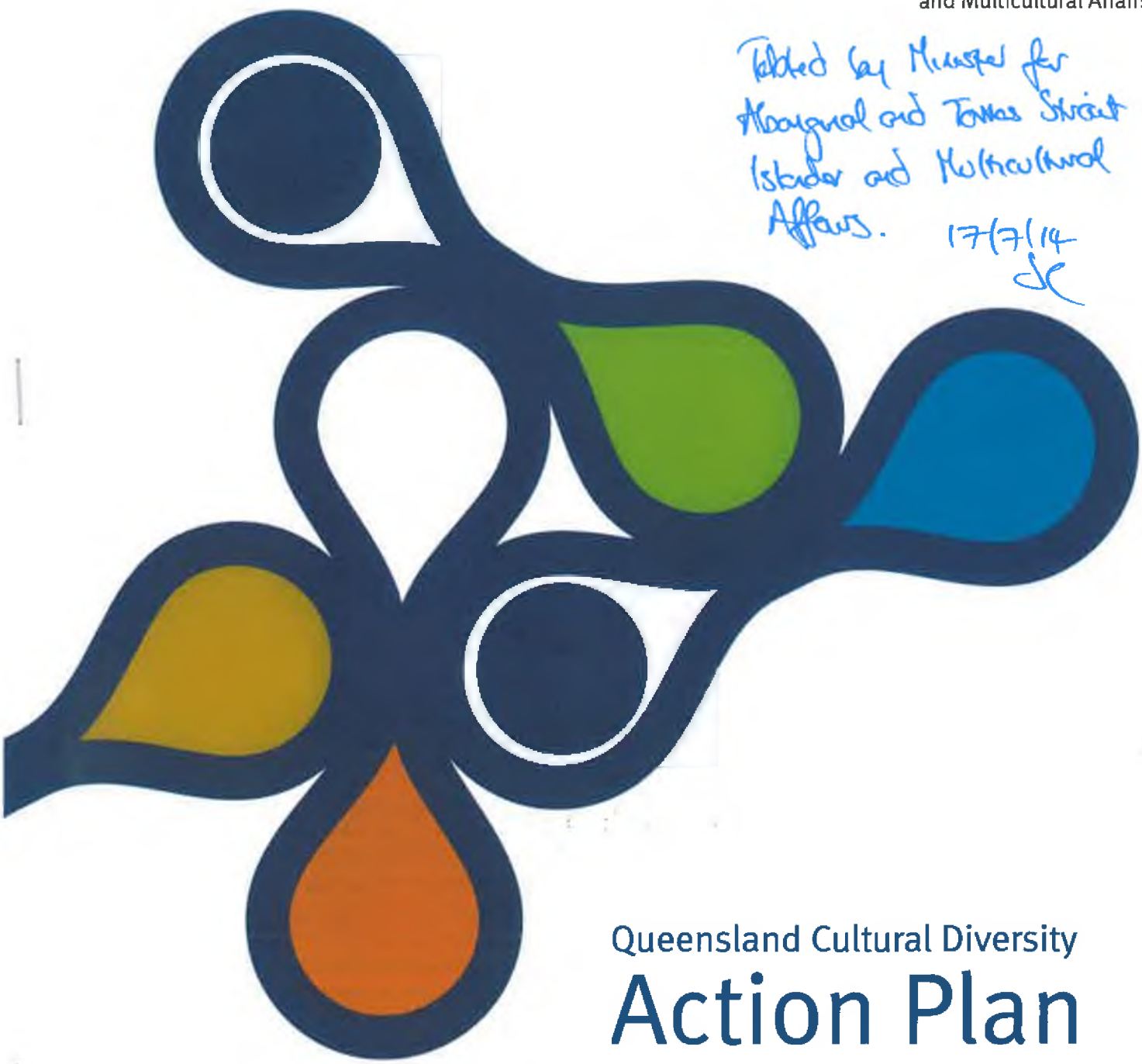


*Added by Minister for
Aboriginal and Torres Strait
Islander and Multicultural
Affairs. 17/7/14
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Queensland Cultural Diversity Action Plan

Queensland, rich in our diversity.



The artwork on this publication was designed by Connie Kotze, Senior Graphic Designer, Department of Aboriginal and Torres Strait Islander and Multicultural Affairs. The design reflects the diversity of Queensland's connected communities.

Foreword

Queensland is blessed with a multitude of cultural influences which have shaped who and what we are as modern day Queenslanders.

