone is from different backgrounds and "all in the same boat"
- People feel that Logan is very open and welcoming through the workplace, schools and services especially the libraries
- We were told that being welcomed and accepted by neighbours and the community depends very much on personalities not just on ethnicity
- Some feel that the mainstream media's negative attitudes to diversity does have an effect on the broader community
- It was noted that one can feel unnoticed in public and therefore tend to seek out people from the same cultural background
- There were mixed messages about the attitudes of the media towards cultural diversity, while there were those who had positive experiences and felt that the local media was supportive, eg the Buddhist temple, others felt that there was a lot more the media could do
- In general, people felt that the local media does make an effort to cover multicultural events and present good news stories. Perhaps more could be done

with profiles of individuals that may increase community awareness and understanding of other cultures.

- The schools are actively involved in cultural awareness raising such as an extensive English as a second language program and partnering with Community Renewal on community programs. Multilink and Council have also been working on cultural awareness program for staff and for local business.
- Shopping centres are not always comfortable places for CALD groups with some examples of subtle racism. For instance we were told that the Logan Hyperdome management has expressed concerns about Pacific Islander young people 'hanging about' in the shopping centre.
- The strong multicultural nature of Logan was identified as a very positive factor with the markets and cultural events identified as important expressions of this *"festival are a good way of bringing people together"*
- It was suggested that racism was probably more of a problem in high schools rather than primary schools and that Indigenous children may experience more difficulties than CALD groups
- While Harmony Day is a great event it is predominantly attended by members of CALD communities and workers, it is widely perceived as only for these groups rather than for the wider community
- It was noted that in Logan, especially through the agencies, that *"there is an effort that people are making to respect cultural diversity within our community, if we live together in peace then we need to understand each other"*

Intercultural Activity

The intercultural activity questions explored existing opportunities and potential barriers to cross-cultural contact and understanding in Logan. Questions were also asked about the perceived benefits to social cohesion and business of intercultural activity.

In answer to our primary question 76% of our survey sample strongly agreed that:

"Increasing interchange and dialogue between different cultures is important in developing social, cultural and/or economic wellbeing in Logan"

The following dot points provide a summary of the interview responses and discussion at focus groups:

- The majority of participants said that they make a conscious effort to interact with the broader community and to share their culture *"It provides a clearer insight into another culture and from this pride respect, understanding and privilege of ones own culture expands"*
- Increased intercultural activity will help Council to develop a greater understanding of community needs and plan accordingly *"Interchange and dialogue will result into understanding and once there's understanding between different communities,*

there will be cooperation and therefore economic wellbeing will be realised as result of the social and cultural activities among the communities”

- Interaction is essential to learning about the Australian society and ways of doing things however the big barriers are perceived to be language and lack of recognition
- There is a sense that migrants to Australia understand the importance of interaction across cultures although there is, in the early days of settlement a natural inclination to mix with others from their own community *“People with similar values and affiliations are more attractive for long term relations. There is as well people interested in our culture, religion and customs”*
- We were told that there is often little acknowledgement in Logan of the life experience that many migrants and refugees bring with them. For example, older people are not accorded the same level of respect here when they may have considerable knowledge that could benefit the wider community.
- There is a wealth of experience available through Multilink and ACCES workers but because of insecure funding arrangements many either move on to permanent positions outside the sector or burn-out. Other workers are lost following changes to government policy and priorities.
- People felt that the lack of obvious diversity within Council elected members and staff does not reflect the make up of the community they serve – the community would like to see mechanisms to encourage greater employment opportunities within Council and for increased cultural and linguistic diversity in civics and local politics
- The issue of people’s “Cultural Confidence” and sense of self needs considering and understanding its implications for intercultural dialogue
 - For example it was stated that the cultural confidence within PI communities makes it easier for people to engage in intercultural activity
- Gathering places were seen as crucial in supporting cross cultural dialogue
 - In Logan the young people have few places to meet where they can just hang out together
 - Families have been seen to stay in their car while one parent goes into a shopping centre
 - Need to consider what are the opportunities for gathering spaces at shopping centres
 - Potential for gathering nodes in strip shopping areas such as Station Rd
- The Sunday markets in Station Street Woodridge were seen as a good example of potential intercultural activity where people can learn about other cultures
- The Logan community garden was nominated as an important potential gathering place and opportunity for intercultural activity. It was suggested that it had the potential to be expanded to include programs with schools and to have economic possibilities. We were however told that there is no public transport near the existing community garden site which makes it very difficult for recent migrants without private transport.

Intercultural Networking

The consultation explored existing networks within CALD communities and networks that link across cultures. People were asked to discuss issues that prevent the effective use of networking or that stand in the way of establishing cross-cultural connections.

While we were told that there are some very good networks there was still a lot to be done about overcoming the language barrier and to creating effective links with the business community.

