



**QUEENSLAND  
MULTICULTURAL  
ACTION PLAN**  
2016–17 TO 2018–19

---



### **Status of actions**

The status of all actions in the *Queensland Multicultural Action Plan 2016-17 to 2018-19* are current as at 30 June 2019.

Actions marked **Completed** are those for which the intended outcomes were achieved within the period covered by this Action Plan.

Actions marked **Partially Completed** are those for which not all of the intended outcomes were achieved, nor necessarily expected to be achieved, within the period covered by this Action Plan.

Actions marked **Not Completed** are those for which the intended outcomes have not been achieved within the period covered by this Action Plan.

**A number of the completed and partially completed actions are continuing beyond the period covered by this Action Plan..**

# 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	Status
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:  DCSYW	2016-17  <b><i>Partially Completed</i></b>
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	DHPW DJAG DoE	2016-19  <b><i>Partially Completed</i></b>
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.	DTMR QCS QFES QH, including HHS QPS <sup>1</sup>	2016-19  <b><i>Partially Completed</i></b>

<sup>1</sup> 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.

## 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.

<b>Action</b>	<b>Lead</b>	<b>Status</b>
Establish a panel of training providers to better support the cultural capability of organisations.	DLGRMA	2016–19 <b><i>Partially Completed</i></b>
Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.	DESBT DTMR QH RTA SLQ DoE	2016–19 <b><i>Partially Completed</i></b>
Target information to Queenslanders from culturally diverse backgrounds to help promote greater understanding and participation by these communities in energy and water issues.	DNRME	2016–19 <b><i>Completed</i></b>
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 <b><i>Completed</i></b>
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 <b><i>Partially Completed</i></b>
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.	DCDSS	2016–19 <b><i>Completed</i></b>
Embed the Queensland Language Services Policy (LSP) and Multicultural Queensland Charter in the Human Services Quality Framework to improve access to funded services.	DCDSS	2016–19 <b><i>Completed</i></b>
Support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks.	DCDSS	2016–19 <b><i>Completed</i></b>
Deliver a workforce capacity and capability building strategy to strengthen the cultural capability of the domestic and family violence sector in Queensland.	DCSYW	2016–19 <b><i>Partially Completed</i></b>
Improve the cultural appropriateness of decision making for families from diverse backgrounds through the Collaborative Family Decision Making Investment Strategy (2016–19).	DCSYW	2016–19 <b><i>Completed</i></b>

<b>Action</b>	<b>Lead</b>	<b>Status</b>
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.	DCSYW	2016–19 <b>Completed</b>
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.	DCSYW	2016–19 <b>Completed</b>
Target specific support for women from culturally diverse backgrounds as part of the Logan/Beenleigh domestic and family violence integrated response trial.	DCSYW	2016–19 <b>Completed</b>
Develop a resource on using interpreters and translating information for services providing support in domestic and family violence and sexual assault situations.	DCSYW	2016–19 <b>Completed</b>
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.	DoE	2016–17 <b>Completed</b>
Support the integration and delivery of services that benefit all Queensland communities through Community Hubs and Partnerships.	DSDMIP	2016–19 <b>Completed</b>
Implement an agency-specific language services policy aligned with the LSP.	LAQ	2016–19 <b>Completed</b>
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 <b>Completed</b>
Increase participation by people from diverse cultural backgrounds in health promotion, prevention and early intervention programs.	QH	2016–19 <b>Completed</b>
Use the Framework for Mental Health in Multicultural Australia: Towards culturally inclusive service delivery within Queensland Health.	QH	2016–19 <b>Completed</b>
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 <b>Partially completed</b>
Increase availability of e-resources in languages other than English in partnership with public libraries.	SLQ	2016–17 <b>Completed</b>
Partner with and support multicultural community organisations in the delivery of significant events to enhance awareness of SLQ services and facilities.	SLQ	2016–17 <b>Completed</b>

<b>Action</b>	<b>Lead</b>	<b>Status</b>
Develop a new multicultural agency-specific strategy aligned to the Multicultural Queensland Charter, policy and action plan.	RTA	2016-19 <b>Completed</b>
Deliver on the Queensland Youth Strategy vision of an inclusive, respectful and supportive Queensland for young people of all backgrounds.	DCSYW	2016–19 <b>Partially Completed</b>
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	2016–19 <b>Completed</b>
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 <b>Completed</b>
Include specific requirements for culturally capable service delivery and practices in future funding agreements for housing services.	DHPW	2016–19 <b>Completed</b>
Ensure equitable access for people from culturally diverse backgrounds to affordable and secure housing options through available services and programs.	DHPW	2016–19 <b>Completed</b>
Provide support for tenants to access culturally appropriate services and programs.	DHPW	2016–19 <b>Partially completed</b>
Establish a whole-of-government standing offer arrangement for interpreter and translation services in partnership with other government departments.	QH	2016–17 <b>Completed</b>
Ensure diversity in recruitment for qualitative research and quantitative studies when undertaking community research to inform and improve government services.	DHPW	2016–18 <b>Completed</b>
Develop tailored suicide prevention training and materials to support people from culturally diverse communities, particularly those from refugee backgrounds.	QMHC	2016–18 <b>Completed</b>
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	2016–19 <b>Completed</b>
Target suitably qualified persons from culturally diverse backgrounds to register their interest to	QCAT	2016–19 <b>Completed</b>