The Queensland Government recognises the enduring traditions and cultures of the 'First Australians', the Aboriginal people and Torres Strait Islander people, but also acknowledges the rich migrant heritage which is woven through the tapestry of our increasingly diverse society.

The Queensland Cultural Diversity Policy articulates the Queensland Government's vision to provide equality of opportunity for all Queenslanders so that each and every person can participate in our strong economy and enjoy our vibrant society. This Cultural Diversity Action Plan provides a roadmap for how the Queensland Government will achieve that vision.

The Action Plan represents a commitment to ensuring all Queenslanders can fully participate in our economy and society. It includes actions from most departments and a number of statutory authorities. The Plan is a living document that will be updated with new actions over time, so that together we can take great strides forward to achieve strong outcomes for our culturally diverse communities.

Queensland today is more culturally diverse than any other time in history. The Queensland Government recognises this and we are more committed than ever to supporting our vibrant culturally diverse communities.

Queensland is richer culturally and stronger economically for the contribution made by migrants and refugees. The Newman Government is committed to supporting the continued growth and development of strong multicultural communities across our state.

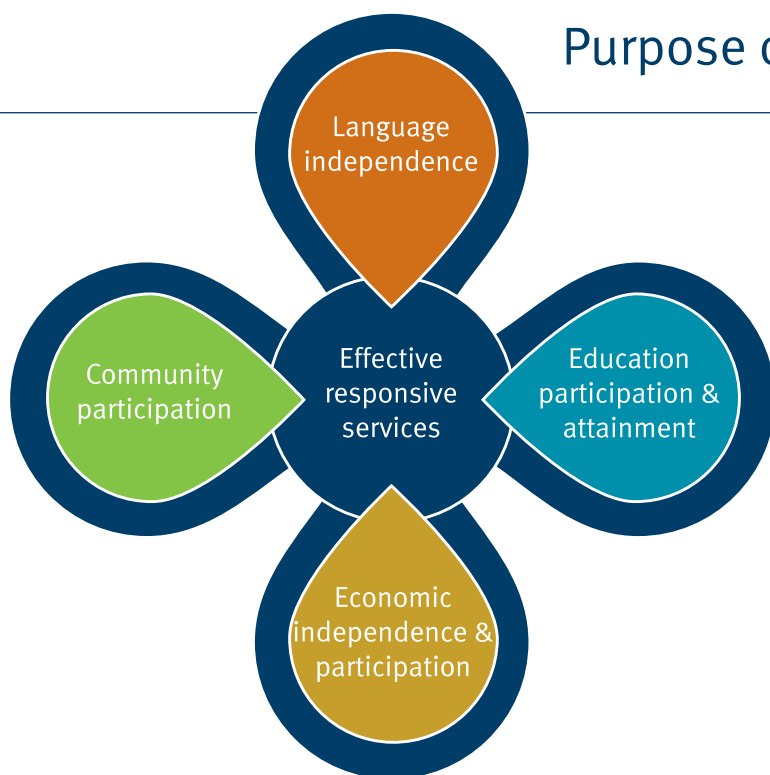
We want to be sure that all Queenslanders – no matter what their cultural background or circumstances – have the opportunity to be their best and to achieve economic prosperity according to their skills, determination and application.



The Honourable Glen Elmes, MP

Minister for Aboriginal and Torres Strait Islander
and Multicultural Affairs

Purpose of this Action Plan



The Queensland Government's vision is to provide equality of opportunity for all Queenslanders so each and every person can participate in our strong economy and enjoy our vibrant society.

To help achieve this vision the Queensland Government released the *Queensland Cultural Diversity Policy* (the Policy) to drive improvements across four key outcomes:

- language independence
- education participation and attainment
- economic independence and participation, and
- community participation.

Underpinning these outcomes is a commitment to ensuring the Queensland Government delivers culturally responsive services.

The Queensland Cultural Diversity Action Plan (the Action Plan) outlines the steps the Queensland Government will take to achieve results for Queenslanders from migrant and refugee backgrounds.

Both the Policy and the Action Plan apply to all Queensland Government agencies and funded organisations.

The Queensland Government will continue to partner with business, industry, the community and the non-government sectors to achieve the best possible outcomes for Queensland and Queenslanders.