In answer to our primary question 69% of our survey sample agreed that:

“Logan provides many opportunities for networking between people of different cultures”

The following dot points provide a summary of the interview responses and discussion at focus groups:

- Networking was seen as providing an essential support structure *“Togetherness in difficult time as well as in time of joy (i.e. Supporting each other emotionally and physically)”*
- A high level of community networking was identified especially through sport, places of worship and support agencies
- As Logan has a very diverse community it has lots of opportunities for networking and good network organisations such as Multilink, ACCES, Centrelink etc
- People acknowledged that there were a lot of existing cultural events promoting multiculturalism, the question is – does this provide intercultural opportunities
- The majority of respondents did not feel the dispersed nature of Logan was much of a problem in regards to interacting, however there were some who feel that the transport was a problem for those who don't drive and increased the cost of getting together. Both Multilink and ACCES provide a learn to drive program for recent migrants.
- The main barriers to networking that people identified were lack of English, lack of employment opportunities and the *“complexity of diversity in Logan where there are many groups but also many individuals within these groups at differing stages of settlement”*
- It was suggested that people from CALD communities are using the Internet to stay in touch with family and friends and access the overseas news services. The libraries will be offering increased Internet training if sufficient bilingual volunteer trainers can be found.
- There may also be opportunities to invite the wider community into places where they wouldn't normally go to increase intercultural awareness and exchange such as linking community gardens to cultural events

Public Realm

The public realm plays an important role in building a welcoming, open and connected community. Therefore the consultation focused on questions about those spaces and places that felt open and welcoming and those that sent out negative messages or were culturally inappropriate.

This area of the study provoked the most divided discussions with people having very mixed feelings about our primary question.

In answer to our primary question interviewees were equally divided between the 37% of our survey sample who agreed and 37% who disagreed that:

“The public spaces, places and building in Logan feel cosmopolitan and provide opportunities for people from different cultures to meet and interact”

The following dot points provide a summary of the interview responses and discussion at focus groups:

- It was felt that public spaces in Logan did not feel cosmopolitan or reflect the communities diversity or even symbolically acknowledge Australian culture such as Aboriginal art
- While it was suggested that the environment *“should incorporate elements from different cultures”*, it was however stated by several interviewees that it would be impossible to *“design for every individual group”*
- People identified parks, swimming pools, community centres and libraries as key council facilities and important intercultural places – *“Public places such as sport field, community centres are the best places where people from different cultures interact freely”*
- It was highlighted that some cultures and groups were more inclined to utilise spaces such as parks eg the Pacific Islander community
- Council parks were seen as being very well kept and beautiful, however there was criticism of some spaces due to lack of maintenance for example *“train stations, the maintenance is very poor, especially the toilets”*
- The issue of cost and booking processes and public liability insurance were raised as a significant factor in relation to the use of local facilities
- Shopping centres were considered to be OK places although more *“public seating can be advantage at shopping centres as shopping is usually a family outing where people meet, laugh, reminisce etc”*
- Libraries do attract a cross-section of the community but activities such as story-telling are often only attended by Anglo families. Asian students do use the libraries to do homework and young people from Pacific Islander backgrounds use the libraries as a meeting place because there are few alternatives.

- Participants felt that there was potential for the Station Road shops to evolve into a diverse and exciting environment. With the possibility of more events after hours (eg night movies), extended shopping/café opening hours, more picnic areas to meet Logan's needs. In addition the train station should undergo another revitalisation.
- It was suggested that as there are few greenfield sites available in Logan, therefore redevelopment of existing sites is far more common. Due to budgets and other resource limitations, external contractors are often used but there is limited input from local community often resulting in commercial areas being too far from where prospective employees live. There may be increased opportunities for communities to have more direct contact with the Mayor, Councillors and planners.
- We were told that there is a need to think about the different cultural dimensions of the public and private cultural life and what this means for the design and planning of Logan, for example:
 - Consideration of the public expression of people's faith
 - Understanding the differing public and private gender roles

Education

The questions in this section focused on education's role in breaking down cultural barriers through the gaining of cultural knowledge and in providing an intercultural environment in which children and tertiary students develop awareness and understanding of diversity.

In answer to our primary question 31% strongly agreed and 46% of our survey sample agreed that:

"The education sector plays a critical role in developing dialogue and understanding between people of diverse cultures."

The following dot points provide a summary of the interview responses and discussion at focus groups:

- People felt that fear of the unknown [the others] was perhaps the greatest barrier to people feeling able to interact with people from different cultural backgrounds – this is especially relevant for policy makers and politicians
- Multilink's cultural awareness sessions for council staff are an ideal example of how to break down this barrier
- Education about other cultures is not such an issue for migrant communities as they have an appreciation and understanding of difference it is more of an issue for the mainstream community
- School was identified as the place where interculturalism can start because *"people interact, know one another, become friends and learn from each culture and behaviours unity and peace is exercised at school"*

- At Woodridge primary school 50% of students are from Cultural and Linguistic backgrounds and includes a significant number of students of Aboriginal and Torres Straits families
- Education was seen as an important way to improve interaction, *“dialogue and increased knowledge about other ethnic groups helps in understanding between people of diverse cultures”* – Harmony Day was nominated as a *“good way to promote togetherness and acceptance of cultures”*
- Libraries provide a key educational role to many CALD groups
 - Story telling at Springwood is mainly utilised by white and Asian families
 - Pacific Islander young people are meeting in Logan Central Library after school
 - Internet access is important for migrants and refugees to allow them to keep in contact with people and news/language from home
 - Library to provide more internet training in additional languages
 - Libraries provide meeting rooms free
 - Logan library service is doing a series of diversity Digital Stories as part of the “Qld Stories” program
- A major frustration for migrant groups is the lack of recognition of overseas qualifications
- Lack of day to day knowledge is a major problem for people arriving from long stays in refugee camps or from remote rural areas and there is a need for basic training in:
 - In household chores
 - Food buying and preparation eg school lunches
- We were told that many young people from African countries wanted to gain qualifications in Australia with the desire of eventually returning to their own country
- Concern was expressed that education was not a high priority in the Samoan community and that parents need to be encouraged to support their children’s education

Business

Finally the consultation discussed the relationship between culture and business. The questions explored the business environment in Logan, its openness to diversity and what opportunities existed to build cross-cultural business activity.

