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| **Frankston City Council**  **Culturally and Linguistically Diverse (CALD) Network** |
| **Terms of Reference** |

## Purpose & Role

**1.1** Frankston City Council’s (Council) Culturally and Linguistically Diverse (CALD) Network (the Network) has been established to:

1. Strengthen Council’s communication and relationships with local CALD communities
2. Promote a safe, welcoming and inclusive community in Frankston City.

**1.2** This will be achieved by:

1. The Network will meet twice a year for Council and members to share and discuss information regarding projects, programs and services happening in Frankston City impacting CALD communities.
2. The Network will receive regular email updates from Council throughout the year:
   * Informing them of programs and services available; and
   * Encouraging members to participate community feedback opportunities regarding Council policies, plans and projects that impact CALD communities.

## Membership

**2.1** The Network will shall comprise of twelve (12) members who are:

1. Local community members who identify as CALD (Community Representatives)
2. A maximum of six (6) representatives from local organisations, groups, services or agencies that support CALD communities (Organisational Representatives).
   1. The Network will be supported and resourced by Frankston City Council officers.
   2. A Council representative will be invited to attend each Network meeting.

## Eligibility Criteria

* 1. All CALD Network members should:
  2. Have a connection to Frankston City (i.e. they live, work, study or recreate in Frankston City).
  3. Have knowledge and understanding of the needs and issues impacting CALD communities.
  4. An interest and understanding of local government services and programs from a CALD perspective.
  5. Be available and be committed to attend scheduled meetings and respond to Council emails.

# **Meetings and Responsibilities**

* 1. Meetings will occur twice per year.
  2. Dates and times for Network meetings will be set at the end of the calendar year for the following calendar year, and will be circulated to the Network.
  3. Meeting Agendas will be prepared by a supporting Council Officer, with input from Network members.
  4. The Meeting will be chaired by a supporting Council Officer.
  5. Minutes shall be recorded, circulated to members and presented at the following meeting of the Network by a supporting Council Officer.
  6. Network minutes and records of meetings are on the public record and therefore available to any member of the public wishing to view them. Where there is a requirement for confidentiality this is noted in the minutes and shall be addressed accordingly.
  7. Notification will be provided to Network members via their preferred form of communication, as soon as possible when meetings are cancelled or the venue is changed.
  8. All Network decisions, including any changes to the Network’s Terms of Reference, must be voted on by a quorum of Network Members and achieve a majority to pass. A quorum will consist of at least half the number of Network members.
  9. All CALD Network members must agree to abide by the Networks expectations as outlined in Appendix A – Code of Conduct.

1. **Observers of Meetings** 
   1. Members of the community who wish to observe Network meetings may express an interest to the Council support officer.
   2. Observers will be invited to attend a meeting, with only one (1) observer to attend per meeting.
   3. Observers will be provided with information on meeting expectations and agree to the code of conduct prior to them attending a meeting.
2. **Inclusive Practices**

**6.1** Any accessibility related support required to enable participation on the Network will be provided by Council. This includes:

1. Support for accessing information (minutes, agenda and documents in Easy English, plain language, large print, Braille, electronic and Auslan interpretation).
2. Support for engaging in the processes of the Network (e.g. one-to-one support or support staff at meetings).
3. Support for forming collegial relationships that provide informal support.
4. Covering costs for travel, participation and other reasonable costs (if not covered in a participants NDIS package).
5. **Monitoring and Evaluation**
   1. The Network will review the Terms of Reference annually, at the first meeting of the calendar year, to ensure that it continues to fulfil its purpose in response to current and emerging community need.
   2. Network members are encouraged to provide feedback about the Network and their experience throughout the year during meetings, via agenda items or by contacting the supporting Council Officer outside of meetings.

