



**QUEENSLAND
MULTICULTURAL
ACTION PLAN**
2019–20 TO 2021–22



Queensland Multicultural Action Plan 2019–20 to 2021–22

Making it happen

The Queensland *Multicultural Recognition Act 2016* (the Act) articulates the Queensland Government's commitment to multiculturalism and fostering opportunities for people from a range of diverse cultural, religious and linguistic backgrounds.

A key component of the Act is the Multicultural Queensland Charter (the Charter). The Charter sets out eight principles which promote Queensland as an inclusive, harmonious and united community.

The Queensland Multicultural Policy: Our story, our future (Policy) embeds the principles of the Charter and sets three priorities for government action to:

1. achieve culturally responsive government;
2. support inclusive, harmonious and united communities; and
3. improve economic opportunities.



This Queensland Multicultural Action Plan (Action Plan) is the second required under the Act. It builds on actions undertaken by Queensland Government agencies under the Queensland Multicultural Action Plan 2016–17 to 2018–19. Key outcomes achieved under the Policy from 2016–17 to 2018–19 are summarised in the First Progress Report on the Queensland Multicultural Policy.

This Action Plan sets out a whole-of-government approach for implementing Policy priorities in accordance with the Act. Responsibility for delivering on Policy outcomes is shared across Queensland Government agencies.


What this Action Plan includes

All Government initiatives and services, including funded services, are expected to be responsive to all Queenslanders. The full contribution of Queensland Government support to Queenslanders from culturally diverse backgrounds extends well beyond the actions in this Action Plan.

This Action Plan highlights significant new or extended government actions specifically delivering on the Policy priorities and outcomes from 2019–20 to 2021–22.

Selected continuing initiatives, including actions from the Queensland Multicultural Action Plan 2016–17 to 2018–19, are included at Appendix 1 to this Action Plan.

How to read this Action Plan

Actions are set out by Policy priority. Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at www.dlgrma.qld.gov.au, click on 'Multicultural Affairs', then click on 'Queensland Government Multicultural Policy and Action Plan'.

Monitoring and reporting

Section 24 of the Act sets out requirements for Government entities with actions in this Action Plan to report a summary of their progress at the end of each financial year.

As initiatives listed at Appendix 1 are not considered part of this Action Plan, reporting requirements outlined in Section 24 of the Act do not apply to them.

The Minister for Multicultural Affairs will report to Parliament at the end of this Action Plan period (end of the 2021–22 financial year) on the actions in this Action Plan and on progress towards achieving Policy outcomes, in line with Section 21 of the Act.

Updating the Action Plan

Actions will be monitored and updated during this Action Plan period to reflect any significant new initiatives.

Contributing to Our Future State: Advancing Queensland's Priorities

The Policy and Action Plan support priorities set out in the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start

Abbreviations

DAF	Department of Agriculture and Fisheries
DATSIP	Department of Aboriginal and Torres Strait Islander Partnerships
DCDSS	Department of Communities, Disability Services and Seniors
DCSYW	Department of Child Safety, Youth and Women
DES	Department of Environment and Science
DESBT	Department of Employment, Small Business and Training
DHPW	Department of Housing and Public Works
DITID	Department of Innovation, Tourism Industry Development and the Commonwealth Games
DJAG	Department of Justice and Attorney-General
DLGRMA	Department of Local Government, Racing and Multicultural Affairs
DNRME	Department of Natural Resources, Mines and Energy
DoE	Department of Education
DPC	Department of the Premier and Cabinet
DSDMIP	Department of State Development, Manufacturing, Infrastructure and Planning
DTMR	Department of Transport and Main Roads
DYJ	Department of Youth Justice
ECQ	Electoral Commission of Queensland
JQ	Jobs Queensland
LAQ	Legal Aid Queensland
PSC	Public Service Commission
QAGOMA	Queensland Art Gallery / Gallery of Modern Art
QCAT	Queensland Civil and Administrative Tribunal
QCS	Queensland Corrective Services
QFES	Queensland Fire and Emergency Services
QH	Queensland Health
QHRC	Queensland Human Rights Commission
QM	Queensland Museum
QMHC	Queensland Mental Health Commission
QPAC	Queensland Performing Arts Centre
QPS	Queensland Police Service
QRA	Queensland Reconstruction Authority
QT	Queensland Treasury
QTC	Queensland Theatre
RTA	Residential Tenancies Authority
SLQ	State Library of Queensland
TIQ	Trade and Investment Queensland

Priority area 1: Culturally responsive government

Being a culturally responsive government is about planning and delivering services and programs for a multicultural community, tapping into the benefits of diverse and inclusive workforces and ensuring that every Queenslanders feels respected and supported when using Queensland Government services. It is also about responding specifically to people experiencing significant barriers and vulnerabilities. The Queensland Government will continue to support refugees and people seeking asylum to reduce barriers and create opportunities to participate and contribute to our economic, social and cultural future.

