



TOP TIPS:

Engaging with our Diverse Community

The City of Greater Dandenong is the most culturally diverse community in Australia.



Residents from
157 birth
places



65%
of its population
born overseas.

Here are some top tips for communicating with our community.



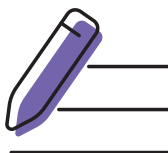
All communication is in plain English.

You can test your content at [Hemingway](#) always aiming for a grade 6 reading level.
[Use our quick cheat sheet.](#)



Always offer the interpreter service.

[Interpreter Service 1](#)
[Interpreter Service 2](#)



Use short sentences and get straight to the point.

Try not to have any sentences more than twelve words long.



Ask people what their preferred language to communicate in is.

If you are on the phone or in person, ask people what language they would like to engage in.



Identify the top five languages where you are engaging.

Can people read in their language?
[Look at our Social statistics page](#)

IDEAS

Get content translated in these languages.

Make a video/s in language with community members or Council staff.

Have key messages in language on the front page of documents/flyers.



Use community connections.

Reach out to community groups, leaders and organisations to help promote your messages and assist with translating.