Discussions about the ‘diversity dividend’ to business in terms of increased creativity and innovation recorded a very strong positive response.

In answer to our primary question 35% of our survey sample strongly agreed and 29% agreed that:

“Interaction between different cultures in business leads to greater creativity and innovation”

The following dot points provide a summary of the interview responses and discussion at focus groups:

- The majority of people agreed that intercultural activity in business would lead to greater creativity and innovation. However, it was noted that some businesses are more open and receptive to interaction than others and it is somewhat dependant on the type of business activity.
- Generally people acknowledged that the *“Combination of different cultures in business could lead to greater creativity and innovation because every culture would strive to bring its best ideas into the business this therefore would progress the business”* but is also dependant on the business and attitudes
- It was also important that *“the role of cultural diversity is a way of making an effort to adapt good practice of another culture while avoiding some bad practice of your own culture”*
- It is important for people to be able to *“start their own business utilising ideas from their own countries of origin adding to broad and extensive experience, knowledge, different skills which have the potential if utilised and harness to create a rich socially, culturally and economic benefit”*
- We were told that the Asian community has strong inter-cultural networks that allow them to raise investment capital within the community and from overseas for projects such as the development of a retirement community with “Asian Values”. This development could become a major economic focus for Logan and it has been noted that there has been an increase in local property values.
- The street markets were identified as an important business opportunity and an intercultural opportunity:
 - Street Markets often provide a starting point for new businesses
 - Are seen as an important opportunity for cross-cultural activity
 - Important economic development opportunities for CALD communities
 - Important source of culturally specific product
 - Markets provide great suburb animation potential and links to cultural festivals throughout the year
- Festivals can be much more than just cultural events
 - Council should look into the multiplier effect from local festivals eg income from food outlets, transport and local shops etc
 - Linking all the festivals together could make a year round cultural festival calendar might create even greater strength and financial opportunities
- The Buddha’s Birthday event was an example where Logan lost an opportunity to gain considerable economic benefit. Without local support the event relocated to South Bank, the event attracted 30,000 people in its first year and continues to grow.
- People felt that Logan was missing out on a great opportunity to build on its diversity through the culture of food and restaurants

- While lack of public transport may not impede social networking within communities, it is a serious barrier to employment where most of the commercial zones in Browns Plains and Crestmead are not on public transport routes. The Blue Line bus provided by Council had limited success because it did not follow direct routes. A recent initiative by Council and Urban Renewal has been to support a subsidised shared taxi service from centres such as Woodridge to places of employment.
- The lack of public transport was seen as a problem for the growth of the Buddhist Temple in Priestdale
- We were told increasingly migrants such as the Sudanese were moving out of Logan once the initial settlement stage of the first twelve months were over due to the lack of local employment opportunities

INTERCULTURAL LOGAN

The demographics and the results of the Intercultural City consultation paint a picture of Logan City as a highly diverse, welcoming and open society that has the preconditions to be a truly intercultural city.

While Logan displays strong evidence of a culturally rich and diverse population it also shows evidence of higher than average unemployment and relatively low income averages. What the impact of migrant and refugee arrivals has on these statistics has not been researched during this study.

During the consultation phase we were told that many migrants were finding it difficult to obtain employment due to language barriers, lack of skills, lack of recognition of previous qualifications and lack of transport. However, we also heard how many were keen to build business opportunities and there were a number of inspiring stories of individuals creating economic advantage from their cultural backgrounds.

The city has a very young profile with higher than the Australian average in the 0-24 age group and below the Australian average in the 55+ bracket. This youthfulness should be seen as a very positive intercultural advantage as the evidence from our consultation in Australia and New Zealand suggests, young people show signs of being natural interculturalists. This appears to be due to both their exposure to a high level of diversity in public life, especially at school and the positive educational programs they are experiencing helping to build a greater understanding of culture and difference.

The distribution of people from culturally and linguistically diverse backgrounds across Logan further reinforces the openness of the society and suggests that people feel secure without the need for cultural clusters. The down side of this even distribution is that people expressed concerns at the lack of public transport and the need for private vehicles. This issue is reinforced by the demand for driving lessons for recent migrants and the response of the service providers in delivering specialised lessons to migrant groups.

Geographically Logan is ideally situated in one of Australia's most dynamic growth corridors and adjacent to major growth centres, the cities of Brisbane and the Gold Coast. The location implies both the potential to maximise on the outward movement of services and goods to cities across South East Queensland but also to build Logan's economy through inward movement of investment and tourism potential based on 'productive diversity'.

Logan has what many cities aspire to, diversity and cultural richness and has the potential to maximise socially, environmentally and economically on its diversity.

However, we have been told that in the past a number of great opportunities to capitalise on Logan's diversity have been missed. Most often quoted is the example of the Buddha's Birthday festival that could have brought thousands of visitors and their money to Logan. Sadly, despite the Buddhist centre in Logan, this significant cultural event is now staged at South Bank in Brisbane. This was a major missed opportunity and should not be allowed to happen again.

