



| 2016–17 to 2018–19 |

Queensland Multicultural Action Plan





Multicultural Action Plan

Making it happen

This plan sets out a whole-of-government approach to implementing the multicultural policy outcomes, in line with section 20 of the *Multicultural Recognition Act 2016* (the Act). Responsibility for delivering on the multicultural policy outcomes is shared across all government agencies.

Structure of this action plan

Actions are organised by priority area, then by policy outcome.

Actions are not intended to reflect core business for departments but rather new and/or extended work to drive improved outcomes for culturally diverse Queenslanders.

It should be noted that the full contribution of government to supporting culturally diverse Queenslanders extends well beyond the actions in this action plan, with many important initiatives now part of the core business of agencies across government.

A list of abbreviations of lead agencies is provided at the back of this plan.

Monitoring and reporting

All government agencies with actions in this plan must report a summary of their progress at the end of each financial year, as set out in section 24 of the Act.

The Minister for Multicultural Affairs will report to Parliament at the end of the action plan period (end of the 2018–19 financial year) on the actions in this action plan and progress towards the multicultural policy outcomes, in line with section 21 of the Act.

Updating the plan

Actions will be monitored and updated during the action plan period to reflect new initiatives and priorities. Updated actions will be included in the online version of this plan.

Future action plans

This is the first action plan under the Act. The Act requires a further plan be prepared at least once every three years.





Priority area 1: Culturally responsive government

OUTCOMES

Improved knowledge about customers' diversity
Culturally capable services and programs
A productive, culturally capable and diverse workforce

Improved knowledge about customers' diversity

Queensland Government agencies are working together to support a **consistent approach to collecting statistical information** about the diversity of people who use their services. This will lead to better service planning, design and delivery, as we know more about the cultural and linguistic diversity of our customers.

| Action | Lead | Timeframe |
|---|---|-----------|
| Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers. | Multiple agencies: DCCSDS DJAG QPS | 2016–17 |
| Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information. | DET QH, including HHS DHPW DTMR | 2016–19 |
| Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met. | QFES | 2016–19 |





Culturally capable services and programs

We are actively working to **support cultural capability in service delivery**, implementing strategies to **engage with people from culturally diverse backgrounds** and drive improved access to services to deliver better outcomes for individuals and communities.

| Action | Lead | Timeframe |
|---|---------------------------------|-----------|
| Establish a panel of training providers to better support the cultural capability of organisations. | DCCSDS | 2016–18 |
| Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters. | DET DTMR QH RTA SLQ | 2016–19 |
| Target information to Queenslanders from culturally diverse backgrounds to help promote greater understanding and participation by these communities in energy and water issues. | DEWS | 2016–19 |
| Investigate the feasibility of a dedicated patient experience survey and developing tailored engagement strategies for patients from diverse backgrounds and their carers and families. | QH | 2016–17 |
| Undertake user experience testing when developing new online tenancy services and conduct a satisfaction survey for clients and community organisations to assist with engagement strategies. | RTA | 2016–19 |
| Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a National Disability Insurance Scheme (NDIS) environment. | DCCSDS | 2016–19 |
| Embed the Queensland Language Services Policy (LSP) and Multicultural Queensland Charter in the Human Services Quality Framework to improve access to funded services. | DCCSDS | 2016–18 |





Action

Lead

Timeframe

Support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks.

DCCSDS

2016–19

Deliver a workforce capacity and capability building strategy to strengthen the cultural capability of the domestic and family violence sector in Queensland.

DCCSDS

2016–19

Improve the cultural appropriateness of decision making for families from diverse backgrounds through the Collaborative Family Decision Making Investment Strategy (2016–19).

DCCSDS

2016–19

Promote opportunities for women from diverse cultural backgrounds to participate on boards and in leadership positions through the Toward Gender Parity: Women on Boards initiative.

DCCSDS

2016–19

Better meet the safety and support needs of women and children from diverse backgrounds affected by domestic and family violence through the rollout of services funded in the 2016–17 State Budget.

DCCSDS

2016–19

Target specific support for women from culturally diverse backgrounds as part of the Logan/Beenleigh domestic and family violence integrated response trial.

DCCSDS

2016–19

Develop a resource on using interpreters and translating information for services providing support in domestic and family violence and sexual assault situations.

DCCSDS

2016–17

Distribute funding for English as an additional language or dialect to schools according to the number of students who need the additional support rather than on an enrolment basis.

