



FIRST PROGRESS REPORT
ON THE **QUEENSLAND**
MULTICULTURAL POLICY



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An electronic copy of the Department of Local Government, Racing and Multicultural Affairs' Annual Report is available online at www.dlgrma.qld.gov.au.

A number of annual reporting requirements are also addressed through publication of information on the Queensland Open Data website at data.qld.gov.au.

ISSN:

CONTENTS

4	MESSAGE FROM THE MINISTER
5	INTRODUCTION
6	USE OF DATA SOURCES
7	QUEENSLAND CONTEXT
11	WHO ARE WE?
12	MULTICULTURAL RECOGNITION ACT 2016
13	THE MULTICULTURAL QUEENSLAND CHARTER
14	MULTICULTURAL QUEENSLAND ADVISORY COUNCIL
16	QUEENSLAND MULTICULTURAL ACTION PLAN IN REVIEW
18	PRIORITY 1: CULTURALLY RESPONSIVE GOVERNMENT
24	PRIORITY 2: INCLUSIVE, HARMONIOUS AND UNITED COMMUNITIES
30	PRIORITY 3: ECONOMIC OPPORTUNITIES
36	LOOKING FORWARD



MESSAGE FROM THE MINISTER

In 2016 the Palaszczuk Government formally recognised Queensland's multicultural society by establishing the *Multicultural Recognition Act 2016* (the Act). The Act, through the Multicultural Queensland Charter, sets out principles that acknowledge first and foremost our State's rich history of multiculturalism, beginning with our Aboriginal and Torres Strait Islander heritage. We honour the rich cultural traditions of the Aboriginal peoples and Torres Strait Islander peoples, the First Australians, and recognise this as fundamental to our vision for a united Queensland.

Queensland's vibrant multiculturalism is the foundation of our shared identity now and into the future. Our outstanding community spirit and the economic and cultural successes we have seen from working together are some of the many reasons I feel proud to call this beautiful State my home.

Over the past few years the Palaszczuk Government has worked hard to implement the vision we articulated in the *Queensland Multicultural Policy: Our story, our future* (the Policy) to promote an inclusive, harmonious and united Queensland, where people of all backgrounds have a strong sense of belonging. The whole-of-government three-year Multicultural Action Plan is the mechanism for achieving the Policy vision and its outcomes.

The Act requires that I table a report in the Legislative Assembly on the extent to which Policy outcomes are achieved after each Queensland Multicultural Action Plan stops having effect. This is the first report under the Act. The highlights from the Policy and Action Plan contained in this report demonstrate our commitment to achieving the best outcomes for Queensland by valuing and harnessing our cultural diversity.

This report presents the significant progress we have made towards an inclusive, harmonious and united Queensland. It also identifies opportunities for us to further build on our achievements. Ultimately, I believe we should aspire to a future where the need for a multicultural policy and action plan is redundant as all government policies, program and services are delivered in a way which is inherently and fully responsive to our State's diversity.

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

The Hon. Stirling Hinchliffe
Minister for Local Government, Minister
for Racing and Minister for Multicultural
Affairs

INTRODUCTION

This is the first progress report on the *Queensland Multicultural Policy: Our story, our future* (the Policy). It presents key Policy outcomes achieved by the Queensland Government under the *Queensland Multicultural Action Plan 2016-2017 to 2018-2019* (the first Action Plan). It fulfils the requirement under Section 21 of the *Multicultural Recognition Act 2016* (the Act) for the Minister for Multicultural Affairs to table a report about the Policy in the Legislative Assembly.

The Policy focuses Queensland Government action on achieving outcomes for people from culturally diverse backgrounds and for Queensland as a whole. The first Action Plan set out initiatives to achieve outcomes under the three Policy priorities: Culturally responsive government; Inclusive, harmonious and united communities; and Economic opportunities. This report includes information about the extent to which the Policy priorities are being achieved and progress on actions undertaken by government entities.

USE OF DATA SOURCES

To inform our understanding of the impacts of the Policy on the Queensland community and support future actions being evidenced based, the Department of Local Government, Racing and Multicultural Affairs (DLGRMA) commissioned the following surveys and research reports:

- ▶ Deloitte Access Economics' report *Seizing the opportunity: Making the most of the skills and experience of migrants and refugees* which investigated the underutilisation of skills and qualifications of migrants and refugees in Queensland.
- ▶ The *Mapping Social Cohesion Scanlon Foundation Surveys 2018 – Queensland Report* which tracks Queensland public opinion on social cohesion, immigration and population issues.
- ▶ Community consultation undertaken by Market and Communications Research (MCR). MCR undertook market research examining the extent to which the three Policy priorities were achieved over the past three years.

The research was conducted with a sample of Queensland's general population and a cross-section of the community in areas of high cultural and linguistic diversity. It included an online representative sample of 800 Queenslanders including 24 per cent who were

born outside of Australia and a target population sample collected via two methods: shopping centre intercept surveying (235 people) and surveying of visitors at three refugee and asylum seeker community centres (49 people). The target population sample was composed of 284 people including 69 per cent who were born outside Australia.

Information from a range of other sources have also informed development of this report:

- ▶ Government agencies' annual reporting for the 2016-17 and 2017-18 periods on the first Action Plan.*
- ▶ Australian Bureau of Statistics 2016 census data to inform Queensland demographics.
- ▶ Feedback from the Multicultural Queensland Advisory Council on the outcomes and progress made in each of the Policy priorities.
- ▶ Reporting under the Queensland Language Services Policy providing information on the amount spent by Queensland Government on interpreter services.

*Government agencies' annual reporting for the 2018-19 period on the first Action Plan were not available at the time of developing this report. In the absence of agencies' annual reporting for this period, agencies provided indicative status of actions as at 30 June 2019.

QUEENSLAND CONTEXT

Since the establishment of the *Multicultural Recognition Act 2016*, several key events have influenced the Queensland Government's response to our state's emerging needs. Some of these have emerged from Federal Government policy shifts in population planning, international events and the introduction of Queensland legislation to protect the rights of every Queenslanders, regardless of their cultural or religious background. Several of these key events are outlined below. ▶▶

Support for refugees and people seeking asylum

Refugees and people seeking asylum typically face more significant barriers and experience poorer social and economic outcomes than any other group of migrants.

The Queensland Government is responsible for providing access to services, and working closely with the Federal Government, other jurisdictions, non-government organisations and local communities to provide the best possible support for refugees, people seeking asylum and migrants.

Since 2015, Queensland has received the third highest intake of humanitarian entrants after New South Wales and Victoria annually. Between 1 July 2016 and 30 June 2017, 2,490 humanitarian entrants settled in Queensland, comprising 10 per cent of the national intake. This includes up to 720 Syrian and Iraqi refugees settled in Queensland as part of the Federal Government's commitment to resettle an additional 12,000 refugees displaced

by conflicts in Syria and Iraq. In 2017-18, Australia's Humanitarian Program intake was set at 16,250 places; the intake increased to 18,750 places in 2018-19.

Safe Haven Enterprise Visa and Temporary Protection Visa applicants

In early 2016, the Queensland Government opted in to the Federal Government's Safe Haven Enterprise Visa (SHEV) arrangements, which commenced on 27 October 2017. The SHEV scheme is designed for people considered by the Federal Government to have arrived illegally – but who qualify for protection and have demonstrated an intention to work and/or study in regional Australia.