Institutional Framework

While there appears to be a high degree of acceptance of diversity in Logan there was little evidence that this diversity has become a significant influence on the civic institutions. Throughout the consultation phase of the project people told us that there was a need for a greater diversity of representation across leadership and governance.

Although there was a level of frustration with the lack of civic representation there was also little evidence of civic engagement. This would suggest that there is a need for local government to work with the community to inform people of the opportunities and benefits of civic involvement and to encourage greater participation.

The community rated Logan's libraries and parks very highly during the consultation, considering both to be very democratic spaces where multicultural communities were welcome. There was however some concerns expressed about other community facilities that were considered unsuitable for some community groups who had culturally specific requirements.

From the comments received during the consultation it would appear that planning for and meeting Logan's diversity presents many challenges. Especially in understanding the culturally specific needs of different groups, therefore it would be appropriate for Council to undertake a more detailed study of community needs from a cultural perspective. This knowledge would therefore inform the development of civic infrastructure and planning of service deliver.

Civil Society

Logan, we were told, is on the whole an open and welcoming community with limited evidence of racism. The city has long been a centre for migrant settlement and therefore there is a reasonable level of acceptance of the city's growing diversity. It was reported that a high percentage of recent migrants and refugees remain in Logan after the initial settlement period of six to twelve months. Logan is considered a benchmark in migrant settlement services and organisations such as Multilink and ACCES Services were highly praised by those consulted.

While people consulted recognised the importance and benefits of cross cultural networking there was limited evidence that this was happening in Logan. There was however a suggestion that this did happen at an interfaith level and through sport.

The question of social capital is closely related to the issue of clustering and to community cohesion. There is clearly a pattern of migrants clustering in the Woodridge area upon arrival and for the six to twelve months while becoming established. This is a logical process given the concentration of service organisations in Woodridge and the social capital gained through community support.

During the consultation process a number of issues have been raised around the nature of community. People talked about the value of a supportive family and extended community environment to be found through their place of worship, school or sporting organisations. In some cases people stated that it was the sense of acceptance and community support that made it possible for people to feel secure and therefore happy to disperse across the city.

An interesting dilemma about advantages and disadvantages of strong community structures was identified during discussion about the large Samoan population in Logan. We were told by members of the Samoan community that while the strength of family and community was of great benefit from the perspective of support for the individual in good and bad times, there was also negative aspect that constrained individual achievement and activities outside the community. This was seen as particularly affecting young people's educational and career prospects. For example the pressure to be involved in family and community activities often over rode the need for homework or extra curricular activities associated with education at all levels.

Business Environment

As Australia's manufacturing base declines or moves off shore the economy will be relying increasingly on the service sector and the knowledge economy. As previously discussed researchers such as Richard Florida have established significant links between creativity and diversity in successful US cities.

The advantages of productive diversity have in Australia been seen to provide a business dividend based both on increased creativity and innovation and the potential for a diverse workforce to understand the needs of overseas markets. Logan with its demographic profile and geographic location would be an ideal environment in which to build strong intercultural networks through which to maximise on local skills, knowledge and entrepreneurship.

Australians are increasingly seeking to experience a wide range of cultures through world music, multicultural festivals and street markets. Large numbers of the people have also developed a love affair with diversity through food and dining experiences. Logan has an abundance of cultural diversity that could support the development of a vibrant entertainment and dining centre especially around the Woodridge Station Road area.

Logan City web site states:

One of Logan's best kept secrets is the city's restaurant and cafe scene.

Our suburbs have an excellent selection of dining options, offering everything from Mediterranean fare, fresh seafood and contemporary Australian cuisine to the best of Asian, Indian and European delights.

Logan also has excellent clubs and hotels offering stylish decor, fine food and live entertainment.

Clearly this aspect of Logan must cease being Logan's "best kept secret" and become widely known and marketed.

Not only can food become an important form of economic development but it has the additional advantage that it can be linked to building cultural knowledge through interaction with diverse food types, food preparation and presentation traditions and interaction with a wide diversity of people. In our Auckland study we were told that there is a tendency for people to "know the food but not the cook", therefore it is important to link the cultural awareness aspect with the dining experience.

In western developed economies the importance of the creative industries is growing as creativity and innovation are increasingly being recognised as critical to developing a sustainable and competitive economy. Intercultural activity can play a valuable role in building a creative industry sector as cultural content is important in many creative areas such as film, publishing, fashion and music. Logan could capitalise on its diversity and encourage the development of a vibrant creative industry sector, especially as the sector is often built on a wide range of small to medium businesses.

As mentioned Logan is ideally located between Brisbane and the Gold Coast making it very accessible and with potential to link into and to benefit economically from South East Queensland tourism. Cultural tourism is a grown industry with tourists increasingly seeking a diversity of cultural experiences.

Built Environment

The general feeling of people consulted was that the public realm in Logan lacked evidence of the city's rich cultural life including Indigenous culture. While libraries and parks were nominated as open and welcoming spaces there were mixed responses regarding people's experiences of the shopping centres from the point of their physical design and from an experiential perspective.

A built environment issue that was keenly discussed was that of current housing stock not meeting the needs of the large and extended families of many ethnic communities. People were frustrated by houses with insufficient space for families to gather for meals and celebratory events and by what they perceive as the lack of culturally responsive town planning. These issues were especially pertinent to the Samoan community who traditionally have large families and hold large gatherings with families and friends.