Outcomes

Improved knowledge about customer diversity






We are working towards a consistent approach to collecting statistical information about the cultural and linguistic diversity of our customers. This will lead to better service design and delivery.

Culturally capable services and programs

We are delivering better outcomes for individuals and families by supporting capability across the Queensland Public Sector to engage effectively with people from culturally diverse backgrounds.

A productive, culturally capable and diverse workforce





We are building an inclusive culture in the Queensland Public Sector. This is evidenced by a workforce that is reflective of all forms of diversity.

Action	Advancing Queensland's Priorities	Responsible agency	Timeframe
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds ^{1,2} .		DCSYW DHPW DJAG DoE DTMR DYJ QCS QFES QH	2019–22
 Use diversity and customer experience data to inform and improve service design.		DCDSS DCSYW DESBT DHPW DNRME ECQ PSC QH RTA	2019–22
 Foster cross-sector partnerships to increase participation of people from culturally diverse backgrounds in government and community services.		DHPW SLQ	2019–22

¹ This action relates to the commitment in the Queensland Multicultural Policy: Our story, our future regarding a consistent approach to collecting statistical information about the diversity of people who access Queensland Government services. It builds on related actions in the Queensland Multicultural Action Plan 2016–17 to 2018–19. Agency implementation plans outline steps for relevant government agencies to collect and report on the minimum mandatory indicators for customers from culturally diverse backgrounds.

² The QPS collects information for legitimate law enforcement purposes only and cannot collect or disclose customer information as outlined in the Queensland Multicultural Policy: Our story, our future. QPS officers across the state have access to the QPS Annual Environmental Scan which details cultural diversity trends in the community and which assists with QPS internal planning to address the needs of the whole community.

Action	Advancing Queensland's Priorities	Responsible agency	Timeframe
Support Queenslanders from culturally diverse backgrounds to better prepare for and recover from disasters. 		DCDSS DSDMIP (QRA) QFES	2019–22
Develop and promote specific resources to improve access for customers from culturally diverse backgrounds. 		DJAG LAQ	2019–22
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 		All agencies	2019–22
Work with the whole-of-government Strategic Workforce Council to support new approaches to developing cultural capability strategies, including online options.		PSC	2019–22
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22
Work with community groups and non-government providers to include programs which can be undertaken by people from culturally diverse backgrounds experiencing hardship to satisfy their State Penalty Enforcement Registry debt.		QT	2019–22
Work with government agencies, funded services and suppliers to ensure the whole-of-government language services panel arrangement addresses customer needs.		QH	2019–22
Develop an interactive online resource on Queensland demographic and diversity data.		DLGRMA	2019–22
Administer the Asylum Seeker and Refugee Assistance program responding to the needs of vulnerable refugees and people seeking asylum on temporary visas.		DLGRMA	2019–21
Provide funding to support the provision of specialist legal support and advice for refugees and people seeking asylum.		DJAG	2019–20

Action	Advancing Queensland's Priorities	Responsible agency	Timeframe
Identify and address barriers to public health services, including oral health and pharmaceuticals for refugees and people seeking asylum.		QH	2019–22
Develop and release a new refugee health and wellbeing policy and action plan.		QH	2019–22
Develop child and adult immunisation content as part of the Adult Migrant English Program.		TAFE Queensland and QH	2019–22
Provide a suite of products and services to access, secure and sustain private rental tenancies for eligible Queenslanders, which may include those from culturally diverse backgrounds.		DHPW	2019–22

Priority area 2: Inclusive, harmonious and united communities

Building inclusive, harmonious and united communities starts with recognition of our common hopes and dreams. Inclusive, harmonious and united communities are where people understand, appreciate and celebrate difference; recognise the vast potential and benefits that diversity offers us as individuals and as communities; embrace new perspectives and develop together.