Opting in to the SHEV arrangements is consistent with the Queensland Government's commitment to making Queensland a welcoming place for people from all backgrounds and ensuring everyone can participate and contribute to the state's economy and vibrant society.



On 21 May 2017, the Federal Government announced that approximately 30,000 people seeking asylum, deemed to have arrived illegally by boat on or after 13 August 2012 and before 1 January 2014 (referred to as the 'legacy caseload'), must have lodged an application for a Temporary Protection Visa (TPV) or a SHEV before 1 October 2017.

In May 2018, changes to the Federal Government's Status Resolution Support Service (SRSS) eligibility criteria were introduced. Under the changes, people seeking asylum who have the right to work and are not assessed as having a high threshold of vulnerability may no longer be eligible to receive SRSS support. These changes mean people seeking asylum experience significant gaps in services, with associated risks to social cohesion in Queensland.

The Queensland Government has committed to assisting refugees and people seeking asylum in the Policy by working to reduce barriers and create opportunities, so all Queenslanders can contribute to our economic, social and cultural future.

In keeping with this vision, DLGRMA has secured funding to establish the 2019-21 Asylum Seeker and Refugee Assistance (ASRA) program to support the needs of people seeking asylum and vulnerable refugees on temporary visas in Queensland.

Pathways to employment

In 2018, DLGRMA commissioned Deloitte Access Economics to undertake research regarding the underutilisation of skills and qualifications of migrants and refugees. The report, *Seizing the opportunity: Making the most of the skills and experience of migrants and refugees*, identified that nearly 50 per cent of skilled migrants and refugees are not using their skills or experience gained before arriving in Queensland, and highlighted the merit of providing internships and mentoring to address those gaps.

A number of state government agencies have been

involved over several years in the Multicultural Development Australia Ltd's Work and Welcome program. The program provides 12-week job placements for new Queenslanders. Agencies involved have generally reported positive and lasting impacts for participants and hosts.

To extend on the Queensland Government's commitment to improving economic opportunities for people from culturally diverse backgrounds, agencies will deliver a range of initiatives under the *Queensland*



Multicultural Action Plan 2019-20 to 2021-22 (the second Action Plan), including providing pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum, such as through work experience, internships or targeted recruitment.

As the largest employer in Queensland, there is potential for the Queensland Government to significantly improve economic opportunities for refugees and people seeking asylum. This would further support the Policy priority to achieve a culturally responsive government through a more diverse workforce.

Human Rights Act 2019

On 27 February 2019, the Queensland Parliament passed the *Human Rights Act 2019* (HRA). The HRA will protect 23 rights, including the right to privacy, access to education and health services and cultural rights. The HRA will commence on 1 January 2020.

The Queensland Human Rights Commission (QHRC) (formerly the Anti-Discrimination Commission Queensland) will continue its complaint handling, education, and training functions under the *Anti-Discrimination Act 1991*. The Commission will also work to resolve human rights complaints, as well as provide information, education, and training on the HRA. Further information can be found on the QHRC website.

Challenges to social cohesion

The horrific attacks at two mosques in Christchurch, New Zealand on 15 March 2019, demonstrate the potential and tragic impact of violent extremism, and the challenge facing our society as we seek to realise our vision of an inclusive, harmonious and united Queensland.

Findings from the *Mapping Social Cohesion Scanlon Foundation Surveys 2018 – Queensland Report*

highlight the need for ongoing and strengthened efforts to sustain social cohesion, both in Queensland and nationally. For example, the 2018 survey found that 52 per cent of Queensland respondents agree that the immigration intake is too high (44 per cent national); and 47 per cent of Queensland respondents indicate a negative attitude towards Muslims (39 per cent national).

The Queensland Government is committed to tackling the profoundly negative impacts of discrimination and racism which undermine our vision for an inclusive, harmonious and united communities across Queensland.

Following the Christchurch terrorist attack that claimed the lives of 51 worshippers at two Mosques, the Premier Anastacia Palaszczuk MP hosted a Harmony Day reception at Parliament House. The event was an opportunity to show solidarity with Queensland Muslims and the victims and survivors of the terror attack and brought together a diverse range of Queenslanders under a banner of harmony and inclusion.

The event was attended by both sides of Parliament including the Premier and Leader of the Opposition and more than 300 guests from many different cultural and religious backgrounds. The Queensland Maori Society performed what is believed to be the first Haka presented in the Premier's Hall. The guest speaker, Ms Nadia Saeed, gave a powerful account of the impact of the Christchurch attack, including how Islamophobia has impacted on her as a young Muslim woman. She challenged and inspired the audience to take positive action in support of diversity. #standtogether

The Queensland Government established the Queensland Social Cohesion Implementation Committee (QSCIC) to strengthen social cohesion and address issues that lead to antisocial behaviours, including extremism. This committee provides leadership to promote Queensland as a place where everyone is welcome and can make a positive and valued contribution.

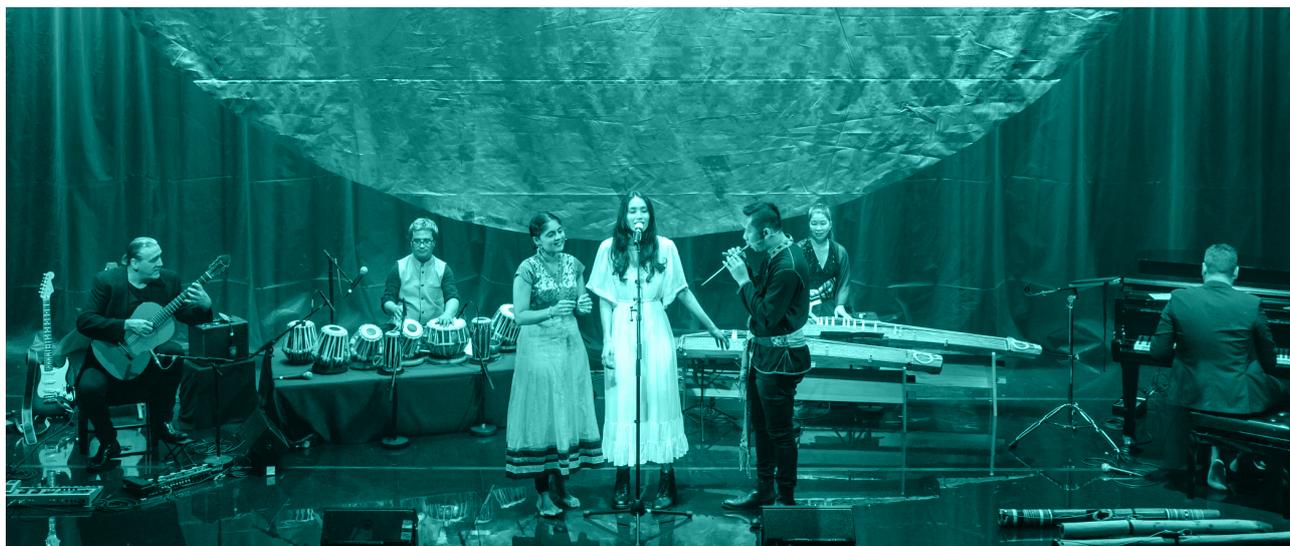
QSCIC has overseen the development and implementation of *Cohesive Communities: An Action Plan for Queensland 2016-18*. The first stage of implementation is complete including key achievements:

