



# Queensland Multicultural Policy

Queensland Multicultural Action Plan: 2011–14

*A multicultural future for all of us*





# Introduction

The Queensland Multicultural Action Plan 2011–14 has been developed to implement the Queensland Multicultural Policy, *A multicultural future for all of us*. The actions detailed below give practical effort to the principles and key themes outlined in the Queensland Multicultural Policy. This Action Plan is distinct from, and does not seek to duplicate, the policy initiatives or actions prescribed in other Queensland Government action plans (for example, the Reconciliation Management Plan 2007–2011).

## Core outcomes

To improve the cultural competence of the Queensland Government, all departments will address four core outcomes and report on their performance against these in their Annual Reports.

These core outcomes represent a minimum set of actions which all departments can address, regardless of their core business.

These are:

- improved cultural competence of staff
- improved access to interpreters for clients when accessing services
- improved communication and engagement with culturally and linguistically diverse (CALD) communities and/or organisations, and
- improved recruitment and retention strategies for staff from CALD backgrounds.

These core outcomes will assist in improving outcomes for people from CALD backgrounds in accessing Queensland Government services.

## Key themes

To drive action and deliver results for people from CALD backgrounds, this Action Plan is framed on six key themes.

These are:

- Multicultural recognition legislation
- Language, information and communication
- Improving service delivery
- Emerging communities
- Skills, jobs and enterprise
- Inclusive communities

Actions have been developed under each of these key themes and the Queensland Government will work in partnership with agencies, groups and institutions to achieve real outcomes for people.

The following Action Plan outlines how the Queensland Government will implement these policy priorities, the timeframes for achieving these actions and how we will measure our success.

## Roles and responsibilities

For each action, lead agency responsibilities include:

- leading the implementation of specific actions
- including information in the departments' Annual Report on the implementation of the Queensland Multicultural Policy and performance on actions and core outcomes. These reports will allow government to monitor implementation of key actions, determine whether the action is on track and make any changes that may be required

- participating on the Interdepartmental Committee on Multicultural Affairs.

The responsibilities of all agencies (including those without specific actions) include:

- the option of developing three-year agency-specific Multicultural Action Plans, incorporating actions from the Queensland Multicultural Action Plan and core outcomes
- contributing to the implementation of specific actions and reporting under the Queensland Multicultural Action Plan
- participating on the Interdepartmental Committee on Multicultural Affairs.

Multicultural Affairs Queensland is responsible for:

- advising and supporting the Minister for Multicultural Affairs
- facilitating community–government engagement
- preparing an annual highlights report on the implementation of the policy with contribution from other departments
- reporting to the Minister on the Queensland Multicultural Action Plan outcomes after three years
- funding and delivering initiatives to support community cohesion and cultural diversity
- monitoring trends, including the developing needs of new and emerging communities such as new refugee arrivals
- determining priority areas for action in consultation with the community and agencies
- coordinating activities and the Queensland Multicultural Action Plans
- supporting the Multicultural Queensland Advisory Council and Multicultural Women's Network.

## Multicultural Action Plan: 2011–14

Whole-of-Government core outcomes	Agency	Performance indicators
<b>Improved cultural competence of staff</b>	All departments	<p>Number of staff that have participated in cultural competence training annually (this may include):</p> <ul style="list-style-type: none"> <li>• number of staff attending internally provided cross-cultural training</li> <li>• number of staff attending externally provided cross-cultural training</li> <li>• number of times online cross-cultural training is accessed.</li> </ul> <p>Number of staff that have participated in cultural competence training as a percent of the total number of department staff for the year.</p>
<b>Improved access to interpreters for clients when accessing services</b>	All departments	<p>Amount spent annually on interpreters engaged by department and government funded non-government organisations.</p> <p>Number of interpreters engaged annually by the department and government funded non-government organisations.</p>
<b>Improved communication and engagement with culturally and linguistically diverse (CALD) communities and/or organisations</b>	All departments	<p>Number of key information publications translated into languages other than English, annually.</p> <p>Number of languages in which publications are available.</p> <p>Number of people from culturally and linguistically diverse backgrounds participating in information sessions or workshops on government services and/or programs.</p> <p>Number of culturally and linguistically diverse groups, peak bodies and other stakeholders consulted or engaged annually on the development or implementation of government projects, services, policies and programs.</p>
<b>Improved recruitment and retention strategies for staff from CALD backgrounds</b>	All departments	<p>Number of staff indicating they are from a non-English speaking background.</p> <p>Number of complaints raised about racial discrimination within the department.</p>