<b>Action</b>	<b>Lead</b>	<b>Status</b>
become members of the Queensland Civil and Administrative Tribunal.		
Raise awareness of voting and democratic processes within culturally diverse communities through a tailored democracy education program.	ECQ	2016–19 <b><i>Completed</i></b>
Ensure equitable access to religious visitors for people of different faiths in correctional facilities.	QCS	2016–19 <b><i>Completed</i></b>
Translation of resources into 20 priority languages other than English to improve participation in early childhood education and care.	DoE	2016–19 <b><i>Completed</i></b>

## 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	Status
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19 <b>Partially Completed</b>
Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders.	DESBT DNRME DJAG DCDSS DCSYW DES DITID DHPW DoE	2016–19 <b>Partially Completed</b>
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG DCDSS DCSYW DSDMIP DLGRMA DoE	2016–19 <b>Partially Completed</b>
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	2016–19 <b>Completed</b>
Participate in migrant work experience programs, such as the Work and Welcome program.	SLQ DTMR DLGRMA	2016–19 <b>Completed</b>
Strengthen cultural capability components of tenancy management, training and support for housing staff.	DHPW	2016–19 <b>Completed</b>
Review recruitment strategies to include employment of bilingual and multilingual staff to support the needs of clients from culturally diverse backgrounds.	RTA	2016–17 <b>Completed</b>
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 <b>Completed</b>



## SPOTLIGHT ON: Support for refugees and people seeking asylum

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

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

## 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	Status
Support opportunities through multicultural grants funding, which foster stronger connections between migrant and refugee communities and Aboriginal and Torres Strait Islander communities.	DLGRMA	2017–19 <b>Completed</b>
Partner with DLGRMA 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 <b>Completed</b>
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.	DLGRMA	2017–19 <b>Completed</b>

## 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.

<b>Action</b>	<b>Lead</b>	<b>Status</b>
Deliver the Multicultural Queensland Ambassador Program to engage businesses, organisations and local governments on practical ways to adopt and implement the Multicultural Queensland Charter.	DLGRMA	2016–18 <b>Completed</b>
Promote and celebrate Queensland's multicultural identity and increase awareness of the benefits of multiculturalism through the Celebrating Multicultural Queensland grants program.	DLGRMA	2016–19 <b>Completed</b>
Celebrate events that promote cultural respect and understanding, increase awareness of Queensland's multicultural identity and address racism.	DESBT RTA DES DITID DoE	2016–19 <b>Completed</b>
Showcase Queensland's rich multicultural heritage and archival records through social media.	Queensland State Archives, DHPW	2016–17 <b>Completed</b>
Celebrate multicultural communities throughout Queensland as part of celebrations and legacy projects for the Gold Coast 2018 Commonwealth Games.	DITID (Commonwealth Games)	2016–18 <b>Completed</b>
Deliver culturally inclusive programming that responds to audiences from diverse cultural backgrounds.	Queensland Art Gallery/Gallery of Modern Art	2016–17 <b>Completed</b>
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 <b>Completed</b>
Work with multicultural communities to develop a program of audience engagement activities for those communities.	Queensland Performing Arts Centre	2016–19 <b>Completed</b>
Enhance the representation of Queensland's rich cultural heritage and identity in the John Oxley Library collection.	SLQ	2016–17 <b>Completed</b>

## 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.

<b>Action</b>	<b>Lead</b>	<b>Status</b>
Deliver inclusive communities projects, including community conversations, to build social cohesion on the Sunshine Coast and Gold Coast.	ADCQ	2016–18 <b>Completed</b>
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, DES	2016–19 <b>Completed</b>
Support social connectedness and foster intercultural activities through our investment in the Community Action for a Multicultural Society program and projects.	DLGRMA	2016–19 <b>Completed</b>
Encourage Queenslanders from diverse backgrounds to participate in sport and active recreation, including through targeted promotion of Get Started Vouchers to communities.	DHPW	2016–19 <b>Completed</b>
Support older people from all backgrounds through the implementation of the Queensland: an age-friendly community action plan.	DCDSS	2016–19 <b>Partially completed</b>
Host receptions for multi-faith leaders and various culturally diverse communities to bridge community connections and promote harmony.	DPC	2016–19 <b>Completed</b>