- ▶ Funding 93 community-led projects through the We are Queensland, Embracing Diversity through Access and Inclusion, and Connecting Communities Reserve Fund small grants program to build social cohesion.
- ▶ Free resources for teaching and self-education for young people about democracy and global citizenship through the establishment of the Guide to Democracy website, empowering more active participation in civic society.
- ▶ Improved capability of frontline educators through delivery of specialised resources and training about teaching for social cohesion and global citizenship.
- ▶ Boosting the rigour, relevance and usefulness of two key social research reports that can be benchmarked, analysed and used to inform policy makers, researchers and others. Specific social

cohesion questions are now included in the annual Queensland Social Survey, and the sample size for Queensland in the annual *Mapping Social Cohesion Scanlon Foundation Surveys* has been increased to provide a much richer and detailed report on the public perceptions in the Queensland population. Together, these social research reports provide Queensland's leading survey and tracking data on attitudes to immigration and social cohesion issues.

- ▶ A television media campaign promoting a sense of belonging for all Queenslanders.
- ▶ The agreement to design and build a physical space as part of the Gold Coast Commonwealth Games legacy, to celebrate diversity and promote social cohesion and pride. The 'Harmony Space' being constructed at the Gold Coast this year, will be able to be used for prayer, reflection and other gatherings.

QSCIC is currently developing a new *Cohesive Communities Action Plan* (Stage 2). Additional funding opportunities for community based project work will be available.



WHO ARE WE?

Queenslanders born overseas

 **700,000** in 2006

 **1,000,000** in 2016

Almost **2 in 5** Queenslanders were either born overseas or have at least one parent born overseas.



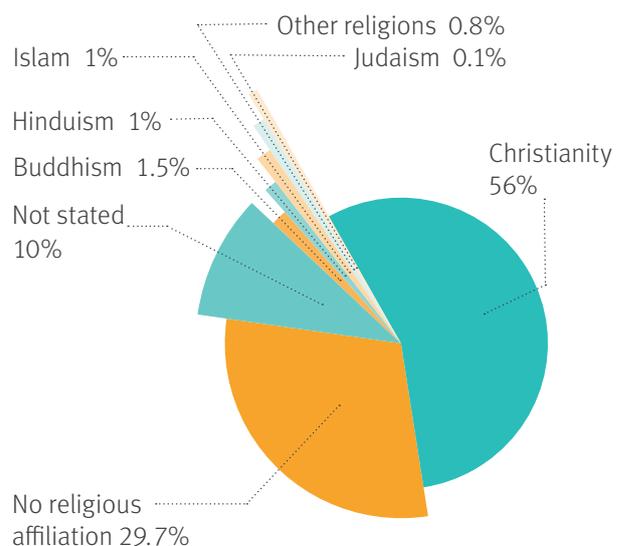
 More than **1 in 5** Queenslanders were born overseas.



Since **2005**, Queensland has seen marked increases in arrivals from **India, China, South Africa**, the **Philippines**, and **South Korea**.

Queensland's population grew from 4,332,739 in 2011 to 4,703,193 in 2016 and became more culturally and linguistically diverse. At the time of the Australian Bureau of Statistics (ABS) 2016 Census, more than one million Queenslanders (21.6 per cent of the population) reported they were born overseas, up from 20.5 per cent (888,636 people) in 2011 and 17.9 per cent (699,449 people) in 2006.

Religious affiliation in Queensland



Languages in Queensland



More than **1 in 10** Queenslanders speak a language other than English at home.

In **2016**, the most common language spoken at home other than English was **Mandarin**, followed by **Vietnamese** and **Cantonese**.

The proportion of Queenslanders born in non-main English-speaking countries also increased from 7.9 per cent in 2006 and 9.5 per cent in 2011 to 11.1 per cent in 2016. This presents compelling economic and social reasons for the Queensland Government to continually embrace diversity and harness its benefits. A more comprehensive report on Queensland's diversity figures from the ABS 2016 Census is available on the DLGRMA website.

MULTICULTURAL RECOGNITION ACT 2016

The provisions of the *Multicultural Recognition Act 2016* (the Act) support the Queensland Government's vision for an inclusive, harmonious and united Queensland by establishing:

The Multicultural Queensland Charter (the Charter) and promotional responsibilities of chief executives

The Charter is a set of eight principles that need to be considered by government entities when developing policies or providing services.

The Multicultural Queensland Advisory Council (the Council)

The Council provides advice to the Minister on issues faced by people from diverse backgrounds and the promotion of multiculturalism.

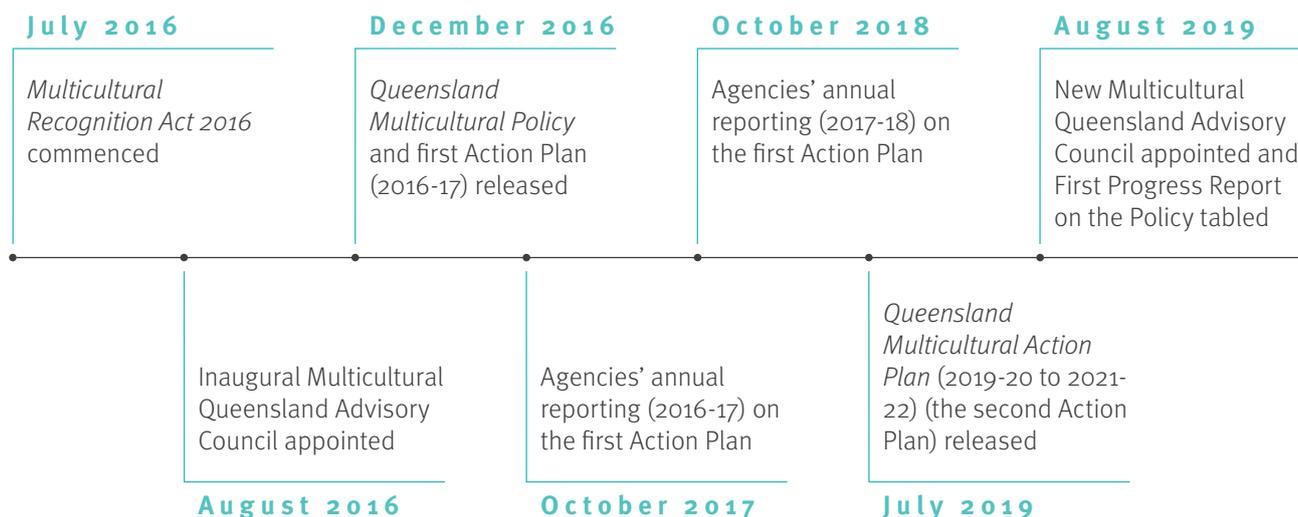
Queensland Multicultural Policy and Action Plan

The Policy and Action Plan focuses on the Queensland Government's role and actions to support an inclusive, harmonious and united Queensland.

Reporting obligations for government entities

All government entities with listed actions are required under the Act to report publicly on the progress of their actions as soon as practicable after the end of each financial year.