This same issue was raised during the Auckland case study with the Samoan, Tongan and Maori communities. Auckland City Council is investigating ways in which it can encourage the deliver of alternate forms of housing stock through the development of demonstration housing developments in partnership with the private sector on Council owned land.

In Logan, not only is there an obligation to address the pressing need for increased affordable housing with the Logan development targets for 2004-2026 being 15,600 new dwellings, but also 15% require 'special treatment'. In response Logan City Council, like Auckland, is exploring a flexible housing pilot project in partnership with the not-for-profit sector.

Logan like most of Australia has allowed the developed of its built environment to evolve without much thought to the needs of its diverse community. Due to the lack of a central business district Logan does not have the advantage of the critical mass that a CBD brings, therefore a focus on developing each of the business activity nodes with a different feel might be an option.

THE DIVERSITY DIVIDEND

During the course of the Intercultural City research program in Logan a wide range of issues have been raised and are recoded in “what the people said”. There was also strong support for the notion of interculturalism and a desire to see Logan achieve it’s potential as a truly intercultural city.

This report has focused on assessing interculturalism as an integrated approach to city planning, design and management and can be seen to relate to all of Council’s business and service priority issues; A vibrant Community; A Strong Economy; A Sustainable Environment; and A Well Managed City.

To help achieve this potential and to maximise on the diversity dividend the following opportunities might be explored in the context of the ‘priority issues’ identified in Logan City Council’s *2006-2010 Corporate Plan*.

VIBRANT COMMUNITY

The following are relevant Corporate Plan Strategies and Intercultural City initiatives:

Active Lifestyles: *Provide a range of enjoyable recreation, sport and physical activity opportunities to meet the needs of an active and healthy community.*

Intercultural City initiatives might include:

- Undertaking a review of opportunities for increased intercultural networking and cross-cultural support between sporting organisations
- Encourage greater interaction of people from across the multicultural community through recreation activities and community events in order to increase awareness and understanding of difference

Community Health: *Minimise the community’s exposure to health risks by undertaking specific interventions-based preventative programs.*

Intercultural City initiatives might include:

- Continued investigation of alternative mechanisms for the delivery of culturally responsive affordable housing through public private partnerships
- Continued support for home safety programs targeting migrant and refugee community members

Community Celebration: *Provide a supportive environment for events and activities that promote and enhance the City.*

Intercultural City initiatives might include:

- Festivals can be used to bring together Logan’s multicultural communities and the broader population, especially by working together on the organisation and management

- Investigate the possibility of involving Logan's diverse communities in developing a 'Festival of Cultures' as a celebration of difference and an exploration of shared values

Community Partnerships: *Support opportunities from communities to network with one another and contribute towards improving their local area.*

Intercultural City initiatives might include:

- Council could facilitate the establishment of an intercultural forum to bring together the diverse communities in order that there is a sharing of knowledge and the building of networks. Such a forum would provide the mechanism to ensure greater benefits are shared across the broader community. During the consultation process examples were given of cultural events or initiative that could have been expanded for the benefit of others, but has not been capitalised on due to the lack of intercultural networking.
- The strong interfaith networking opportunities were raised by the community as an area that could be further developed for the benefit of the whole community, from a social, cultural and economic perspective

Cultural Development: *Establish wide recognition and understanding of the City's arts, culture, heritage and diversity.*

Intercultural City initiatives might include:

- An education program "Knowing your Neighbours", involving schools, shopping centres, the media and libraries, could also be built around festivals and events where the customs, values and aspirations of both long established and recent communities can be highlighted
- The local media was identified as supportive of diversity in Logan and it was suggested that Council could work with the newspaper to establish an ongoing feature on the stories of Logan people from all backgrounds. This would help to demystify difference and to expand the communities understanding of multiculturalism.

Image and Identity: *Improve the City's general appearance and image to capture a sense of community pride and positive identity.*

Intercultural City initiatives might include:

- Promote Logan's existing restaurant and café offer to the wider regional market so that it goes from being Logan's "best kept secret" to the regions "best place to dine"
- Logan has the potential to showcase a city wide "Global Village" image through its growing multicultural population. With one hundred and sixty different cultural groups resident in Logan there is enormous potential to build an exciting calendar of events around cultural diversity that would attract people from far and wide. It also provides an ideal opportunity to create a visually exciting public realm.

Social Equity: *Support a better quality of life for the community by ensuring equitable access to services and facilities.*

Intercultural City initiatives might include:

- Further develop in consultation with the community the city's cultural and community facilities to ensure that they are designed to consider the diversity of needs and relevant cultural sensitivities
- Consider ways that community facilities can help to provide employment opportunities and or provide training facilities. For example there are local government supported programs providing training and recording facilities to assist young unemployed people gain opportunities in the music industry.

STRONG ECONOMY

The following are relevant Corporate Plan Strategies and Intercultural City initiatives:

Activity Centres: *Support the City's regional, and local activity centres to ensure Logan is recognised as pro-business, employment and economic development location.*

Intercultural City initiatives might include:

- Council's Economic Development Unit could work with the Logan Office of Economic Development and local Chamber of Commerce to facilitate the development of networking between business people from multicultural backgrounds to encourage intercultural business activity
- Recognise the important link between the look, the feel and the vitality of the activity centres and economic viability. Currently the centres are not projecting a strong sense of place, uniqueness or multiculturalism.