DET

2016–17

Support the integration and delivery of services that benefit all Queensland communities through Community Hubs and Partnerships.

DSD

2016–19





| Action | Lead | Timeframe |
|---|--------|-------------|
| Implement an agency-specific language services policy aligned with the LSP. | LAQ | 2016–19 |
| Improve collaboration across health portfolio agencies to deliver better health services and support for patients from diverse backgrounds and their carers and families. | QH | 2016–17 |
| Increase participation by people from diverse cultural backgrounds in health promotion, prevention and early intervention programs. | QH | 2016–19 |
| Use the Framework for Mental Health in Multicultural Australia: Towards culturally inclusive service delivery within Queensland Health. | QH | 2016–19 |
| Redevelop the department’s multicultural health web content to support better access to services and health literacy for people from diverse cultural backgrounds. | QH | 2016–19 |
| Increase availability of e-resources in languages other than English in partnership with public libraries. | SLQ | 2016–17 |
| Partner with and support multicultural community organisations in the delivery of significant events to enhance awareness of SLQ services and facilities. | SLQ | 2016–17 |
| Develop a new multicultural agency-specific strategy aligned to the Multicultural Queensland Charter, policy and action plan. | RTA | By end 2018 |
| Deliver on the Queensland Youth Strategy vision of an inclusive, respectful and supportive Queensland for young people of all backgrounds. | DCCSDS | 2016–19 |



**Action****Lead****Timeframe**

Engage with culturally diverse individuals and communities to improve understanding of the full range of housing and homelessness services, including development of culturally appropriate information resources.

DHPW

2016–18

Deliver tenancy training to support more successful tenancy outcomes for people from culturally diverse backgrounds as and where appropriate, with a focus on addressing the causes of housing vulnerability for particular client groups.

DHPW

2016–19

Include specific requirements for culturally capable service delivery and practices in future funding agreements for housing services.

DHPW

2016–17

Ensure equitable access for people from culturally diverse backgrounds to affordable and secure housing options through available services and programs.

DHPW

2016–19

Provide support for tenants to access culturally appropriate services and programs.

DHPW

2016–18

Establish a whole-of-government standing offer arrangement for interpreter and translation services in partnership with other government departments.

QH

2016–17

Ensure diversity in recruitment for qualitative research and quantitative studies when undertaking community research to inform and improve government services.

DSITI

2016–19

Develop tailored suicide prevention training and materials to support people from culturally diverse communities, particularly those from refugee backgrounds.

QMHC

2016–17





| Action | Lead | Timeframe |
|--|-----------------|-----------|
| Deliver flexible and innovative English language programs that meet diverse student needs, including those people with low literacy and/or limited prior education, people who have caring responsibilities and those who are vulnerable to being socially isolated. | TAFE Queensland | 2016–17 |
| Target suitably qualified persons from culturally diverse backgrounds to register their interest to become members of the Queensland Civil and Administrative Tribunal. | QCAT | 2016–19 |
| Raise awareness of voting and democratic processes within culturally diverse communities through a tailored democracy education program. | ECQ | 2016–19 |
| Ensure equitable access to religious visitors for people of different faiths in correctional facilities. | DJAG | 2016–19 |
| Translation of resources into 20 priority languages other than English to improve participation in early childhood education and care. | DET | 2016–19 |





A productive, culturally capable and diverse workforce

Develop and implement agency-level strategies for **improving inclusive culture** in the public service; and increasing workforce cultural diversity, aligned to the Queensland Multicultural Charter, Queensland Multicultural Policy and the Public Service Inclusion and Diversity Strategy.

| Action | Lead | Timeframe |
|---|--|-----------|
| Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector. | All departments | 2016–19 |
| Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders. | DEHP DET DJAG DSITI DEWS DCCSDS DHPW | 2016–17 |
| Provide training to address unconscious bias and other barriers in recruitment and selection. | DCCSDS DET DILGP DTMR DJAG | 2016–19 |
| Increase diversity in the QPS by providing police recruit positions specifically for people from non-English speaking backgrounds at the QPS Academy through the Culturally and Linguistically Diverse Program. | QPS | 2016–17 |
| Participate in migrant work experience programs, such as the Work and Welcome program. | DILGP DTMR SLQ | 2016–19 |
| Strengthen cultural capability components of tenancy management, training and support for housing staff. | DHPW | 2016–18 |
| Review recruitment strategies to include employment of bilingual and multilingual staff to support the needs of clients from culturally diverse backgrounds. | RTA | 2016–17 |
| Employ community liaison officers for new and emerging communities to ensure a productive, culturally capable and diverse workforce in the delivery of English language programs. | TAFE Queensland | 2016–17 |