Key milestones relating to the implementation of the Act are outlined below:



Work towards achieving the Policy's three priorities of Culturally responsive government; Inclusive, harmonious and united communities; and Economic opportunities, support priorities that are set out in the Government's objectives for the community, *Our Future State: Advancing Queensland's Priorities*. These priorities are: Create jobs in a strong economy; Give all our children a great start; Keep Queenslanders healthy; and Be a responsive government.

THE MULTICULTURAL QUEENSLAND CHARTER

On 23 August 2017, the Multicultural Queensland Charter was jointly signed by the Premier Anastacia Palaszczuk MP and the Speaker Peter Wellington MP. The former Minister for Multicultural Affairs, Minister Grace Grace MP and members of the Multicultural Queensland Advisory Council were also in attendance. ▶▶

The signing of the *Multicultural Queensland Charter* (the Charter) reflects the Queensland Parliament's commitment to multiculturalism and an inclusive, harmonious and united Queensland. The signed Charter is displayed at Parliament House.

The Charter is a written statement, enshrined in the *Multicultural Recognition Act 2016*. It features eight principles concentrating on respect, equality, commitment and participation.

The Multicultural Queensland Charter

1. A shared commitment to Queensland and Australia, and a free and democratic society governed by the rule of law, fosters a strong and unified community.
2. The people of Queensland come from many diverse backgrounds and have worked, and continue to work, together to build a prosperous, fair and harmonious Queensland.
3. The people of Queensland should be able to express and celebrate, in a lawful way, their cultural, linguistic and religious diversity.
4. Equal rights and responsibilities under the law and equitable access to the services provided or funded by the government for all people of Queensland helps build a fair community.
5. A shared commitment, among members of the Queensland community, to mutual respect, fair treatment and valuing the diversity of peoples in the community fosters a caring, safe and inclusive community.
6. The creation of opportunities that encourage the full participation of people from diverse backgrounds in the cultural, economic, political and social life of Queensland helps build a prosperous state.
7. Sustained, respectful and inclusive engagements between all individuals, groups and the government are a basis for mutual understanding.
8. A unified and harmonious community promotes a sense of belonging among its people and builds community confidence and resilience.

MULTICULTURAL QUEENSLAND ADVISORY COUNCIL

The Multicultural Queensland Advisory Council (the Council) advises the Minister on government policies concerning multiculturalism and how government-funded services and programs can be responsive to the needs of people from diverse backgrounds. The Council also advises the Minister on opportunities and barriers facing people from culturally and linguistically diverse backgrounds and the promotion of the Multicultural Queensland Charter. ►►

The Council was established in August 2016 with the appointment of 11 inaugural members. The Council meets the Queensland Government's target of 50 per cent representation from women and included regional members from Rockhampton and Toowoomba.

Members were appointed for a three-year term and came from varied backgrounds, including community services, business, academia and the arts. The membership term for the inaugural Council expired on 31 July 2019.

The Council has held 14 meetings during its first term chaired by the Minister. Communiqués from these meetings are published on the DLGRMA website. A list of members appointed to the inaugural Council is provided in Appendix 2.

New Multicultural Queensland Advisory Council

A new Council will be appointed for a three-year term from 1 August 2019. The newly appointed members will advise the Minister for Multicultural Affairs on the implementation of the second Action Plan and on issues and government policies that impact people from culturally diverse backgrounds. The Council will build on the successes and linkages created in the first term with members bringing their individual experience and expertise on a range of issues to create opportunities for culturally diverse communities.



Multicultural Queensland Advisory Council 2016 - 2019 (refer Appendix 2)

2017

Consulted with community groups in Ipswich to identify needs in relation to jobs and training, including how to break down barriers.

to develop the report *Seizing the opportunity: Making the most of the skills and experience of migrants and refugees*.

Met with the Jobs Queensland Board to explore potential workforce opportunities for people from culturally diverse backgrounds. This led to the commissioning of the research by Deloitte Access Economics

Provided advice on Multicultural Queensland Month (formerly Queensland Multicultural Month) and strategies to promote the Multicultural Queensland Charter.

2018

Hosted a community consultation in Toowoomba on the National Disability Insurance Scheme workforce capability.

University, author of the Mapping Social Cohesion Scanlan Foundation reports) and regional Mayors and Councillors from Toowoomba Regional Council, Western Downs Regional Council, Rockhampton Regional Council, Banana Shire Council, Mackay Regional Council, Livingstone Shire Council, and Gladstone Regional Council.

Hosted a community consultation in Rockhampton on raising awareness of domestic and family violence and support and services available.

Held discussions about social cohesion and regional settlement with Professor Andrew Markus (Monash

2019

Provided advice on how Parliamentary Committees can engage with Queenslanders from culturally diverse backgrounds.

Met with the Electoral Commission of Queensland to raise awareness of voting amongst culturally and linguistically diverse communities.

Met with TAFE Queensland regarding access to services for people seeking asylum.

QUEENSLAND MULTICULTURAL ACTION PLAN IN REVIEW

The first Action Plan, which spanned 2016-17 to 2018-19, included 104 actions across the three Policy priority areas. As at June 2019, 86 actions were completed, 17 actions were partially completed, and one action is not completed.

For the purpose of finalising implementation of actions in the first Action Plan, actions marked as ‘completed’ are those for which intended outcomes have been achieved within the period covered by the first Action Plan. Actions marked as ‘partially completed’ are those for which not all of the intended outcomes have been achieved, nor necessarily expected to be achieved, during this period. A number of the actions marked ‘completed’ and ‘partially completed’ in the first Action Plan are continuing initiatives. The Department of Communities, Disability Services and Seniors’ action ‘Deliver a volunteering strategy to drive increased participation in formal volunteering opportunities, including actions that target culturally diverse individuals and communities’ is marked ‘not completed’ – 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.

A copy of the first Action Plan that has been updated to reflect the status of all actions as at 30 June 2019, and links to agencies’ most recent annual reports on the Multicultural Action Plan are available on the DLGRMA website.



PRIORITY 1: CULTURALLY RESPONSIVE GOVERNMENT

Culturally responsive government is about planning our services and programs for a multicultural community, tapping into the benefits of diverse workforces and ensuring that every Queenslander feels respected and supported when using Queensland Government services. The first Action Plan included 56 actions under this priority area, of which 43 actions were completed and 13 actions were partially completed. ▶▶

To ensure Queensland Government services meet customer needs, the Act requires all Queensland Government entities to consider the principles of the Charter in developing their policies, programs and services.

The Act also requires that the Policy provides a consistent approach across government for collecting statistical information about the diversity of people who use services provided by government entities. Better data collection and analysis of customer information will help the Queensland Government plan for and deliver services that meet customer needs.

Nine Queensland Government agencies committed under the first Action Plan to develop implementation plans for the collection of minimum mandatory indicators for culturally diverse customers. The minimum mandatory indicators are *country of birth, preferred language and whether an interpreter is required*. A fourth desirable indicator, ethnicity (cultural identity) is also recommended in the Policy.

All identified agencies except the Queensland Police Service (QPS)

and Queensland Health (QH) have developed an implementation plan and are working towards improving the collection of information on the minimum mandatory indicators.