Performance indicators

1. Percentage of actions completed within the timeframe
2. Survey of agencies regarding successful implementation of actions / achievements / learnings
3. Survey of key stakeholders (developed and conducted by MAQ) indicates that actions have improved outcomes for communities

Multicultural recognition legislation

Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
Our goals for 'multicultural recognition legislation' are to strengthen statutory recognition and drive the multicultural policy's implementation.	The Queensland Government will strengthen leadership and accountability for the policy's implementation.				
	Strengthen leadership and accountability by developing legislation to recognise the policy's multicultural principles, planning and reporting arrangements	Multicultural Affairs Queensland	All departments	Statewide	2011
	Identify best practice examples for grants administration which include consideration of CALD communities, including flexibility in decision-making to ensure the different needs of different CALD groups are considered in funding programs, and considerations for assessing applications to meet funding objectives.	Department of Communities (Regional Service Delivery Operations)	Queensland Treasury, and departments with grant programs	Statewide	2011–14
	Publish information on progress of actions in the Multicultural Queensland Action Plan 2011–14, in Annual Reports.	All departments		Statewide	2012 2013 2014
	Publish a report on the Multicultural Queensland Action Plan 2011–14 action outcomes at the end of the three-year period.	Multicultural Affairs Queensland	All departments	Statewide	2014
	The Queensland Government will improve cross-government collaboration.				
	Establish a government taskforce to identify expenditure on multicultural activities. This taskforce will need to include financial and data collection expertise to identify and define the parameters and scope of the information required (i.e. government/non-government, grants, recurrent funding, administrative costs etc). The taskforce will also identify a baseline and review current financial reporting arrangements.	Multicultural Affairs Queensland	All departments, Treasury, Department of the Premier and Cabinet	Statewide	2012

Multicultural recognition legislation	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014	
		Improve cross-government collaboration by implementing the three-year, whole-of-government Queensland Multicultural Action Plan, starting in 2011.	Multicultural Affairs Queensland	All departments	Statewide	2011–14	
		Continue the Interdepartmental Committee on Multicultural Affairs to ensure whole-of-government co-operation in planning, implementing, and evaluating the Queensland Multicultural Policy.	Multicultural Affairs Queensland	All departments	Statewide	2011–14	
	The Queensland Government will strengthen the engagement of Queenslanders from culturally and linguistically diverse backgrounds in government planning, policy development and program delivery.						
		Strengthen engagement of Queenslanders from culturally and linguistically diverse backgrounds by revising the functions and membership of the Multicultural Queensland Advisory Council and establishing a Multicultural Women's Network with broad community membership.	Multicultural Affairs Queensland		Statewide	2011	
	The Queensland Government will improve data collection to inform programs and services for Queenslanders from culturally and linguistically diverse backgrounds.						
		Better inform programs and services for people from culturally and linguistically diverse backgrounds by strengthening the availability of data to inform multicultural policy, programs and services.  Establish a data coordination working group across government to identify whole-of-government needs regarding collection and analysis of data relating to CALD communities and what information is currently available.	Queensland Treasury (Office of Statistical and Economic Research)	Department of Communities, Queensland Health	Brisbane	2011–14	