Outcomes

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

We acknowledge the fundamental importance of recognition and respect for Aboriginal peoples and Torres Strait Islander peoples and their heritage and culture to building inclusive and harmonious communities across Queensland.

Queenslanders celebrate our multicultural identity









We celebrate and promote our rich multicultural community, including bringing the Multicultural Queensland Charter to life.





Connected and resilient communities

We are building more connected and resilient communities where people feel a strong sense of welcome and belonging.

A respectful and inclusive narrative about diversity

We are promoting a positive public narrative which is respectful, fact-based and builds intercultural understanding.

Action	Advancing Queensland's Priorities	Responsible agency	Timeframe
Support opportunities to foster stronger connections between migrant and refugee communities with Aboriginal and Torres Strait Islander communities.		DLGRMA	2019–22
Work with DLGRMA and culturally diverse communities to promote and respect Aboriginal and Torres Strait Islander culture, including fostering relationships with Traditional Owners and Elders.		DATSIP	2019–22
Work with organisations through the Multicultural Queensland Ambassador Program to apply the Multicultural Queensland Charter to their business practices and support Queenslanders from culturally diverse backgrounds in practical ways.		DLGRMA	2019–22
 Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.		All agencies	2019–22
Assist in reducing financial barriers to physical activity for eligible children and young people, including those from culturally diverse backgrounds, through a subsidy program.	 	DHPW	2019–22
Promote the rights, interests and wellbeing of women and girls from culturally diverse backgrounds.		DCSYW	2019–21

Action	Advancing Queensland's Priorities	Responsible agency	Timeframe
 <p>Celebrate and promote Queensland's multicultural identity, such as through government publications and communication.</p>		DCDSS DES (QAGOMA, QM, QPAC, QTC) DESBT DITID DJAG DLGRMA DSDMIP QHRC TAFE Queensland	2019–22
 <p>Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign³.</p>		All agencies	2019–22

³ Specific sub-actions, where nominated by agencies, can be viewed on the web version of the Queensland Multicultural Action Plan 2019–20 to 2021–22.

Priority area 3: Employment opportunities

Queensland's cultural and linguistic diversity is one of our greatest strengths. Our diversity is part of who we are as Queenslanders and offers remarkable opportunities and benefits for our future economic development. To get the most from our diversity, we need to build a community and economy where all individuals can participate, successfully navigate systems, overcome barriers and achieve their economic goals.

Outcomes

Queensland gets the most benefit from our diversity and global connection

We are drawing on and building upon the global connections that come from our state's diversity.

Individuals supported to participate in the economy

We are ensuring that 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	Advancing Queensland's Priorities	Responsible agency	Timeframe
Work together to address the findings of the Deloitte Access Economics report <i>Seizing the opportunity: Making the most of the skills and experience of migrants and refugees</i> .		DESBT, DLGRMA, JQ and TIQ	2019–22
Enable future local government grant programs to support training and employment opportunities for people from culturally diverse backgrounds.		DLGRMA	2019–22
Ensure future investments in sport and recreation infrastructure and programs are best practice and generate social benefits for the community, where appropriate, to meet the needs of people from culturally diverse backgrounds.		DHPW	2019–22
Provide opportunities for refugees, people seeking asylum and eligible temporary residents to participate in skills training that leads to job outcomes, including pathways to apprenticeships and traineeships.		DESBT	2019–22
Promote entrepreneurship as a pathway to employment and connect entrepreneurs from culturally diverse backgrounds and social enterprises to government small business support programs and services.		DESBT	2019–22
Increase the diversity of Electoral Commission of Queensland's temporary workforce for major election events in 2020.		ECQ	2019–20
Support skills development and career opportunities for people from culturally diverse backgrounds in the creative workforce.		DES (QAGOMA, QM, QPAC, QTC)	2019–22












Action	Advancing Queensland's Priorities	Responsible agency	Timeframe
<p>Provide pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum, such as through work experience, internships or targeted recruitment.</p>		DCDSS DCSYW DES DESBT DHPW DLGRMA DNRME DPC DSDMIP DTMR DYJ LAQ PSC QCS QFES QH QHRC QT SLQ	2019–22

Government entities covered under 'All agencies' in the Queensland Multicultural Action Plan 2019–20 to 2021–22