While QH does not have an implementation plan in place, the agency collects the minimum mandatory indicators for all patients admitted in Queensland hospitals and has reported progress in embedding the minimum mandatory indicators across Hospital and Health Services. QH is also working to implement the data element for ethnicity in the Consumer Integrated Mental Health Application.

The QPS reported that its agency collects information for legitimate law enforcement purposes only and it cannot collect or disclose customer information as outlined in the Policy and Action Plan. QPS officers 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.

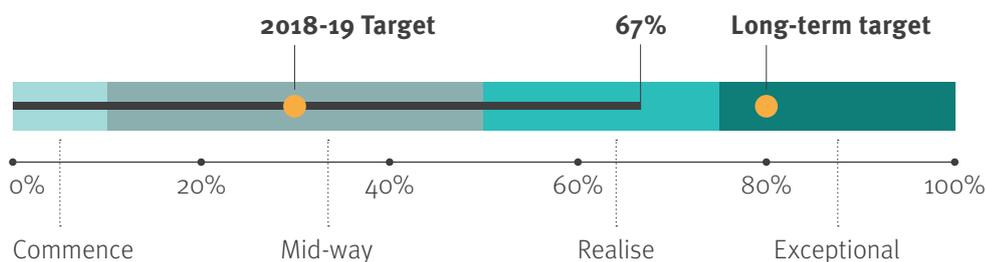
The Policy also reinforces the

importance of ensuring that people who have difficulty communicating in English have access to interpreters and multilingual resources, as is stipulated in the Queensland Language Services Policy. In support of this provision, a panel of language service providers

administered by the Department of Health was introduced in 2018. As government agencies and community stakeholders are working together to identify and resolve issues leading up to the full implementation of the panel arrangements.

Policy priority	Culturally responsive government
Outcomes	Improved knowledge about customers' diversity.
	Culturally capable services and programs.
	A productive, culturally capable and diverse workforce.

Proportion of identified agencies that have improved collection and availability of information on customers from culturally diverse backgrounds to inform service delivery



In 2018, six out of nine agencies reported progress in delivering on their implementation plans to improve the collection of information on customers from culturally diverse backgrounds. Information is derived from agencies' annual reporting on the first Action Plan.

PRIORITY 1

AGENCY HIGHLIGHTS

A selection of key achievements under Policy priority 1 for the 2016-17 to 2018-19 period is outlined below. Further information about these achievements and other agency actions is available in agencies' annual reports. Links to recent agencies' reports are available on the DLGRMA website.

Queensland agencies on track to deliver workforce diversity targets by 2022 (all departments)

Several agencies have already exceeded the non-English speaking background target of 10 per cent set for Queensland Public sector by 2022.

Participation in the Work and Welcome Program (DTMR)

Since 2016, 15 participants have completed the Multicultural Development Australia Ltd. Work and Welcome program with DTMR.

Over \$2.7 million provided for domestic and family violence services over 5 years (DCSYW)

Services work specifically with women and children from diverse backgrounds who are impacted by domestic and family violence.

Diversity and Inclusion training rolled out to 59 recruitment panel experts (DNRME)

The training offered best practice advice to business areas to design recruitment strategies to diversify its workforce.

Queensland Language Services Policy (DLGRMA)

The Language Services Policy aims to improve access to the full range of government-funded services for people requiring language support including through interpreters and translators. A steady increase has been reported by Queensland Government agencies with interpreter spending increasing from \$13.1 million in 2016-17 to \$14.4 million in 2017-18.

Implementation of the Refugee Health and Wellbeing Policy and action plan 2017-22 (QH)

Under the Refugee Health and Wellbeing Policy and action plan: Medicare ineligible asylum seekers would no longer be directly charged when receiving Queensland public health services. Several Hospital and Health Services are producing health and wellbeing resources in a range of languages for both clients and health professionals. The production of 'Building Cultural Awareness' video series for Queensland Health and Queensland Ambulance Service staff.

English language tuition provided through the Adult Migrant English Program (TAFE Queensland)

English language tuition to almost 6800 students. This included additional English language tuition and settlement support to almost 900 humanitarian entrants across Queensland.

Culturally and Linguistically Diverse Recruit Preparation Program (QPS)

The 'My Story' strategy was aimed at applicants from culturally diverse backgrounds. Over 2017-18 two intakes have taken place for the Culturally and Linguistically Diverse Recruit Preparation Program.

SUCCESS STORIES

Implementation of the Refugee Health and Wellbeing policy and action plan

In 2017, the former Minister for Health and Minister for Ambulance Services Cameron Dick MP, released *Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*. This was developed in partnership with service providers from across settlement, health and community sectors across Queensland.

Key achievements included establishing the Refugee Health Network (the Network) Queensland to build capacity, collaboration and partnerships across the state. In collaboration with the

Network, Queensland Health has delivered Refugee Health and Wellbeing Showcases and Nurses Days to provide stakeholders with an opportunity to learn how to modify their practices to provide person-centered care to people from refugee backgrounds.

Further, Hospital and Health Services have implemented additional initiatives to meet the needs of their local communities, including creating specific multicultural roles within the health service.



Culturally and Linguistically Diverse Recruit Preparation Program

Since arriving in Australia from the Ukraine in 2011, Sev Prutskov has worked for a variety of companies as a technician and a dog trainer for both pet dogs and protection dogs. However, Sev's great grandfather was in the Imperial Russian Police Force and his uncle and father were in the Soviet Police Force, so a career in policing was never far from Sev's mind. Having grown up in the Soviet Union, Sev witnessed both the fall of the regime and the rise of organised crime and corruption. While it was not the right time for him to join the Police Force of Russia or Ukraine, he found himself drawn to policing as a career.

Speaking four languages including Russian, Ukrainian, German and English, and with a desire to change

society for the better, Sev joined the ranks of the Queensland Police Service (QPS) in 2018. Sev completed the QPS 10-week Culturally and Linguistically Diverse Recruit Preparation Program prior to commencing the Recruit Training Program. Sev is now a First Year Constable at Boondall Police Station having realised his dream of being a police officer. With an interest in judo, boxing, running, cycling and swimming Sev also hopes to represent the QPS at the 2019 Queensland Police and Emergency Service Games.

PRIORITY 1 FINDINGS AND FUTURE OPPORTUNITIES

FINDINGS

Multicultural Queensland Advisory Council

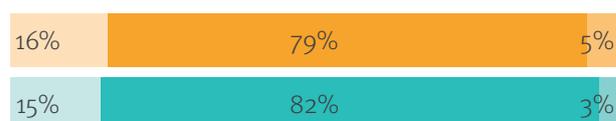
Since its establishment, the Council has seen genuine investment and progress made under this priority. This includes an increased awareness of multicultural issues in the community, delivery of culturally capable services and improved accessibility to information for culturally and linguistically diverse Queenslanders. The Queensland Government's ongoing commitment to responsive policies like the Queensland Language Service Policy has also led to a deeper level of competency in addressing the needs of vulnerable Queenslanders from diverse backgrounds.