	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
Language, information and communication	The Queensland Government's 'language, information, and communication' goals are to support all Queenslanders' access to the information they need in the language they need, and to support opportunities for people to build their English language skills.	The Queensland Government will ensure community and personal safety information is culturally appropriate and accessible.				
		Increase community and personal safety through the delivery of crime prevention initiatives targeting new and emerging communities, international students and visitors, and through the Queensland Government's disaster resilience and recovery initiatives.	Queensland Police Service and Department of Community Safety	Department of Communities	Statewide	2011–14
		Increase the accessibility of culturally appropriate information by translating information into languages identified as high need and making it available online.	All departments	All departments	Statewide	2011–14
		Improve awareness about surf and water safety as part of the 'On the Same Wave' initiative, which is a partnership between the Queensland Government and Surf Life Saving Queensland.	Department of Communities (Multicultural Affairs Queensland, Sport and Recreation Services)	Tourism Queensland	Statewide	2011 (Sport and Recreation Services involvement ends Dec 2011)



Language, information and communication	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
	The Queensland Government's 'language, information, and communication' goals are to support all Queenslanders' access to the information they need in the language they need, and to support opportunities for people to build their English language skills.	The Queensland Government will increase the use of interpreters and availability of translated information.				
		Establish a whole-of-government taskforce to investigate options for a Queensland Government interpreter service or strategy, including consideration of existing models within departments.	Multicultural Affairs Queensland	Queensland Health, Department of Justice and Attorney-General, Queensland Police Service, Queensland Treasury, Department of the Premier and Cabinet, Department of Transport and Main Roads, Department of Community Safety.	Statewide	Establish taskforce by end of 2011
		Increase the availability of qualified interpreters through a scholarship program to assist people from non-English speaking backgrounds to become interpreters.	Multicultural Affairs Queensland		Statewide	2012
		The Queensland Government will ensure information about Queensland law and regulations is accessible to people from culturally and linguistically diverse backgrounds, including newly arrived migrants and refugees.				
		Provide newly arrived migrants and refugees with information about Queensland law and regulations through Legal Aid Queensland's Regional Legal Assistance Forums and through implementation of a new project "Getting to Know the Law".	Legal Aid Queensland		Statewide	2011

Language, information and communication	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
	The Queensland Government will support newly arrived migrants and refugees to increase their English language skills.					
		Queensland's TAFE Institutes will continue to provide English as Second Language courses and report (annually) the number of enrolments.	Department of Education and Training		Statewide	2011–14
		Provide more occupational specific English language training through the Adult Migrant English Program delivered by TAFE Queensland.	Department of Education and Training		Statewide	2011–14

	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
Improving services	Our goal is for all Queenslanders to have equal access to services, regardless of their cultural, linguistic or religious backgrounds.	The Queensland Government will promote healthy lifestyles and preventative health initiatives to people from culturally and linguistically diverse backgrounds.				
		Culturally tailored approaches are used in preventative health strategies and campaigns.	Queensland Health	Department of Transport and Main Roads, Department of Communities (Sport and Recreation Services)	Statewide	2011–14
		The Queensland Government will address chronic disease among people from culturally and linguistically diverse backgrounds.				
		Develop and implement a coordinated approach to addressing chronic disease within culturally and linguistically diverse communities.	Queensland Health	Department of Communities (Sport and Recreation Services), Education Queensland	Statewide	2011–14
		The Queensland Government will identify and reduce risks to patient safety by improving responsiveness to clients' language and cultural needs.				
		Develop a Safe Hospital program to build the cultural capability of staff to identify and reduce patient safety risks.	Queensland Health		Statewide	2011–14