SPOTLIGHT ON: Asylum seeker and refugee support

These actions draw on a number of outcomes, and target support for asylum seekers and refugees in Queensland.

| Action | Lead | Timeframe |
|--|--------|-----------|
| Actively support improved outcomes for refugees and asylum seekers by working with government and non-government partners to improve settlement outcomes. | DCCSDS | 2016–19 |
| Deliver 50 per cent concession fares to asylum seekers and jobseekers through the Fairer Fares package. | DTMR | 2016–17 |
| Develop and implement a refugee health and wellbeing policy and action plan under the <i>Refugee Health and Wellbeing: A Strategic Framework for Queensland 2016</i> . | QH | 2016–19 |
| Improve access to playgroups for children and families from asylum seeker and refugee backgrounds. | DET | 2016–19 |
| Improve access to kindergarten programs, especially for asylum seekers and refugees. | DET | 2016–19 |
| Develop resources for principals and teachers to deliver effective support for students from a refugee or asylum seeker background. | DET | 2016–19 |
| Provide asylum seekers in Queensland with access to the electricity rebate. | DEWS | 2017–19 |





Priority area 2: Inclusive, harmonious and united communities

OUTCOMES

Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture

Queenslanders celebrate our multicultural identity

Connected and resilient communities

A respectful and inclusive narrative about diversity

Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture

We are investing in programs that **build recognition and respect** for Aboriginal and Torres Strait Islander heritage and culture; and bridge connections between the first peoples and the broader community.

| Action | Lead | Timeframe |
|---|--------|-----------|
| Support opportunities through multicultural grants funding, which foster stronger connections between migrant and refugee communities and Aboriginal and Torres Strait Islander communities. | DCCSDS | 2017–19 |
| Partner with DCCSDS to strengthen connections between Traditional Owners and Elders, and newly arrived refugees and migrants in regions across Queensland, including promoting welcome to country ceremonies. | DATSIP | 2017–19 |
| Partner with DATSIP to increase recognition and respect across culturally diverse communities for Aboriginal and Torres Strait Islander heritage and culture, build Queensland’s story of inclusion and ensure our communities are connected and resilient. | DCCSDS | 2017–19 |





Queenslanders celebrate our multicultural identity

We are delivering actions which **celebrate and promote our rich multicultural history** and bring the Multicultural Queensland Charter to life.

| Action | Lead | Timeframe |
|--|--|-----------|
| Deliver the Multicultural Queensland Ambassador Program to engage businesses, organisations and local governments on practical ways to adopt and implement the Multicultural Queensland Charter. | DCCSDS | 2016–18 |
| Promote and celebrate Queensland’s multicultural identity and increase awareness of the benefits of multiculturalism through the Celebrating Multicultural Queensland grants program. | DCCSDS | 2016–18 |
| Celebrate events that promote cultural respect and understanding, increase awareness of Queensland’s multicultural identity and address racism. | DSITI RTA DET | 2016–19 |
| Showcase Queensland’s rich multicultural heritage and archival records through social media. | DSITI (Queensland State Archives) | 2016–17 |
| Celebrate multicultural communities throughout Queensland as part of celebrations and legacy projects for the Gold Coast 2018 Commonwealth Games. | DTEB (Commonwealth Games) | 2016–18 |
| Deliver culturally inclusive programming that responds to audiences from diverse cultural backgrounds. | Queensland Art Gallery/Gallery of Modern Art | 2016–17 |
| Engage in a program of activities with communities from across Queensland that draw on and increase access to our rich multicultural collections. | Queensland Museum | 2016–19 |
| Work with multicultural communities to develop a program of audience engagement activities for those communities. | Queensland Performing Arts Centre | 2016–17 |
| Enhance the representation of Queensland’s rich cultural heritage and identity in the John Oxley Library collection. | SLQ | 2016–17 |





Connected and resilient communities

We are driving actions to build more connected and resilient communities, where people feel a strong sense of **welcome and belonging**.