MCR Market research findings

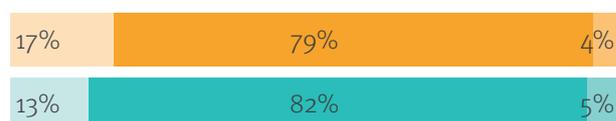
Overall, most respondents from both the online and target samples expressed positive views about the Queensland Government being responsive to their needs. Most respondents in both samples agreed that when they used services provided by the Queensland Government their needs were met, they felt respected, welcomed and treated fairly. In addition, most felt that finding information about government services was easy and that this information was easy to understand. On the issue of whether they have been provided with an interpreter when requested, almost seven in ten (68 per cent) respondents surveyed via the target sample (who speak English not well or not at all) indicated that they had received such services when needed.

Culturally responsive government

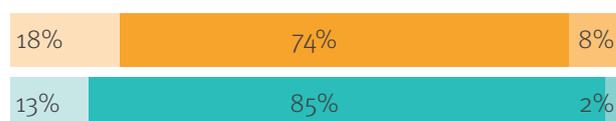
I feel I am treated fairly



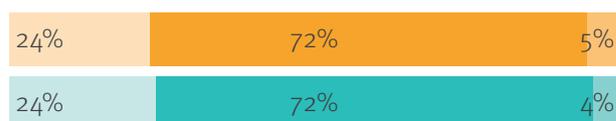
I feel that my needs are generally met



I feel respected



It is easy to find information about the government services I need



Online sample

- Sub-total disagree
- Sub-total agree
- Don't know/not applicable

Convenience sample

- Sub-total disagree
- Sub-total agree
- Don't know/not applicable

FUTURE OPPORTUNITIES

A gap identified in the first Action Plan was limited commitment to specific initiatives to raise awareness about the Charter. The second Action Plan includes whole-of-government actions to promote the Charter and ensure its principles are considered in policies and programs, and to increase cultural understanding amongst staff. In working to be a culturally responsive government, our programs, services and workforce need to reflect our diversity. We will continue investing in strategies that build our knowledge of our customers' diversity to meet their needs and reduce disadvantage for all Queenslanders. By working towards a consistent and improved approach to data collection we can better target our resources to meet current and future challenges.



PRIORITY 2: INCLUSIVE, HARMONIOUS AND UNITED COMMUNITIES

An inclusive, harmonious and united community, where people understand, appreciate and celebrate difference — where we recognise and embrace the vast potential and benefits that diversity offers us to develop as individuals and as communities. The first Action Plan included 25 actions under this priority area, of which 23 actions were completed and two actions were partially completed. >>

Aboriginal peoples and Torres Strait Islander peoples, as the traditional custodians of the land, have a unique history and a special place in Queensland and Australia. Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture is fundamental to supporting welcoming, inclusive and harmonious communities across Queensland.

Building welcoming, inclusive and harmonious communities is about recognising our common hopes and aspirations. We all want the best for our families, to fulfil our potential, to contribute and feel a sense of belonging. Queensland has a rich

history of welcoming migrants and refugees, who have helped shape and build our industries, communities and economy. This is an important part of our shared history.

The Queensland Government will challenge racism and discrimination that undermine our community cohesion and connectedness as Queenslanders and support communities and businesses to build Queensland's story of inclusion. This includes helping to build an informed public conversation and supporting all individuals, including young people, to have their voices heard.

Policy priority	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.

AGENCY HIGHLIGHTS

A selection of key achievements under Policy priority 2 for the 2016-17 to 2018-19 period is outlined below. Further information about these achievements and other agency actions is available in agencies' annual reports. Links to recent agencies' reports are available on the DLGRMA website.

\$1 million for Celebrating Multicultural Queensland Program (DLGRMA)

113 multicultural events delivered in the 2018 calendar year to promote Queensland's multicultural identity.

Delivered 271 training sessions across Queensland to approximately 4321 people (ADCQ)

Training sessions included Unconscious Bias, Business Benefits of Diverse and Inclusive Workplaces and Introduction to the Anti-Discrimination Act.

Australian South Sea Islanders: Establishment of a State Body in 2019 (DLGRMA)

\$75,000 provided to Mackay Regional Council to support a community working group to explore options for establishment of a state body.

Safe and Inclusive Public Transport (Project delivered by DTMR, ADCQ and QPS)

This project included a generic training package which contained information about the Anti-Discrimination Act 1991 and included interactive learning opportunities for front line staff on how to deal with real life scenarios of anti-social behaviour, and support people subjected to it.

Multicultural Seniors Program (DCDSS)

A service that specifically caters for older people from culturally diverse backgrounds.

Embracing 2018 legacy programs funded several organisations to deliver programs (DITID)

Region wide targeted events for multicultural groups with 4300 attendees (Gold Coast City Council) "Kick Start Change" soccer opportunities for 1480 people from culturally diverse communities in the Inala, Redlands and Durack areas (Brisbane City Council).

Delivered on programs in partnership with other organisations to engage multicultural communities (QPAC)

Songs of Hope and Healing — Supported young people from refugee backgrounds to be part of a new 70 voice youth choir. The BrisAsia Festival brought ideas, culture and performances by local Asian-Australians to the main stage.

\$2.2 million provided to 19 community-based organisations to deliver CAMS program (DLGRMA)

The Community Action for a Multicultural Society Program (CAMS) builds connected communities and removes barriers to participation.

SUCCESS STORY

Plantation Voices Exhibition

Through never-before-seen original photographs, rare and restricted historical papers, and newly commissioned artworks, State Library of Queensland's (SLQ) free exhibition Plantation Voices shone a light on the unknown names and faces of the Australian South Sea Islanders tricked or kidnapped into servitude as cheap labour in Queensland's cane fields over 150 years ago.

The exploration of historical archives fostered a better understanding of the people and their history of resilience, and charted the pathways of descendants in reclaiming their lost past and forging their identities into the future.

Using the collections of SLQ and other institutions as a stimulus for conversation, the exhibition brought forward the voices from the sugar plantations to speak the untold stories of a community that played a vital role in the shaping of our nation, and fought so fiercely to call Australia home.



PRIORITY 2 FINDINGS AND FUTURE OPPORTUNITIES

FINDINGS

Multicultural Queensland Advisory Council

The Council has provided invaluable advice on key Queensland Government's initiatives and promoted understanding of barriers faced by culturally and linguistically diverse Queenslanders. Some of the key achievements noted by the Council include Queenslanders embracing our multicultural identity through Multicultural Queensland Month. There is also a respectful and inclusive narrative about our diversity through the recognition of Aboriginal and Torres Strait Islander culture.

Mapping Social Cohesion Scanlon Foundation Surveys 2018 – Queensland Report

The Mapping Social Cohesion Scanlon Foundation Surveys 2018 – Queensland Report results for Queensland show the majority of Queenslanders responded positively to immigration and multiculturalism with 69 per cent of Queensland respondents agreeing *'Immigrants improve Australian society by bringing new ideas and cultures'*.

However, Queensland follows the national trend of a decline in social cohesion over the last nine years, as measured by the Scanlon-Monash Index of Social Cohesion (SMI). The SMI figure for Queensland for the period 2016-18 was 88.5 while for the whole of Australia it was 89. Social cohesion in Queensland continues downward

since the Index was introduced in 2007, consistent with national results.

A relatively low proportion of younger respondents (aged 18-24) are negative towards the current immigration intake and multicultural issues or indicate negative sentiment towards Muslims. In contrast, the highest proportion of respondents with negative views are among those over the age of 65 in response to items on the current immigration intake, attitude towards Muslims, and the need for immigrants to 'change their behaviour to be more like Australians'.