Results	Actions	Lead agency	Contributing agencies	Queensland region	
	<p>The Queensland Government will design and deliver mental health services and programs to address the particular needs of cultural or religious groups, particularly refugees.</p> <p>The Queensland Government will implement culturally appropriate reforms in disability and community care services.</p>				
	Deliver a multicultural mental health and wellbeing policy and plan to improve how mental health services and programs meet the needs of people from CALD backgrounds and increase the awareness of mental health issues among Queenslanders from CALD backgrounds.	Queensland Health	Department of Communities (Child Safety, Youth and Families)	Statewide	2011–14
	Provide additional places in community mental health services for people from culturally and linguistically diverse backgrounds, especially those in disaster affected areas.	Department of Communities		Statewide	2011–14
	<p>The Queensland Government will improve access to post-secondary school education for people from culturally and linguistically diverse backgrounds.</p> <p>The Queensland Government will support students from non-English speaking backgrounds in schools and TAFE Institutes.</p>				
	The Queensland Government will support students from a non-English speaking background in schools and TAFE Institutes.	Department of Education and Training	TAFE Institutes	Statewide	2011–14
	Provide “English as a Second Language” programs in schools and TAFE Institutes.	Department of Education and Training		Statewide	2011–14
	Develop school-based initiatives for refugee students that support their learning, social and psychological needs.	Department of Education and Training		Statewide	2011–14

Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011-2014
	<p>The Queensland Government will increase cultural capability of Queensland Government employees, including school and TAFE staff.</p> <p>The Queensland Government will support young people from culturally and linguistically diverse backgrounds to stay in school.</p>				
	Encourage child care and early education centres, schools, TAFEs and workplaces to support, recognise and participate in the range of activities that celebrate and recognise the diversity of our students, staff and the community e.g. Multicultural Week. Harmony Day, Australia Day.	Department of Education and Training	All other departments	Statewide	2012
	Work with universities to ensure graduate teachers have been appropriately prepared to support the diverse needs of students, including supporting the educational needs of students from CALD backgrounds.	Department of Education and Training		Statewide	2011
	<p>The Queensland Government will improve the engagement of parents from migrant and refugee communities in education processes.</p>				
	Supporting communities with non-English speaking backgrounds to access early childhood education programs through translated fact sheets and web information, and advertising campaigns to promote the importance of kindergarten within these communities and support them to access kindergarten services.	Department of Education and Training	Department of Communities, Arts Queensland (involvement of arts and cultural sector)	Statewide	2011-14
	Improve access to early childhood education and childcare options for children from CALD backgrounds.	Department of Education and Training		Statewide	2011-14

Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011-2014
	The Queensland Government will encourage housing development and provide fair access to affordable housing for people from culturally and linguistically diverse backgrounds.				
	Promote the Department of Communities' Housing and Homelessness services to people from CALD backgrounds, including migrants and refugees.	Department of Communities (Housing and Homelessness)		Statewide	2011-14
	The Queensland Government will deliver equitable access to government services that meet the needs of people from culturally and linguistically diverse backgrounds.				
	Ensure that Queensland Correctional Centres meet the needs of prisoners from culturally and linguistically diverse backgrounds and ensure that they are managed in accordance with their cultural needs. For example, provide meals that meet cultural and religious needs, ensure libraries have sufficient material, and ensure inspection methodology for centres includes standards for the appropriate management of prisoners from CALD backgrounds.	Department of Community Safety		Statewide	2011-14
	Deliver community engagement initiatives, supported by Residential Tenancies Authority staff, and services that assist CALD clients to understand their rights and responsibilities in Queensland's residential tenancy market.	Residential Tenancies Authority		Statewide	2011-14
	Identify legal needs in culturally and linguistically diverse communities with a view to presenting community legal education (CLE) to identified groups about identified legal issues for which Legal Aid Queensland provides services.	Legal Aid Queensland	Multicultural Affairs Queensland	Statewide	2011-14
	Provide appropriate access to transport services information.	Department of Transport and Main Roads			2011-14

Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
	The Queensland Government will work with non-government organisations to address the needs of people from culturally and linguistically diverse backgrounds.				
	Agreement of the National Strategy for Disaster Resilience is about building partnership with government and non-government organisations. This will be central to disaster management approaches.	Department of Community Safety		Statewide	2011–14
	Promote the Department of Communities' Sport and Recreation Services' programs to increase migrants and refugees participation in sporting clubs.	Department of Communities (Sport and Recreation Services)		Statewide	2011–14
	Provide culturally appropriate services by giving non-government organisations greater access to Cultural Capability Training under the Department of Communities' Community Services Skilling Plan.	Department of Communities (strengthening non-government organisations)		Statewide	2011–14
	Develop tools and resources to support the arts and cultural sector to become more responsive to cultural and linguistic diversity.	Arts Queensland		Statewide	2011–14

	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
Regional and emerging communities	Our goals for 'regional and emerging <sup>21</sup> communities' are to manage population growth sustainably and to create positive opportunities for people and communities from CALD backgrounds at risk of poor social and economic outcomes.	The Queensland Government will support improved coordination of settlement support between levels of government and non-government organisations.				
		Work with the Australian Government and other stakeholders through a Queensland Settlement Committee to align services better to meet the needs of migrants and refugees.	Multicultural Affairs Queensland	Queensland Health, Queensland Police Service	Statewide	2012
		The Queensland Government will celebrate our cultural diversity and promote community harmony at state, regional and local levels.				
		Develop an engagement strategy for growth management which highlights the benefits growth can bring to our community. Where appropriate, within key messages and other tools, the benefits that may be highlighted include the enhanced cultural and social opportunities growth can bring.	Department of Local Government and Planning (Growth Management Queensland)	Multicultural Affairs Queensland	Statewide	2013



Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011-2014
	Develop a Queensland community engagement strategy to support the Council of Australian Governments (COAG) International Students Strategy. Under this strategy Queensland will develop a proposal for community engagement activities at three priority locations in Brisbane, Toowoomba, and the Gold Coast.	Multicultural Affairs Queensland	Queensland Education and Training International and the Department of Education and Training	Brisbane South West South East	2011–12
	Develop and implement a Multicultural Queensland Partnerships Program, increasing the existing Multicultural Assistance grants to \$1 million a year .	Multicultural Affairs Queensland		Statewide	2012
	Improve access to neighbourhood facilities and support services for Queenslanders from CALD backgrounds .	Department of Communities		Statewide	2011–14
	Implement 'No-Wrong Door' initiatives for people from CALD backgrounds, especially refugees and newly arrived communities in regional areas.	Department of Communities (Regional Service Delivery Operations)		Brisbane Far North Queensland North Queensland Central Queensland South East South West North Coast	2011–14

	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011-2014
Skills, jobs and enterprise	Our goals for 'skills, jobs and enterprise' are for Queensland's economy to make the best use of our diversity, and for Queenslanders from culturally and linguistically diverse backgrounds to have equal opportunities in employment and enterprise.	The Queensland Government will promote pathways to employment for refugees and migrants, recognising prior qualifications and skills where possible.				
		The Queensland Government will support skilled migrants, and their dependents, to transition into Australian workplaces.				
		Improve pathways to employment for migrants and refugees through places in the <i>Skilling Queenslanders for Work</i> initiative.	Department of Employment, Economic Development and Innovation		Statewide	2011-14
		The Queensland Government will ensure government is a leader in recruitment and retention practices.				
		Increase the number of people from culturally and linguistically diverse backgrounds employed in the Queensland public service through the ongoing development of diversity and equity strategies.	All departments		Statewide	2011-14

Skills, jobs and enterprise	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
		The Queensland Government will raise community and industry awareness of the economic benefits of diversity.				
		Recognise entrepreneurs and companies that use their workforce's diversity to grow their business, particularly through the Queensland Multicultural Awards and other training and export awards.	Multicultural Affairs Queensland	Department of Employment, Economic Development and Innovation	Statewide	2011–14
		The Queensland Government will promote Queensland as a preferred destination for skilled and business migrants, and investment.				
		Promote Queensland as a business destination by informing prospective business migrants, migration agents and representatives about establishing a business in Queensland.	Department of Employment, Economic Development and Innovation		Statewide	2011–14
		Ensure that the Queensland State Migration Plan, is updated at regular intervals to reflect the needs of Queensland industries and employers throughout all regions of the State.	Department of Employment, Economic Development and Innovation	All departments	Statewide	2011–14
		Support Queensland entrepreneurs from CALD backgrounds through the new Business and Industry online portal at <a href="http://www.qld.gov.au/business">www.qld.gov.au/business</a> and <i>Considering a Business</i> seminars.	Department of Employment, Economic Development and Innovation		Statewide	2011–14