## Glossary

* **CALD –** An acronym that stands for “Culturally and Linguistically Diverse”
* **Council** – Frankston City Council
* **Community Representatives** are residents of Frankston City who identify as being CALD. **Organisational Representatives** represent a Frankston City community group with a demonstrated interest in CALD issues, or a level of state or federal government concerned with the support or wellbeing of people from CALD communities; and/or an organisation operating in Frankston City involved in service provision to CALD communities in the areas of employment, support, education or recreation.
* **Selection Criteria** – the skills, experience and abilities required/needed to become a member of the Network.
* **Quorum** – minimum number of Network members required at a meeting for the Network to be considered representative and to be able to undertake Network business.
* **Observer** -Community members who will wish to attend meetings. They do not have voting rights and do not normally have speaking rights (though the Chairperson may invite them to speak in appropriate circumstances). They can only attend two meetings a year.

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| **Appendix A**  **Frankston City Council**  **Culturally and Linguistically Diverse (CALD) Network** |
| **Code of Conduct** |

This Code of Conduct outlines the behaviours expected of Network members both within and outside Network meetings; the responsibilities and obligations of Network members, Council representatives and other parties; and, expectations with respect to ethical dilemmas or conflicts of interest.

All members shall conduct Network affairs / meetings in accordance with this code:

1. Observe the highest levels of conduct in undertaking their Network activities, recognising the values of trust, integrity, honesty, respect and justice for all
2. Act in the best interests of people who identify as CALD, and not allow personal interests to override the interests of people who identify as CALD.
3. Declare any real or perceived conflicts of interest
4. Respect diversity; treating all people equally and fairly
5. Refrain from using any circumstance or information connected to Network business for personal profit or gain
6. Protect and promote the integrity of people who identify as CALD
7. Treat others with courtesy, consideration, and sensitivity
8. Ensure all actions, decisions and advice are based on a comprehensive consideration of relevant facts and best practice
9. Use information in a careful and prudent manner
10. Develop skills and competencies in accordance with responsibilities and help others to do so

**Meeting Etiquette**

1. Strive to attend all meetings, sending apologies to the Chairperson for necessary absences
2. Prepare for the meeting by reviewing the agenda, papers and any emails before the meeting
3. Talk to the Chairperson before the meeting if you need to clarify anything
4. Arrive on time and stay until the end of the meeting
5. Participate fully in the meeting;
6. Listen to what others have to say and keep an open mind
7. Contribute positively to the discussions
8. Try to be concise
9. Help others concentrate on the meeting by discouraging side conversations
10. Have the best interests of the organisation/community in mind at all times
11. Draw attention to any potential conflicts of interest that may arise in the meeting
12. Fulfil any responsibilities assigned to you at the meeting and be prepared to report back on your progress at the next meeting

**Conflict of Interest**

Conflict of interest may arise for various reasons and Network members may have private interests that from time to time conflict with their public duties. There is an expectation that where such conflict occurs it will be resolved in favour of the community rather than private interest.

1. Members of the Network must, having reviewed the agenda for a meeting, or when becoming aware of a potential conflict of interest, immediately advise the Chairperson.
2. If appropriate, members of the Network should leave the meeting whilst the matter is discussed and not participate in any decision making relative to the issue.

**Grievances**

1. In the event of any unresolved matter or dispute, all parties concerned will be encouraged to discuss the matter and attempt to resolve it as soon as possible.
2. If the Network members/ parties are unable to resolve the dispute independently, the Network members/parties may then agree to hold a meeting in the presence of a mediator.
3. The Network may nominate a representative to be invited to assist in facilitating the decision of an acceptable mediator. All parties must agree to the mediator.
4. All parties will be given reasonable opportunity to be heard and ensure that natural justice is accorded.

**Process for Handling Breaches of the Code of Conduct**

Should there be concerns regarding a possible breach of the Code of Conduct by any Network member, the following process will apply.

1. The matter is raised in writing at a meeting of the Network for discussion, with all parties concerned having the opportunity to talk to their case;
2. The Network reviews the matter and determines a course of action. Options for addressing the breach include:
   1. A written warning to the person concerned and if it happens a second time the person's term on the Network is terminated;
   2. For issues that act against an agreed Network decision the person's term on the Network would be terminated immediately