List of agencies

ADCQ	Anti-Discrimination Commission Queensland
DATSIMA	Department of Aboriginal and Torres Strait Islander and Multicultural Affairs
DAFF	Department of Agriculture, Fisheries and Forestry
DCCSDS	Department of Communities, Child Safety and Disability Services
DETE	Department of Education, Training and Employment
DEWS	Department of Energy and Water Supply
DOH	Department of Health
DHPW	Department of Housing and Public Works
DJAG	Department of Justice and Attorney-General
DNRM	Department of Natural Resources and Mines
DSITIA	Department of Science, Information Technology, Innovation and the Arts
DSDIP	Department of State Development, Infrastructure and Planning
DTESB	Department of Tourism, Major Events, Small Business and the Commonwealth Games
DTMR	Department of Transport and Main Roads
ECQ	Electoral Commission of Queensland
LAQ	Legal Aid Queensland
NAATI	National Accreditation Authority for Translators and Interpreters
OIC	Office of the Information Commissioner
PSBA	Public Safety Business Agency
PSC	Public Service Commission
QFES	Queensland Fire and Emergency Services
QH	Queensland Health
QPS	Queensland Police Service
QTT	Queensland Treasury and Trade
RTA	Residential Tenancies Authority
TIQ	Trade and Investment Queensland

Outcome 1: Language independence

A key element to ensuring equality of opportunity for every Queenslanders is their ability to communicate effectively in English or to have access to language support when needed.

The Queensland Government recognises the importance of English language proficiency for ensuring that people are best able to participate fully in the economy and in wider society. Being able to communicate in English can improve a person's ability to find work, perform at school, access services and generally participate in the Queensland economy and community.

ENSURING QUEENSLAND IS CONSIDERED THE BEST PRACTICE STATE FOR THE PROVISION OF LANGUAGE SERVICES AND SUPPORT FOR ENGLISH LANGUAGE LEARNING

Providing language services in the best possible way:

TAFE Queensland will engage with cultural diversity stakeholder networks to inform the development and delivery of **best practice English language programs**.

TAFE Queensland will employ **community liaison officers** for new and emerging communities to ensure a responsive workforce in the delivery of best practice English language programs.

DATSIMA and **TAFE Queensland** will investigate options to develop an **interpreter training and scholarship program** to support pathways to becoming an accredited interpreter in Queensland.

DATSIMA will include information and resources to assist Queensland government agencies with the provision of language services in a future stage of **DATSIMA's Cultural Capability Portal**.

DATSIMA will improve access for **interpreter training and accreditation pathways** for interpreters in regional areas including possible technology enabled solutions.

The **Public Trustee** will review the **policy and procedure for the engagement of translators and interpreters** in relation to the Wills and Enduring Power of Attorney service provision.

Supporting English language learning:

TAFE Queensland is delivering the **Adult Migrant English Program** and **Skills for Education and Employment** funded by the Commonwealth Department of Industry in over 35 sites across Queensland in both metropolitan and regional centres.

TAFE Queensland is delivering innovative **project based learning** that allows for individualised learning and multi-level classes designed to meet diverse student needs, such as those experienced by people with low literacy, limited or no prior education or who are socially isolated.

PARTNERING WITH THE NON-GOVERNMENT SECTOR TO BUILD ENGLISH LANGUAGE PROGRAMS THAT ARE DELIVERED WHEREVER PEOPLE LIVE IN QUEENSLAND

DATSIMA will lead work to improve **access to community-based English language programs**, expand their reach in regional Queensland and explore online resources that support English language learning.

ADCQ will partner with the TAFE English Language and Literacy Service, Career Employment Australia and local regional councils to ensure **equality of access to services in areas of identified need**.

PROMOTING ALTERNATIVE PATHWAYS FOR IMPROVING ENGLISH SKILLS WITHIN THE COMMUNITY

TAFE Queensland will **update and expand Equal Encounters, an online volunteer tutor training resource** for use by community groups offering English language classes.

DSITIA (State Library of Queensland) will **support local libraries to develop innovative programs** to improve participation for new and emerging communities requiring additional support with conversational English-language groups and computer literacy skills programs.

TAFE Queensland will develop an **online course for TAFE Queensland volunteers** preparing to work in classrooms or one-to-one to teach English, literacy and/or numeracy.

DATSIMA is recognising and rewarding **best practice in the delivery of innovative programs** to support English language acquisition, through the annual *Premier's Cultural Diversity Awards*.

IDENTIFYING INNOVATIVE APPROACHES TO SERVICE DELIVERY THAT IMPROVE ACCESS TO GOVERNMENT SERVICES

Making better use of technology to improve access to services and facilitate language independence:

DSITIA (One-Stop-Shop Strategy and Implementation Office and Smart Service Queensland) will use **findings from customer research** to improve access to government services online for culturally diverse communities.

DJAG will investigate opportunities to implement **videoconferencing** to allow a remotely located interpreter to participate in court proceedings.