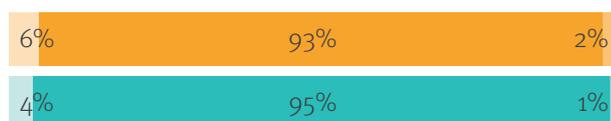
The findings also found that as in other states there is a consistent pattern of lower support outside capital cities for immigration and cultural diversity.

MCR Market research findings

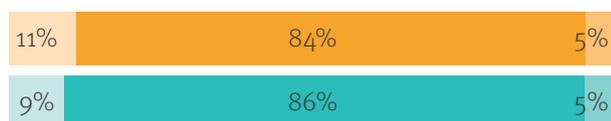
Most respondents (both in the online sample and target sample) reported they felt at home and welcomed in their neighbourhood. Most also found people in their neighbourhood welcoming of other people, regardless of their cultural background. In both the online and target samples, most respondents agreed that they felt free to practice and express their culture and faith.

Inclusive, harmonious and united communities

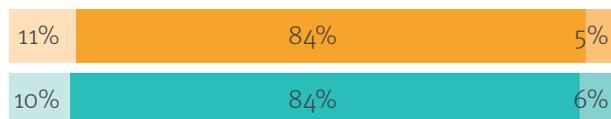
I feel at home in Queensland



I feel welcomed in my neighbourhood



I feel people in my neighbourhood accept each other



Online sample

- Sub-total disagree
- Sub-total agree
- Don't know/not applicable

Convenience sample

- Sub-total disagree
- Sub-total agree
- Don't know/not applicable

FUTURE OPPORTUNITIES

As the promotion of regional settlement continues, we are mindful of potential challenges faced by culturally diverse communities.

DLGRMA is working closely with Welcoming Cities, an organisation that can support interested local councils to advance their understanding of regional opportunities for attracting and retaining migrants, refugees, people seeking asylum and international students.

Welcoming Cities has the dual benefit of helping others see opportunities to build the economy and employment in regional towns, as well as supporting migrants and refugees who now call Queensland home. Funding has been provided to Welcoming Cities to advise and support regional councils to strengthen welcome and inclusion (\$100,000 in 2018-19).

The Welcoming Cities network showcases local councils as best placed to understand the complexity and diversity of their communities. It also recognises that our future success depends on our ability to embrace diversity, promote cohesion and build regional economies in the face of complex population challenges.

The Queensland Government recognises the ongoing need to promote the value of diversity in regional areas and our cities in welcoming migrants and refugees who will shape our communities, industries and economy. The Queensland Government in partnership with key stakeholders will continue working to provide tailored services to address the specific disadvantages faced by regional communities.

PRIORITY 3: ECONOMIC OPPORTUNITIES

Economic opportunities are about harnessing the benefits of Queensland’s cultural and linguistic diversity as this is one of our greatest strengths. The first Action Plan included 23 actions under this priority area, of which 20 actions were completed, two actions were partially completed, and one action was not completed. ▶▶

Our cultural diversity is part of who we are as Queenslanders and offers remarkable opportunities and benefits for our future economic development.

Benefiting from our diversity means investing in our knowledge economy, working towards fair, equitable, culturally capable workforces across all sectors, and promoting our state as a

welcoming and harmonious community for migrants, investors, international students and tourists.

Our culturally diverse community means Queenslanders have strong international connections with our regional neighbours and further afield, opening new markets and opportunities for our economy.

Policy priority	Economic opportunities
Outcomes	Queensland gets the most benefit from our diversity and global connections.
	Individuals supported to participate in the economy.

AGENCY HIGHLIGHTS

A selection of key achievements under Policy priority 3 for the 2016-17 to 2018-19 period is outlined below. Further information about these achievements and other agency actions is available in agencies' annual reports. Links to recent agencies' reports are available on the DLGRMA website.

Skilling Queenslanders for Work (DESBT)

Since the reinstatement of the Skilling Queenslanders for Work Initiative in 2015, 5660 participants from culturally diverse backgrounds have been assisted.

\$2 million over 5 years allocated to Volunteering Queensland (DCDSS)

Volunteering Queensland (VQ) provides advice and referral to support volunteer activities across Queensland. VQ also operates the Emergency Volunteering Community response during disasters. In 2017-18, DCDSS allocated \$452,148 to VQ to promote volunteering and build capacity in the sector.

Settling Language Pathways to Employment and Training programs (TAFE Queensland)

21 Settlement Language Pathways programs provided to 300 students over 2017-18, including work experience that directly related to students' employment goals.

Strengthening Queensland's relationship with our global networks (DPC)

Hosted 28 Diplomatic Visits and Courtesy Calls to promote economic relations in Queensland.

Promoting Queensland schools globally (DoE)

In 2018, 2800 international students enrolled in Queensland government schools.

Implementation of Labour Hire Licensing Act 2017 (DoE)

The *Labour Hire Licensing Act 2017* was passed by the Queensland parliament on 7 September 2017. It established a labour hire licence scheme to protect labour hire workers and promote the integrity of labour hire in Queensland. The Act responds to evidence of serious exploitation of workers, many of whom are vulnerable due to lack of English language skills or cultural differences. The mandatory licensing scheme commenced operation in 2018.

Promoting Queensland to international students (TIQ)

Established a Queensland International Student Advisory Panel to provide international students a voice to government on their needs. Launched 1800QSTUDY 24/7 support and referral line to provide current and prospective international students with information about studying and living in Queensland.

Multicultural Queensland Ambassador Program (DLGRMA)

Engaged 101 Multicultural Queensland Ambassador organisations to provide employment and training programs for refugees and migrants.

SUCCESS STORIES

Skilling Queenslanders for Work



In 2017 to 2018, MultiLink Community Services Inc. was awarded \$487,500 to deliver the Links to Hospitality project under Work Skills Traineeships program through Skilling Queenslanders for Work. Twenty-nine local job seekers were employed as trainees for 20 weeks to undertake a Certificate I in Hospitality, working in the commercial kitchen and dining space of the MultiLink Aged Care Day Respite centre. On completion of the project, 80 per cent of participants gained employment.

Nezar Obaid is a 53-year-old Syrian refugee from war torn Lebanon who migrated to Australia to keep his family safe. Nezar has limited English language skills and had been unable to find paid work. Unemployed and down on his luck Nezar completed the Links to Hospitality project. This program provided Nezar with an Australian qualification and valuable work experience that saw him gain two jobs – one at a local bakery and the second at a local café – enabling him to support his family.

Multicultural Queensland Ambassador Program Synergy

Multicultural Queensland Ambassador, Randstad, runs a six-week mentoring program for young people aged 18 to 24 years old to help get them 'job ready'. After meeting Multicultural Development Australia Ltd (MDA) through the Multicultural Queensland Ambassador Program, the two organisations collaborated to tailor Randstad's *Shaping Young Futures Program* for migrants and refugees. MDA clients are mentored by Randstad recruitment consultants on creating a resume, building a personal brand, and applying for jobs. At the end of the program, participants are invited to a networking event held by Randstad in

their office, where clients of Randstad are invited to discuss their career history to further help and coach the participants.

