



City of Canning
A welcoming and thriving city

In 2016, 50.2% of residents in the City of Canning were born overseas

30% of overseas born arrived in the five years prior to 2016

39.7% speak a language other than English at home.

We know local government is important.....





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BUT.....

How do we ensure people know enough to come through our doors and if they do.... how do we ensure we are responding to their needs and aspirations?



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**Cultural diversity is everyone's business.
We all need to become aware of our cultural lens.**





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Tomliboos (red ribbon)



Pontipines (blue ribbon)



GROUP REFLECTION

1)How did you feel about the behaviour of the other group?

2)What did you observe of their cultural norms?

3)What were the barriers in communication?



How does culture impact on your interactions?

Customers / Community

Colleagues



Tomliboo cultural norms

- Tomliboos prefer to interact with members of their own culture.
- Tomliboos do not initiate conversation. They speak only when spoken to.
- Tomliboos have very formal speech patterns. For example, they always use “sir” and “ma’am.”
- Among Tomliboos, women have more status than men. Men are chaperoned by Tomliboo women.
- Tomliboo men avoid eye contact with women from other cultures.
- Tomliboo men do not talk directly to women from other cultures. They respond through their chaperones.
- Tomliboo men can talk to men from other cultures. They can maintain eye contact with men from other cultures.
- Tomliboos use a circular communication style, they often use stories to make a point. The message is conveyed through the story.
- Face touching during conversation is commonly interpreted as an indication of deception
- Tomliboos are not very time conscious, they place great importance on social etiquette – to interrupt someone mid conversation is considered rude
- Tomliboos reserve humour for interactions with close family and friends.

Pontipine cultural norms

- Pontipines are informal and friendly.
- Among Pontipines, there are no gender roles. Men and women behave the same way.
- Pontipines are outgoing. They love to make contact with people from other cultures.
- Pontipines contacts are brief and casual.
- Pontipines are very time conscious
- Pontipines are democratic and call everyone by his or her first name.
- Pontipines value cross-gender contacts more than same-gender contacts.
- Pontipines are direct in their communication style, they cut straight to the point
- When Pontipines are interested in what the other person is saying they stroke their chin
- When Pontipines want to wrap up a conversation they look at their watch
- Pontipines have a good sense of humour they try to find a joke in everything – they make fun of themselves and others