	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014	
Inclusive communities	Our goal for 'inclusive communities' is for people from all cultural and linguistic backgrounds to be able to participate in Queensland's community and civic life, free from discrimination and racism.	The Queensland Government will promote cultural awareness and positive community relations to all Queenslanders.					
		The Queensland Government will promote initiatives which showcase Australian and Queensland culture and diversity.					
		Inclusion of a broad range of activities in the Queensland Multicultural Festival to reflect the cultural diversity of this state.	Multicultural Affairs Queensland			Brisbane	2011–14
		Identify tourism promotional programs, such as the partnership between Tourism Queensland and the Queensland Events Corporation to promote major business, sporting and cultural events, which could feature and celebrate Queensland's diversity including the diversity found in regional Queensland i.e. food, festivals and fun.	Department of Employment, Economic Development and Innovation	Tourism Queensland, Queensland Events Corporation, Arts Queensland		Statewide	2011–14
		Promote diverse destinations in our own backyard so that Queenslanders and tourists can experience what Queensland's local precincts offer in culturally diverse food, shopping and architecture.	Multicultural Affairs Queensland			Statewide	2011–14
		The Queensland Government will strengthen community and government partnerships.					
		Ensure that CALD community issues are considered in the build and design phases of community sustainability services and programs.	Department of Environment and Resource Management			Statewide	2011–14

	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
Inclusive communities	Our goal for 'inclusive communities' is for people from all cultural and linguistic backgrounds to be able to participate in Queensland's community and civic life, free from discrimination and racism.	The Queensland Government will promote volunteering among people from culturally and linguistically diverse backgrounds.				
		Develop volunteering opportunities for people from CALD backgrounds by working with Volunteering Queensland and other key organisations	Department of Communities (Office of Volunteering)	Multicultural Affairs Queensland	Statewide	2011–14
		Maintain a range of resources on the Department of Communities website at <a href="http://www.volunteering.qld.gov.au">www.volunteering.qld.gov.au</a>	Department of Communities (Office of Volunteering)	Multicultural Affairs Queensland	Statewide	2011–14
		The Queensland Government will develop an arts and cultural sector that responds to and reflects Queensland's cultural and linguistic diversity.				
		Support artists from CALD backgrounds through grant programs for professional development and creative project development.	Arts Queensland		Statewide	2011–14

	Results	Actions	Lead agency	Contributing agencies	Queensland region	Timeframe 2011–2014
Inclusive communities		The Queensland Government will develop initiatives that preserve and promote Queensland's migrant heritage.				
		Promote Queensland's multicultural heritage by establishing a Queensland Migration Heritage Partnership initiative. This will link community groups with institutions such as the State Library of Queensland, Queensland Museum, Queensland State Archives and regional and local cultural bodies. It will promote activities that preserve and promote cultural artefacts and the migration and settlement experience.	Multicultural Affairs Queensland	State Library of Queensland Queensland Museum Queensland State Archives	Statewide	2011–14
		The Queensland Government will enforce anti-discrimination laws and promote anti-racism initiatives.				
		Develop and implement a new Multicultural Queensland Community Education campaign that: <ul style="list-style-type: none"> <li>• promotes anti-racism messages</li> <li>• promotes cultural awareness and positive community relations.</li> </ul>	Multicultural Affairs Queensland	All departments	Statewide	2011–14



## Contact Multicultural Affairs Queensland

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Interpreter

If you need an interpreter, call the Translating and Interpreting Service (TIS) on 131 450.