| Action | Lead | Timeframe |
|--|-----------------|-----------|
| Deliver inclusive communities projects, including community conversations, to build social cohesion on the Sunshine Coast and Gold Coast. | ADCQ | 2016–18 |
| Increase access to arts and cultural experiences created by or aimed at people from diverse backgrounds across the state through funding to organisations and individuals. | Arts Queensland | 2016–17 |
| Support social connectedness and foster intercultural activities through our investment in the Community Action for a Multicultural Society program and projects. | DCCSDS | 2016–18 |
| Encourage Queenslanders from diverse backgrounds to participate in sport and active recreation, including through targeted promotion of Get Started Vouchers to communities. | DNPSR | 2016–18 |
| Support older people from all backgrounds through the implementation of the <i>Queensland: an age-friendly community action plan</i> . | DCCSDS | 2016–19 |
| Host receptions for multi-faith leaders and various culturally diverse communities to bridge community connections and promote harmony. | DPC | 2016–19 |





A respectful and inclusive narrative about diversity

We are delivering actions aimed at **promoting a positive public narrative** which is respectful, fact based and builds understanding across and between communities.

| Action | Lead | Timeframe |
|---|----------------------------|-----------|
| Use industry forums and stakeholder engagement activities to promote the Multicultural Queensland Charter including addressing discrimination in the private rental market. | RTA | 2016–19 |
| Deliver a suite of initiatives and programs to support culturally diverse audiences and artists and promote our state’s multicultural stories. | Queensland Theatre Company | 2016–19 |
| Deliver training programs which provide information on discrimination law, unconscious bias and financial benefits of diverse and inclusive workplaces. | ADCQ | 2016–19 |
| Co-deliver a forum for multicultural leaders on strategic ways to counter or respond to misinformation, negative stereotypes, racism, vilification and discrimination in mainstream and social media. | ADCQ | 2016–17 |
| Develop sustainable opportunities with AFL Queensland to welcome refugees and migrants and include new Queenslanders in all aspects of our state’s sporting culture. | ADCQ | 2016–17 |
| Deliver an integrated public transport system that is safe and accessible to all members of the community and actively work in partnership with ADCQ and QPS to support this. | DTMR ADCQ QPS | 2016–18 |
| Actively promote the Multicultural Queensland Charter in schools across Queensland. | DET | 2016–19 |





Priority area 3: Economic opportunities

OUTCOMES

Queensland gets the most benefit from our diversity and global connections

Individuals supported to participate in the economy

Queensland gets the most benefit from our diversity and global connections

We are delivering actions which **draw on and build upon the global connections** that come from our state’s diversity.

| Action | Lead | Timeframe |
|--|----------------------------------|-----------|
| DET International to deliver cultural workshops for schools and departmental staff throughout Queensland to foster more welcoming school communities. | DET | 2016–19 |
| Encourage a global approach to education and future employment for both domestic and international students through the participation of international students in Queensland state education. | DET | 2016–19 |
| Enhance the international student experience through the implementation of the \$25.3 million International Education and Training Strategy to Advance Queensland 2016–2026. | TIQ | 2016–19 |
| Deliver the Advance Queensland Community Digital Champions Pilot Program to encourage all Queenslanders to participate in the global digital economy. | DSITI | 2016–17 |
| Implement the Advancing Small Business Queensland Strategy 2016–20 to create an environment in which Queensland is the place for small businesses to start, grow and employ. | DTEBS (Office of Small Business) | 2016–19 |





| Action | Lead | Timeframe |
|---|-----------------|-----------|
| Deliver the \$33.5 million Advance Queensland connecting with Asia — tourism, jobs in the regions strategy which will assist industry to provide a more inclusive and welcoming tourism experience for key Asian markets. | DTESB (Tourism) | 2016–19 |
| Maximise Queensland’s competitive position, drive sustained growth in Queensland’s tourism industry and deliver jobs in regional Queensland through the Queensland Asia Tourism Strategy 2016–2025. | DTESB (Tourism) | 2016–19 |
| Strengthen global connections through diplomatic visits which strengthen economic relations and promote Queensland as a welcoming and harmonious state. | DPC | 2016–19 |
| All Queenslanders are encouraged to foster innovation to build a new economy that creates jobs through the \$405 million Advance Queensland initiative, which will support innovators, start-ups, small business, industry and researchers and prepare generations of Queenslanders for the jobs of the future. | DSITI | 2016–19 |