## 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.

<b>Action</b>	<b>Lead</b>	<b>Status</b>
Use industry forums and stakeholder engagement activities to promote the Multicultural Queensland Charter including addressing discrimination in the private rental market.	RTA	2016–19 <b><i>Partially completed</i></b>
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 <b><i>Completed</i></b>
Deliver training programs which provide information on discrimination law, unconscious bias and financial benefits of diverse and inclusive workplaces.	ADCQ	2016–19 <b><i>Completed</i></b>
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	2016–19 <b><i>Completed</i></b>
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 <b><i>Completed</i></b>
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 <b><i>Completed</i></b>
Actively promote the Multicultural Queensland Charter in schools across Queensland.	DoE	2016–19 <b><i>Completed</i></b>

## 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	Status
DoE International to deliver cultural workshops for schools and departmental staff throughout Queensland to foster more welcoming school communities.	DoE	2016–19 <b>Completed</b>
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.	TIQ	2016–19 <b>Completed</b>
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 <b>Completed</b>
Deliver the Advance Queensland Community Digital Champions Pilot Program to encourage all Queenslanders to participate in the global digital economy.	DHPW	2016–17 <b>Completed</b>
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.	DESBT	2016–19 <b>Completed</b>
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.	DITID	2016–19 <b>Completed</b>
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.	DITID	2016–19 <b>Completed</b>
Strengthen global connections through diplomatic visits which strengthen economic relations and promote Queensland as a welcoming and harmonious state.	DPC	2016–19 <b>Completed</b>

<b>Action</b>	<b>Lead</b>	<b>Status</b>
All Queenslanders are encouraged to foster innovation to build a new economy that creates jobs through the \$518 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.	DITID	2016–19 <b><i>Completed</i></b>

## 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	Status
Promote opportunities for people from culturally diverse backgrounds to participate in the NDIS workforce.	DCDSS	2016–19 <b>Completed</b>
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 <b>Completed</b>
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.	DESBT	2016–19 <b>Completed</b>
Deliver targeted leadership programs to support international students to become future leaders.	TIQ	2016–19 <b>Completed</b>
Improve opportunities for business people from diverse cultural backgrounds to successfully tender for government work through delivery of Tendering for Government Business workshops.	DSDMIP	2016–19 <b>Completed</b>
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.	DHPW	2016–17 <b>Completed</b>
Consider measures to improve the protection of vulnerable workers and ensure improved and effective regulation of the labour hire industry.	DoE	2016–18 <b>Completed</b>
Transfer jurisdiction for workplace/employment related antidiscrimination matters to the Queensland Industrial Relations Commission and harness opportunities to raise awareness of workplace discrimination.	DoE	2016–17 <b>Completed</b>
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 <b>Partially completed</b>
Engage with culturally diverse community organisations to identify barriers and generate solutions to increase participation in formal volunteering opportunities.	DCDSS	2016–19 <b>Partially Completed</b>



<b>Action</b>	<b>Lead</b>	<b>Status</b>
Deliver a volunteering strategy to drive increased participation in formal volunteering opportunities, including actions that target culturally diverse individuals and communities.	DCDSS	2016–19 <b><i>Not completed<sup>2</sup></i></b>
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.	DESBT	2016–19 <b><i>Completed</i></b>
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	2016–19 <b><i>Completed</i></b>
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 <b><i>Completed</i></b>

---

<sup>2</sup> Departmental considerations are determining the most appropriate mechanism by which to increase participation in formal volunteering opportunities, including actions that target culturally diverse individuals and communities.

## Abbreviations

ADCQ	Anti-Discrimination Commission Queensland
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
DESBT	Department of Employment, Small Business and Training
DES	Department of Environment and Science
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
ECQ	Electoral Commission Queensland
GOLDOC	Gold Coast 2018 Commonwealth Games Corporation
HHS	Hospital and Health Services
LAQ	Legal Aid Queensland
PSC	Public Service Commission
QCAT	Queensland Civil and Administrative Tribunal
QCS	Queensland Corrective Services
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

© The State of Queensland, December 2018. Published by the Department of Local Government, Racing and Multicultural Affairs, 1 William Street, Brisbane Qld 4000, Australia.

This work is licensed under the Creative Commons CC BY 4.0 Australia Licence. In essence, you are free to copy and distribute this material in any format, as long as you attribute the work to the State of Queensland (Department of Local Government, Racing and Multicultural Affairs) and indicate if any changes have been made.

Department of Local Government, Racing and Multicultural Affairs  
PO Box 15009  
City East Qld 4002  
[www.dlgrma.qld.gov.au](http://www.dlgrma.qld.gov.au)