Department of Aboriginal and Torres Strait Islander Partnerships
Department of Agriculture and Fisheries
Department of Child Safety, Youth and Women
Department of Communities, Disability Services and Seniors
Department of Education
Department of Employment, Small Business and Training
Department of Environment and Science
Department of Housing and Public Works
Department of Innovation, Tourism Industry Development and the Commonwealth Games
Department of Justice and Attorney-General
Department of Local Government, Racing and Multicultural Affairs
Department of Natural Resources, Mines and Energy
Department of State Development, Manufacturing, Infrastructure and Planning
Department of the Premier and Cabinet
Department of Transport and Main Roads
Department of Youth Justice
Electoral Commission of Queensland
Legal Aid Queensland
Public Service Commission
Queensland Corrective Services
Queensland Fire and Emergency Services
Queensland Health
Queensland Human Rights Commission
Queensland Mental Health Commission
Queensland Police Service
Queensland Treasury
Residential Tenancies Authority
State Library of Queensland
TAFE Queensland
Trade and Investment Queensland











Appendix 1

Selected continuing government initiatives focused on people from culturally diverse backgrounds

Action	Advancing Queensland's Priorities	Responsible agency
Priority area 1: Culturally responsive government (including support for refugees and people seeking asylum)		
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.		All departments
Provide support, including through funding community organisations, to better meet the safety and support needs for women and children from diverse backgrounds affected by domestic and family violence.		DCSYW
Provide targeted support for our most vulnerable young people, including those from culturally diverse backgrounds, through delivery of the Queensland Youth Strategy.		DCSYW
Support people with disability, including those from culturally diverse backgrounds, through implementation of the All Abilities Queensland: Opportunities for all state disability plan 2017-20.		DCDSS
Support older people from diverse backgrounds through implementation of the Queensland: an age-friendly community action plan.		DCDSS
Improve access to playgroups and kindergarten programs for children and families, especially for refugees and people seeking asylum ⁴ .		DoE
Promote the Multicultural Queensland Charter in Queensland state schools.		DoE
Provide people seeking asylum in Queensland with access to the electricity rebate.		DNRME
Provide 50 per cent concession fares to people seeking asylum and jobseekers through the Fairer Fares package.		DTMR
Ensure equitable access to religious visitors for people from different faiths in correctional facilities.		QCS
Work with the Queensland Transcultural Mental Health Centre to develop, implement and evaluate suicide prevention training and resources targeted to people from culturally diverse backgrounds ⁵ .		QMHC

⁴ The National Partnership Funding is currently secured until December 2020; continuation of this work is subject to ongoing Federal Government funding.

⁵ This project will be completed in 2020.

Action	Advancing Queensland's Priorities	Responsible agency
Increase participation of people from culturally diverse backgrounds in health promotion, prevention and early intervention programs through delivery of the My health, Queensland's future: Advancing health 2026 initiative.		QH
Priority area 2: Inclusive, harmonious and united communities		
Promote and celebrate Queensland's multicultural identity and increase awareness of the benefits of multiculturalism through the Celebrating Multicultural Queensland grants program.		DLGRMA
Support social connectedness and foster intercultural activities through investment in the Community Action for the Multicultural Society program and projects.		DLGRMA
Priority area 3: Economic opportunities		
Provide assistance to Queenslanders, including those from culturally diverse backgrounds, to participate in the global digital economy through the Advance Queensland Community Digital Champions program.		DHPW
Provide targeted small business advice and assistance to entrepreneurs from culturally diverse backgrounds, including promoting opportunities to participate in the suite of programs and initiatives offered under the Advancing Small Business Queensland Strategy 2016-20.		DESBT
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 a range of initiatives including Skilling Queenslanders for Work, Back to Work and the Annual Vocational Education and Training Investment Plan.		DESBT
Support improved economic outcomes for refugees by working with employer groups to provide opportunities for work observation and work experience linked to English language learning, core skills for work and Australian workplace culture.		TAFE Queensland
Target suitably qualified persons from culturally diverse backgrounds to register their interest to become members of the Queensland Civil and Administrative Tribunal.		QCAT
Continue delivery of the Culturally and Linguistically Diverse Recruit Preparation Program to provide police recruit positions for men and women from diverse backgrounds to increase diversity of the QPS workforce.		QPS
Enhance the international student experience through the implementation of International Education and Training Strategy to Advance Queensland 2016-26.		TIQ

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