

MULTICULTURAL AFFAIRS QUEENSLAND

ENGAGEMENT STRATEGY 2019–21

Department of Local Government, Racing and Multicultural Affairs



MINISTER'S MESSAGE



Queensland is a multicultural success story. Whether we can trace our ancestry to the Aboriginal Dreamtime, Torres Strait Islander heritage, or the achievements of our forebears coming from many different places, whether in recent times or generations ago, we are all Queenslanders. Our diversity is one of our greatest strengths.

Diversity deepens and enriches our community and provides an invaluable asset for Queensland's future prosperity. As I proudly announced during my inaugural speech to Parliament in 2006, I firmly believe that our society's success is based on our willingness to be open to and explore new ideas through diversity of thought. During that speech I also affirmed '...government needs to recommit to genuine engagement with its citizenry: genuine engagement, not consultation where citizens are asked their opinion only to see decision makers plough on with their long-held plans; genuine engagement, where citizens are invited to understand the depth of the challenges and creatively collaborate on solutions' and I am honoured to be part of the initiatives that will make this happen.

Through the mechanisms outlined in this Engagement Strategy, Multicultural Affairs Queensland, through the Department of Local Government, Racing and Multicultural Affairs will strengthen its relationships

with diverse communities, government and corporate stakeholders to build understanding of issues and opportunities and facilitate solutions.

We acknowledge there is diversity within cultural groups and that we need to engage in improved and different ways to ensure we listen to the voices of those who may be harder to reach or more vulnerable in our community.

We also acknowledge that good engagement is not a one-way street and our success will depend on the willingness of others to engage with us. We all have a role to play in fostering a safe and inclusive Queensland where everyone is welcome, has a sense of belonging and can access services and opportunities.

It is my pleasure to commend to all this Multicultural Affairs Queensland Engagement Strategy. I look forward to its implementation and ongoing genuine engagement with Queenslanders.

A handwritten signature in black ink, appearing to read 'Stirling'.

The Hon. Stirling Hinchliffe
Minister for Multicultural Affairs

MULTICULTURAL AFFAIRS QUEENSLAND ENGAGEMENT STRATEGY 2019 – 21

VISION

To lead towards inclusive and connected local communities through engagement with a range of stakeholders including community, business and government partners.

PURPOSE

To hear diverse voices to better understand issues and opportunities.

To build trust and facilitate connections between community, government and corporate stakeholders.

To remove barriers in practical ways that encourage the full participation of people from all of our diverse backgrounds in the cultural, economic, political and social life of Queensland.

To develop and deliver responsive programs that address identified needs and opportunities.

To promote the principles of the Multicultural Queensland Charter.

PRINCIPLES



INCLUSIVE

We will acknowledge and respect the expertise, perspectives and needs of diverse cultural groups, business, industry and government, in our engagement activities.



TIMELY

We will proactively engage and connect the right stakeholders at the right time to develop appropriate solutions.



ACCESSIBLE

We will ensure stakeholders have easy and consistent access to information and support to participate in engagement activities in a meaningful way.



TRANSPARENT

We will be honest and open in our engagement and set clear expectations.



MEASURABLE

We will evaluate the success of our engagement activities to better understand what works and improve our engagement over time.



TRUST

We will establish trust as part of our commitment to meaningful and open engagement.