Business Support: *Make Logan a locality of choice by supporting and assisting business enterprises starting or expanding in the City, particularly key industry sectors.*

Intercultural City initiatives might include:

- The Economic Development Unit should explore the potential growth of creative industries in Logan, building on the exiting design and music businesses. Options for partnerships with the Queensland Governments creative industry initiative through State Development should be explored.
- Further support the development and promotion of street markets as an economically viable activity and as a dynamic intercultural experience

Economic Investment: *Encourage new opportunities and projects in the City that have the capacity to expand and diversify the local economy and facilitate new business attractions and investment.*

Intercultural City initiatives might include:

- Promote the expansion of Logan's existing restaurant and café offer as a potential for vibrant street life and as a viable economic sector

- Support productive diversity initiatives through cultural and faith based communities that can draw national and international investment

Transport Planning: *Support the City's public and private transport systems so that they are reliable, affordable and convenient and are integrated with other transport networks and transit oriented developments.*

Intercultural City initiatives might include:

- Consult with culturally and linguistically diverse communities to gather information on community needs concerning access to public transport especially in regard to accessing employment opportunities
- Investigate options to encourage a greater use of the rail system in bringing Brisbane people to Woodridge as a diverse food and restaurant destination

A SUSTAINABLE ENVIRONMENT

The following are relevant Corporate Plan Strategies and Intercultural City initiatives:

Sustainable Development: *Improve the City's urban form, character and natural environment through planning and development controls, design guidelines, traditional ownership considerations and sustainable development principles.*

Intercultural City initiatives might include:

- Working with local business sector to build on the city wide "Global Village" concept by showcasing intercultural business ventures and successes
- Provide encouragement and support for those businesses that positively promote cultural diversity in terms of planning, urban design and architectural outcomes

Infrastructure Design: *Ensure the coordination and integration of the City's infrastructure networks through appropriate planning and design practices:*

Intercultural City initiatives might include:

- Taking advantage of the food and festival potential would also require the development of the public realm and business activity nodes in Logan to reflect and highlight cultural diversity through the design of the built environment and range of retail products and services on offer
- Review Council's approach to built environment planning and design to ensure that infrastructure delivery and outcomes support the needs and aspirations of Logan's culturally diverse communities. For example create community facilities that address culturally specific needs associated with gender, religious and generational considerations.

A WELL MANAGED CITY

The following are relevant Corporate Plan Strategies and Intercultural City initiatives:

Community Participation: *Ensure the community is well informed and has the opportunity to be appropriately involved in local and regional planning and policy and operational management.*

Intercultural City initiatives might include:

- There should be a program that encourages people from multicultural backgrounds to become more involved and active in local politics through Council and or community assemblies
- Council could facilitate an annual intercultural forum to bring together the diverse communities in order that there is a two way dialogue on the implications of strategic planning and policy matters

Customer Relations: *Provide friendly, responsible and accessible services to all customers in a manner reflecting Council's values.*

Intercultural City initiatives might include:

- It was proposed that the Logan Youth Council could take an active role in developing Logan as an intercultural city. Given the youthfulness of the population in Logan the Youth Council would be an ideal vehicle for the development of an aware and engaged future generation.
- The Council administration building and environs could provide an opportunity to showcase the diversity of local culture through artworks, displays and cultural events

Knowledge Management: *Provide quality corporate knowledge management throughout the organisation to assist in the delivery of services and business of Council.*

Intercultural City initiatives might include:

- There is a need for Council planners to engage with the culturally diverse communities to gain knowledge of their needs and aspirations when planning new facilities
- Continued support for Council staff gaining increased cultural literacy, understanding and awareness

AN INTERCULTURAL FUTURE

Logan can and should become a truly intercultural city - as a city it should be proud of its openness and tolerance towards diversity.

This Intercultural City research project has clearly identified that Logan has the preconditions to become an intercultural city; it has a wide and growing diversity of cultures; there is an admirable level of openness within the community; and there are excellent support services available for new arrivals.

The research also highlighted that what Logan lacks at the moment is; a cosmopolitan feel in the urban design and architecture of its activity centres; a viable and visible multicultural business scene; and a positive press and marketing image as a diverse and interesting place.

Cultural diversity in Logan is a given, as is the trend to increased diversity in the coming years.

This increased diversity can either be allowed to go down the path of a multicultural society with people respecting each others culture but essentially leading parallel lives with little or no cross-cultural experience, or in the worst case scenario a breakdown of social cohesion as has been experienced in Britain.

Alternately the city can take the inclusive intercultural path where it moves beyond the passive notion of multiculturalism to an active engagement across cultures in search of the diversity dividend and a vibrant pluralist society.

The evidence would suggest that Logan as an intercultural city is an achievable scenario. As has been demonstrated in the preceding 'Diversity Dividend' section Council's Corporate Plan provides the strategic framework upon which to build an intercultural city. The vision of achieving a vibrant community, a strong economy, a sustainable environment and a well managed city aligns with the needs and aspirations of all people regardless of their age, gender or ethnicity.

Perhaps the simple key to unlocking this future is to apply an intercultural lens to all decision making, by asking the question how would this look or function from an intercultural perspective. Therefore a new affordable housing project might shift from a cluster of traditional housing stock to an innovative architectural design that addresses the need for flexible and culturally responsive housing combinations [as is currently being considered by Logan City Council]. Interculturalism is as much a state of mind as it is a physical reality.