Randstad and MDA are pleased to report that all participants in the first round of the *Shaping Young Futures Program* found jobs or are going through an employment process. The program will run again in 2019 and will have more clients attending to help promote the principles of the Multicultural Queensland Charter and create meaningful employment pathways for migrants and refugees.

PRIORITY 3 FINDINGS AND FUTURE OPPORTUNITIES

FINDINGS

Multicultural Queensland Advisory Council

The Council recognises the success of initiatives such as Skilling Queenslanders for Work and the genuine progress it offers clients from diverse backgrounds. Yet there is still more to be accomplished before we can truly harness the skills offered by Queenslanders from culturally and linguistically diverse backgrounds.

Mapping Social Cohesion Scanlon Foundation Surveys 2018 – Queensland Report

The survey found that in response to the statement that ‘immigrants are good for the economy’, 70 per cent of Queensland respondents agreed. Most Queenslanders also do not believe that immigrants take jobs away from Australians, with the highest negative response coming from South West Queensland at (51.5 per cent) and only 30.6 per cent in Brisbane (and 37.3 per cent in North Queensland and Far North Queensland).

MCR Market research findings

Results showed that where improving economic opportunities was concerned, overall, most Queensland respondents (both in the online sample and target sample) agreed that they usually worked in jobs that suited their skills and experience.

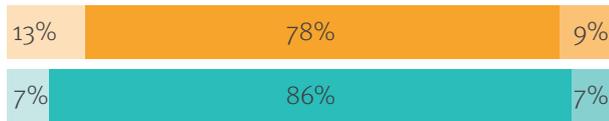
Two thirds of respondents agreed they can get training to help them find a job or that they are treated fairly when applying for a job (found among both the online sample and the target sample). Target sample respondents (57 per cent) were more likely than those in the online sample (38 per cent) to agree that training has helped them to find a job.

The Deloitte Access Economics’ report *Seizing the opportunity: Making the most of the skills and experience of migrants and refugees*

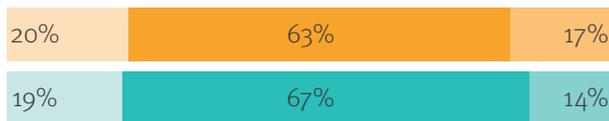
This research found more than 6,200 skilled migrants and refugees in Queensland have qualifications which align with current skill shortages, but they are unable to get a job in any of those much-needed areas. The report also found the Queensland economy could benefit from a boost of \$250 million in the next 10 years, if the skills and experience of people who are migrants and refugees are recognised.

Economic opportunity

I think having people from diverse cultural backgrounds is good for the economy



I think business owners see the benefit of employing people from diverse cultural backgrounds



Online sample

- Sub-total disagree
- Sub-total agree
- Don't know/not applicable

Convenience sample

- Sub-total disagree
- Sub-total agree
- Don't know/not applicable

FUTURE OPPORTUNITIES

The Queensland Government recognises the need for more to be done in this priority area, particularly in response to the findings of the Deloitte Access Economics' report highlighting the current underutilisation of refugee and migrant skills to the detriment of the Queensland economy. To gain the benefits of our diversity, the Queensland Government will continue working collaboratively with key stakeholders across all levels of government, community and private sectors to develop improved pathways to employment for migrants and refugees focused on training, upskilling and recognition of existing skills.

Queensland Government agencies will work together to develop strategies to improve diversity on Queensland Government boards and committees. This will include all forms of diversity including people from culturally diverse backgrounds, Aboriginal peoples and Torres Strait Islander peoples, people with disability, women, youth and people who identify as LGBTIQ+.



LOOKING FORWARD

Next Multicultural Action Plan and Progress Report on the Queensland Multicultural Policy

The second Action Plan will be in effect for three years from 2019-20 to 2021-22 with the responsibility for delivering the Policy outcomes shared across all government agencies.

The first Action Plan contained 104 actions which ranged from low to high impact agency initiatives. The second Action Plan will be more focused, highlighting new or extended initiatives to deliver on the Policy's priorities and outcomes rather than reflecting ongoing initiatives or those considered to be embedded as core business.

The full contribution of government to supporting Queenslanders from culturally diverse backgrounds extends well beyond the actions in the Action Plan, and significant continuing initiatives to progress multicultural Policy outcomes are noted in the final section of the second Action Plan.

Agencies will continue to provide an annual progress summary of their agency actions to monitor their progress against the second Action Plan as required under the Act.

Following the expiration of the second Action Plan, the next progress report will be prepared and tabled in Parliament.

Through the ongoing implementation of the Act, the Queensland Government will keep working with our stakeholders towards the best outcomes for Queensland, where we celebrate and harness the benefits of our cultural diversity.

This vision supports priorities set out in the Government's objectives for the community, *Our Future State: Advancing Queensland's Priority* including: Create jobs in a strong economy; Give all our children a great start; Keep Queenslanders healthy and Be a responsive government. Our policies and programs are committed

to reducing disadvantage for people from culturally diverse backgrounds and promoting the valuable contributions of multiculturalism in our state.

Evaluation of the Multicultural Recognition Act 2016

The Queensland Government will evaluate the implementation of the Act after it has been in operation for five years. This evaluation is expected to occur during the 2021-22 financial year.

This evaluation will examine the outcomes delivered under the Act and whether implementation is contributing to an inclusive, harmonious and united Queensland.

Information from the evaluation will also assist the Queensland Government determine if there are any gaps in how the Act and its activities are implemented and what action may be required to address these gaps.

APPENDIX 1 – LIST OF GOVERNMENT ENTITIES (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
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 Premier and Cabinet
DSDMIP	Department of State Development, Manufacturing, Infrastructure and Planning
DTMR	Department of Transport Main Roads
ECQ	Electoral Commission of Queensland
GOLDOC	Gold Coast 2018 Commonwealth Games Corporation
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
QHRC	Queensland Human Rights Commission
QMHC	Queensland Mental Health Commission
QPAC	Queensland Performing Arts Centre
QPS	Queensland Police Service
QT	Queensland Treasury
RTA	Residential Tenancies Authority
SLQ	State Library of Queensland
TAFE	TAFE Queensland
TIQ	Trade Investment Queensland

APPENDIX 2 – MULTICULTURAL QUEENSLAND ADVISORY COUNCIL MEMBERS

Names	Terms
Dr Nora Amath	1 August 2016 – 31 July 2019
Ms Kerrin Benson	1 August 2016 – 31 July 2019
Mr Elijah Buol OAM	1 August 2016 – 31 July 2019
Ms Gitie House OAM	1 August 2016 – 31 July 2019
Mr Ali Kadri*	1 August 2016 – 31 July 2019
Ms Chammie Kamara	1 August 2018 – 31 July 2019
Ms Joon-Yee Kwok	1 August 2016 – 31 July 2019
Mr Jason Steinberg	1 August 2016 – 31 July 2019
Mr Serge Voloschenko OAM	1 August 2016 – 31 July 2019
Ms Tracy Watson	1 August 2016 – 31 July 2019
Miss Jayde Geia	1 August 2016 – 5 June 2017
Dr Ataus Samad	1 August 2016 – 9 August 2018

*not pictured on page 14

For further information on the Council members please visit the DLGRMA website.