Individuals supported to participate in the economy

We are ensuring Queenslanders from culturally diverse backgrounds are fully supported to **participate in the economy and workforce** in a way which meets their individual needs and goals.

| Action | Lead | Timeframe |
|--|---------|-----------|
| Promote opportunities for people from culturally diverse backgrounds to participate in the NDIS workforce. | DCCSDDS | 2016–19 |
| Showcase employment opportunities in the agricultural sector to students from culturally diverse backgrounds, through the Schools to Industry Partnership program and provide direct links for schools into industry opportunities at the local level. | DAF | 2016–19 |
| Assist people from culturally diverse backgrounds who are unemployed, under-utilised or under-employed in the labour market to enter and stay in the workforce through programs delivered under the Skilling Queenslanders for Work initiative. | DET | 2016–19 |
| Deliver targeted leadership programs to support international students to become future leaders. | DET | 2016–19 |
| Improve opportunities for business people from diverse cultural backgrounds to successfully tender for government work through delivery of Tendering for Government Business workshops. | DSD | 2016–17 |
| Explore service delivery options to make it easier for people to settle in Queensland by connecting them to the support and services they need to achieve meaningful employment. | DSITI | 2016–17 |
| Consider measures to improve the protection of vulnerable workers and ensure improved and effective regulation of the labour hire industry. | QT | 2016–18 |
| Transfer jurisdiction for workplace/employment related anti-discrimination matters to the Queensland Industrial Relations Commission and harness opportunities to raise awareness of workplace discrimination. | QT | 2016–17 |





| Action | Lead | Timeframe |
|--|----------------------------------|-----------|
| Undertake targeted recruitment to promote volunteering opportunities with the Queensland Fire and Emergency Services State Emergency Service and the Rural Fire Services to people from culturally diverse backgrounds. | QFES | 2016–19 |
| Engage with culturally diverse community organisations to identify barriers and generate solutions to increase participation in formal volunteering opportunities. | DCCSDS | 2016–19 |
| Deliver a volunteering strategy to drive increased participation in formal volunteering opportunities, including actions that target culturally diverse individuals and communities. | DCCSDS | 2016–19 |
| Provide targeted support to empower and enable small business owners and operators of all backgrounds to get a better start in their business, survive the tough first four years, increase their digital capabilities and reach their ambitions to grow and employ. | DTEBS (Office of Small Business) | 2016–19 |
| Support improved economic outcomes for students by working with employers to provide opportunities for work observation and work experience linked to English language learning, core skills for work and Australian workplace culture. | TAFE Queensland | 2016–17 |
| Foster a diverse volunteer workforce for the Gold Coast 2018 Commonwealth Games by promoting volunteering opportunities and working with organisations to encourage culturally diverse volunteers. | GOLDOC | 2016–18 |





Abbreviations

| | |
|---------------|--|
| ADCQ | Anti-Discrimination Commission Queensland |
| DATSIP | Department of Aboriginal and Torres Strait Islander Partnerships |
| DAF | Department of Agriculture and Fisheries |
| DCCSDS | Department of Communities, Child Safety and Disability Services |
| DEHP | Department of Environment and Heritage Protection |
| DET | Department of Education and Training |
| DEWS | Department of Energy and Water Supply |
| DHPW | Department of Housing and Public Works |
| DILGP | Department of Infrastructure, Local Government and Planning |
| DJAG | Department of Justice and Attorney-General |
| DNPSR | Department of National Parks, Sport and Racing |
| DPC | Department of the Premier and Cabinet |
| DSD | Department of State Development |
| DSITI | Department of Science, Information Technology and Innovation |
| DTEB | Department of Tourism, Small Business and the Commonwealth Games |
| DTMR | Department of Transport and Main Roads |
| ECQ | Electoral Commission Queensland |
| GOLDOC | Gold Coast 2018 Commonwealth Games Corporation |
| HHS | Hospital and Health Services |
| LAQ | Legal Aid Queensland |
| QCAT | Queensland Civil and Administrative Tribunal |
| QFES | Queensland Fire and Emergency Services |
| QH | Queensland Health |
| QMHC | Queensland Mental Health Commission |
| QPS | Queensland Police Service |
| QT | Queensland Treasury |
| RTA | Residential Tenancies Authority |
| SLQ | State Library of Queensland |
| TIQ | Trade and Investment Queensland |

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