The research and consultation process has shown that the Logan has many people with the desire to strive for an intercultural city and the benefits it can bring. As encapsulated in the statement from the consultation:

"Interchange and dialogue will result in understanding and once there's understanding between different communities, there will be cooperation and therefore economic wellbeing will be realised as result of the social and cultural activities among the communities"

CITY

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MAKING THE MOST OF DIVERSITY

Logan case study report

APPENDICES

APPENDIX A:

Questionnaire Introduction

The term intercultural refers to the interaction between people from diverse cultural backgrounds.

The *Intercultural City* project is an international study that seeks to better understand the value of cultural diversity and the benefits of cross-cultural interaction.

In Logan the project aims to explore the relationship between settlement patterns and geographic distribution of people from diverse cultural backgrounds and extent to which this distribution is a factor in intercultural activity. Further we wish to explore how intercultural activity and networking is a source of innovation, creativity and entrepreneurship and how this can become a positive force and resources for the development of the city. The outcomes of the study are intended to inform future Logan City Council's policies and programs.

The study therefore is considering how an intercultural approach can contribute in economic terms through increased innovation, creativity and entrepreneurship. In social and cultural terms the study seeks to understand what conditions will encourage intercultural networks and enable benefits of interaction between cultures to be realised.

An essential part of the project is the gathering of peoples' perceptions of Logan as an open and welcoming city and further to understand what intercultural activity currently takes place in the education sector, in business and in the city's public places.

These interviews will be treated confidentially and only the project team will review the content. The outcomes will provide valuable insights into peoples' impressions of Logan that the team can draw upon during a series of focus group sessions scheduled for October/November.

The Questions

Clustering Questions:

The questions aim to gain an understanding of the settlement patterns across Logan and the positive and negative aspects of clustering.

1. Is Logan the only place that you have lived in Australia?
 - If not, what other towns/cities have you lived in?
 - Did you know anything about it before you arrived?
2. What were your main reasons for living in Logan?
 - If it was your decision, did you have family or friends already here?
 - Do your family and other members of your ethnic community live close to you?
3. Would you consider moving to another part of Logan/Queensland?
 - What would be an important consideration if you were to move?
 - For example, knowing other people from your cultural background? Work/study opportunities for you or your family? Other?
4. Do you maintain close links with your ethnic community?
 - How are your links maintained?
 - For example, is it through social activities, faith or business?
5. Would you describe your community as close-knit?
 - For example, does a large proportion of the community come together regularly through faith, meeting etc?
 - Has your community established support organisations, businesses, places of worship, other?
6. What do you think are the benefits of these links with community? Are there any disadvantages?
 - Are there any reasons that prevent you maintaining links with your ethnic community?
 - For example, not living nearby, transport barriers, lack of time, few meeting places or shops etc.

Openness Questions:

The questions aim to gain an understanding of perceptions of openness to diversity and the conditions that encourage or discourage attitudes of openness to others with different backgrounds to themselves.

7. How welcome or accepted do you feel living in Logan?
 - Perhaps think about when you first arrived.
 - What makes you feel welcome (i.e. really mean something to you, something you feel as welcoming from your cultural standpoint). Examples of behaviours, gestures, etc.
 - What sorts of things make you feel unwelcome? (even if unintended). Examples? (media?)

- What could change to make you feel more welcome? (festivals and civic events?)
- 8. How open and welcoming is your work, school, local shops and Council's services such as libraries, pools etc?
 - Give examples of things that make you feel welcome or accepted here.
 - Give examples of things that make you feel unwelcome or not accepted here.
- 9. Do you make a particular point of making people from other cultures feel welcome or accepted? If so, how do you do that?
 - What sorts of things do you do to make them feel welcome or accepted by you?
 - Do you find it easy to approach people from other cultures? Why or why not? If not, are there any particular reasons?
 - Prompt for social, cultural or economic reasons – eg. Too busy making a living, feel too shy, cultural restrictions on men/women?
- 10. Do the newspapers, radio and television express Logan's cultural diversity in an open and positive way? Does the wider community have an accurate understanding of your culture?
 - If yes – give examples of how openness is positively demonstrated
 - If no – give examples of how the media could do better
- 11. Do you agree or disagree with the following statement?
"Logan is an open community that respects the values cultural diversity"

Intercultural Activity Questions:

In this context interculturalism relates to interaction between people from different cultural backgrounds. The aim of this group of questions is to move beyond just openness which can be a passive position to actual cross cultural contact and interaction.

- 12. Do you have opportunities to interact with people from other cultural backgrounds?
- 12a. Who are they?
Tell me about it.
 - How and where does the interaction occur?
 - Who initiates the interaction?
 - What do you interact about?
- 12b. Are there benefits or impacts that arise from this interaction? Explain
 - Eg. Do you feel this expands your understanding (or their understanding) of different culture eg. Do you feel this expands your/their perceptions of the ways things are in the world?
 - Has it helped you in developing a sense of belonging? Explain (if yes, why has this happened? If no, why don't you agree?)

If yes, what kinds of benefits?

If no, is the impact negative or neutral? What makes it that way? What could improve that?

- 12c. If you have no interaction with people from other cultures, what are the barriers to that interactions? Would you like more? What would need to change (in your life or in your surroundings) for this to happen? What factors might encourage interaction?
13. Do you think that the dispersed nature of Logan affects interaction between different cultural groups?
- If yes – how?
 - If no – do you think this is an Issue? Explain.
14. Do you agree or disagree with the following statement?
“Increasing interchange and dialogue between different cultures is important in developing social, cultural and/or economic wellbeing in Logan”

Intercultural Networking Questions:

This group of questions builds on both the openness and intercultural questions and explores the scope and importance of intercultural networking.