OUR FUTURE STATE: ADVANCING QUEENSLAND PRIORITIES

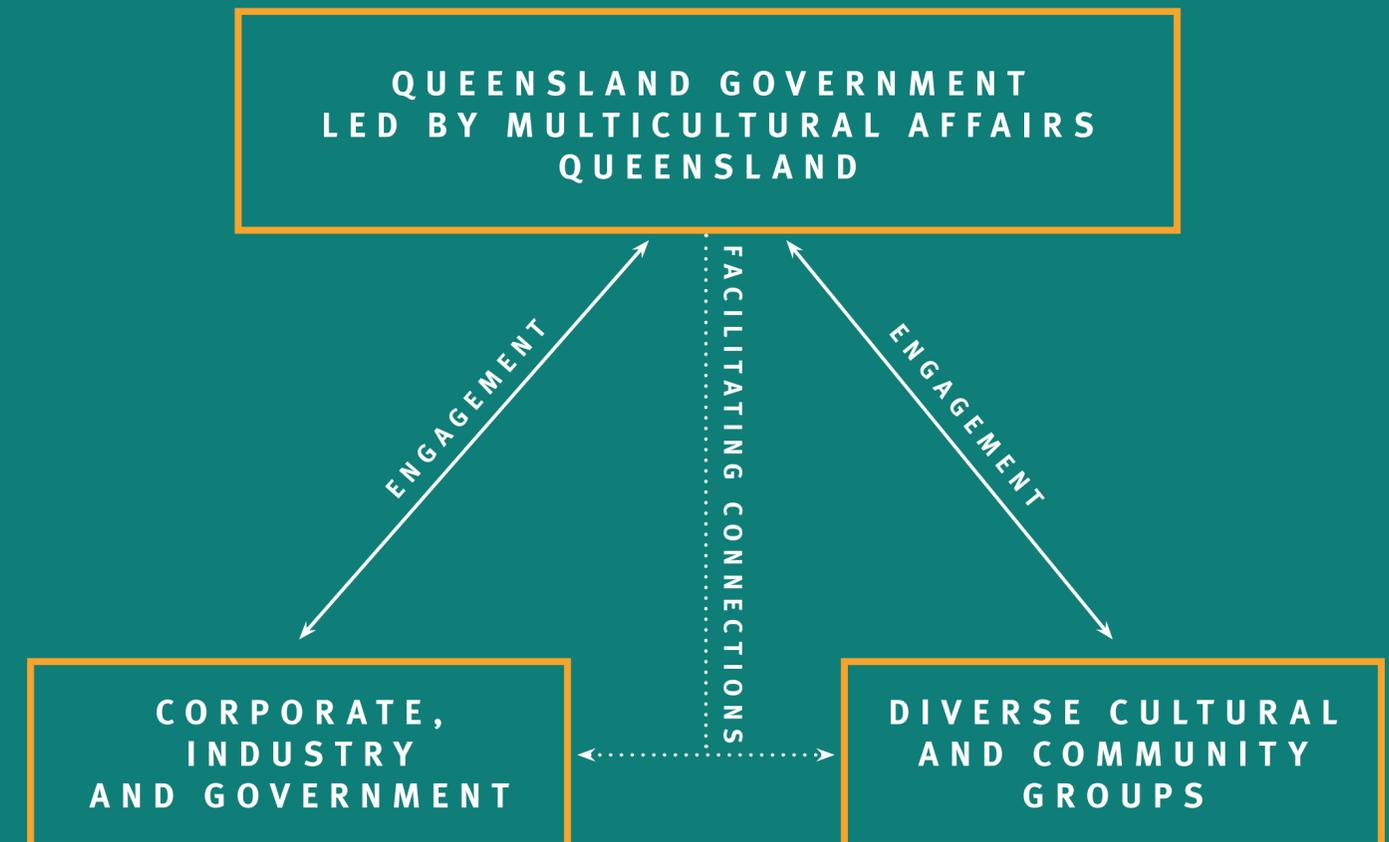
BE A RESPONSIVE GOVERNMENT

We make Queensland Government services easier to use by improving access for diverse groups and strengthening cultural capability.

CREATE JOBS IN A STRONG ECONOMY

We facilitate connections and address barriers to economic participation for those Queenslanders who need it most.

WHO WE WILL ENGAGE



ENGAGEMENT METHODS

CURRENT ENGAGEMENT METHODS

- Multicultural Queensland Charter (developing actions across whole of Government)
- Multicultural Queensland Advisory Council
- Government Forums/Advisory Committees/Working Groups
- Multicultural Queensland Ambassador Program
- Multicultural Queensland Month
- Multicultural Queensland Awards
- Community event attendance
- Stakeholder meetings
- Current funded programs:
 - Community Action for a Multicultural Society
 - Celebrating Multicultural Queensland
 - Welcoming Cities
 - Asylum Seeker and Refugee Assistance.

STRENGTHENED APPROACHES



COMMUNITY ENGAGEMENT

We will undertake community engagement in a range of different ways, including through online and social media as well as face-to-face. We will gather information through program monitoring and by participating meaningfully at community events.



FACILITATING CONNECTIONS

We will be a conduit to assist corporate organisations on the Multicultural Queensland Ambassador Program and government agencies to build their cultural capability and take action to support social and economic opportunities for refugees, migrants and people seeking asylum.



ENGAGEMENT EVENTS

We will facilitate and participate in events which bring people from community, government and corporate organisations together to share information, build capability and collaborate on opportunities to remove barriers to participation.



ENGAGEMENT ON SPECIFIC ISSUES AND OPPORTUNITIES

We will actively reach out and respond to issues and opportunities impacting on Queensland communities that may arise from local, state, national or international events.



ANNUAL STAKEHOLDER SURVEY

We will conduct an annual stakeholder satisfaction survey to measure progress in implementing the strategy and achieving our vision.

WHAT SUCCESS LOOKS LIKE

- We have improved knowledge and information about the issues and opportunities for people from diverse backgrounds, to deliver policies and programs that are responsive to Queensland's diversity.
- There is an increase in culturally responsive customer service for the benefit of culturally diverse Queenslanders.
- There are positive intercultural connections and respect between diverse communities, government and corporate organisations.
- We have strong relationships built on trust which help us stand up and stand together in times of need.