15. Are you involved in networks that involves other cultures?
- With individuals or groups at work/school/faith/Council events or in the wider community
 - What kinds of people, groups (give names of formal groups)
- 15a. If you are involved, how does this help you?
- 15b. If you are not involved, what might be the barriers that prevent such networking or interaction? For example, would you feel uncomfortable becoming involved in groups outside your own community? What would make you feel more comfortable?
- 15c. How do or could these formal or informal networks assist your work, studies or business? Are these also benefits for your ethnic community and/or the wider community?
16. Are there other members of your ethnic community that are involved in intercultural networks? What type of networks?
17. Do you agree or disagree with the following statement?
“Logan provides many opportunities for networking between people of different cultures”

Public Realm Questions:

This group of questions aims to explore the interrelationship between diversity and the public realm. Public realm is defined as the public spaces in the city, the spaces between the buildings including the streets, squares, parks and foreshore areas where people meet and interact, and public facilities such as libraries, pools and community centres.

18. What public spaces do you use either regularly or occasionally either with your community or alone?
- 18a. Do some of these public places/spaces make you feel welcome/unwelcome or comfortable/uncomfortable. If so, where?
- 18b. What is it about these places that makes you feel that way?
- 18c. What about the local shopping centres?
19. Do you think that public spaces/places have a role to play in helping people from different cultures to meet or interact? How might that happen? What about the design?
20. Does Logan's public spaces/places encourage people from different cultural backgrounds to meet and interact? If yes, what features encourage interaction? If no, what features discourage interaction?
21. Do you agree or disagree with the following statement?
"The public spaces, places and building in Logan feel cosmopolitan and provide opportunities for people from different cultures to meet and interact"

Education Sector Questions:

This group of questions support earlier questions relevant to the education sector, and together are aimed at establishing the links between education, openness and interculturalism. For example do schools, colleges and universities provide an important environment in building understanding and respect for people from different cultural backgrounds.

22. What skills and/or qualifications did you have before arriving in Australia? Have these been recognised here?
23. What are you currently studying or what would you like to study in Australia?
24. Through school/university, do you believe that you have the opportunity to gain a significant appreciation or understanding of people from different cultural backgrounds?

And/or to interact with them?
 - If so, explain how this occurs. Through formal channels, or informally?
 - If not, why do you think this doesn't happen? What are the barriers?
25. Do you agree or disagree with the following statement?
"The education sector plays a critical role in developing dialogue and understanding between people of diverse cultures."

Business Questions:

This group of questions focus on business and the questions seek to gain an understanding of people's perceptions of existing diversity in the sector and what might be the potential benefits of increased diversity.

26. Were you or your family involved in business before coming to Australia? Are you or your family currently involved in a local business?
27. Do you think the business sector provides opportunities for interaction and exchange of ideas between different cultures?
 - If yes – how does this happen? Does it occur more in some businesses than others? What results from this?
 - If no – what might prevent this happening? Does it matter? Why?
28. Do you think that the exchange of ideas between diverse cultures has positive or negative impacts on creativity, productivity, innovation etc? In what way, can you give examples?
29. Do you believe that cultural diversity has a role to play in building viable businesses?
 - If yes – how would you describe the role of cultural diversity? How might it be practically demonstrated?
 - If no – why do you feel it is not an important consideration?
30. Do you agree or disagree with the following statement?
“Interaction between different cultures in business leads to greater creativity and innovation”

APPENDIX B: THE PARTICIPANTS

The following table provides details of the one-on-one interviewees and those who filled out questionnaires.

#	ETHNICITY	SECTOR/OCCUPATION	STUDENT	GENDER
01	Madi	Community Secretary		M
02	Sudanese	Counsellor/Advocate	Y	M
03	Sudanese	Community Worker		M
04	Madi/Kuku	Community Worker		F
05	Khmer	Monk		M
06	Khmer	Business owner		F
07	Maori	Community Worker	N	F
08	Tongan			
09	Bosnian	Sales Assistant	Y	F
10	Bosnian	Settlement Officer		F
11	Bosnian	Pensioner		M
12	Bosnian	Pensioner		M
13	Bosnian		Y	M
14	Bosnian	Pensioner		F
15	Samoan			
16	Cambodian/Khmer	Community Worker		F
17	Bosnian	Pensioner		F

This table does not include those who have attended the preliminary Focus Groups.

APPENDIX C: THE PRIMARY QUESTIONS

The following tables provide the quantitative answers to the primary questions included in each section of the questionnaire.

Openness

“Logan is an open community that respects the values cultural diversity”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							

Intercultural Activity

“Increasing interchange and dialogue between different cultures is important in developing social, cultural and/or economic wellbeing in Logan”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							

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Logan case study report

Intercultural Networking

“Logan provides many opportunities for networking between people of different cultures”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
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Public Realm

“The public spaces, places and building in Logan feel cosmopolitan and provide opportunities for people from different cultures to meet and interact”

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
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Education

"The education sector plays a critical role in developing dialogue and understanding between people of diverse cultures."

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
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Business

"Interaction between different cultures in business leads to greater creativity and innovation"

Interview	Sex	Ethnicity	Strongly agree	agree	disagree	strongly disagree	don't know
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