DHPW will evaluate and continue to improve the effectiveness of new **online public housing forms and tools**.

DJAG will provide **simultaneous interpreter support to multiple defendants** in courtrooms where the necessary technology can be supported.

TAFE Queensland will increase the **use of technology** to support English language learning, including the use of iPads in classrooms, and develop literacy skills to access online services for settlement and employment.

DJAG will ensure the best possible use of **courtroom technology** to record evidence provided through the assistance of interpreters.

DCCSDS will work with non-government organisations to deliver **education and awareness programs to improve digital literacy** and accessibility for disadvantaged Queenslanders.

DOH is enhancing the **Interpreter Services Information System (ISIS)** as the statewide interpreter service booking system for the *Queensland Health Interpreter Service*.

Improving the accessibility and responsiveness of services:

DCCSDS will ensure that the implementation of the **Human Services Quality Framework** sets a foundation for funded service providers to operate culturally accessible, effective and responsive services.

DATSIMA will improve the standards of front line service delivery in the Queensland Public Service by **drawing on the talents of bi-lingual/multi-lingual staff**.

DCCSDS will build the **capacity of providers to deliver disability services and supports** to people with a disability from culturally diverse communities that support choice and control, in line with preparations for the *National Disability Insurance Scheme*.

DOH will **capture and promote examples of best practice** initiatives in the delivery of culturally appropriate health services across regions.

DCCSDS will ensure **agreements with service providers** reinforce the requirement for funded services to be accessible and appropriate for customers of culturally diverse backgrounds.

QH (Metro South Hospital and Health Service) is delivering **statewide consultation services in mental health** for culturally diverse communities through the *Queensland Transcultural Mental Health Centre*.

DCCSDS will ensure through **transition planning for the *National Disability Insurance Scheme*** that the communication needs of people from culturally diverse backgrounds with a disability, such as access to interpreters, are considered.

RTA will foster an understanding of, and provide access to, **Queensland tenancy information** for people from culturally diverse backgrounds including building on existing information channels and investigating options for tenancy videos in other languages.

DCCSDS and **DATSIMA** will work with stakeholders to raise awareness of the **special language needs of culturally diverse older Queenslanders** in the delivery of programs and services.

DSITIA (Smart Service Queensland) will increase the **use of plain language and visual imagery** on www.qld.gov.au to support access to information for individuals learning English.

Engaging the community to better understand and respond to client needs:

QPS and **QFES** will improve **delivery of information** to diverse communities regarding policing, disaster preparation and recovery initiatives by engaging with a broader range of communities, including newly arrived migrants, and by developing innovative approaches to delivering information.

DSITIA (State Library of Queensland) will develop a **multi-year *Multicultural Engagement Framework*** in consultation with culturally diverse community organisations to ensure accessible and responsive library services.

QPS, QFES and **PSBA** will promote **effective engagement with diverse communities** through the appropriate use of language services.

DSITIA (Queensland State Archives) will build and **maintain positive relationships with multicultural organisations** to support the management of migrant cultural heritage and access to records in Queensland State Archives.

PSBA will **recruit and train police and fire personnel from a variety of cultural backgrounds** to improve connections between culturally diverse communities, the QPS and QFES.

DCCSDS will engage with local communities to understand the diverse needs of vulnerable families from culturally diverse backgrounds through the ***Child Protection Regional Service Committees***.

DEWS will provide **information to connect** with culturally diverse communities using a variety of channels including social media, brochures, site visits and community media.

PROVIDING ADEQUATE TRANSLATION AND INTERPRETER ACCESS SO INDIVIDUALS LEARNING ENGLISH CAN FULLY UNDERSTAND SERVICES AVAILABLE

Informing customers of their right to access interpreters:

DJAG will promote the *Fundamental Principles of Justice for Victims of Crime* to government and non-government agencies, which state that victims of crime must be given information about support services including access to interpreters.

DEWS will review departmental materials to ensure reference to interpreter services is included in the department's forms, publications and notices.

DTMR will extend the use of the national interpreter symbol on Transport and Main Roads publications to raise awareness about accessing interpreters.

DATSIMA will review and update the interpreter kit and ensure availability at all Queensland Government front line service areas and funded services.

DNRM will increase awareness on the use and availability of interpreters amongst staff and culturally diverse clients particularly at service point areas and establish systems to capture use.

All Queensland Government departments will regularly promote arrangements for accessing interpreters to non-government organisations funded to deliver services.

ADCQ will promote the availability of accredited interpreters for use during conciliation conferences and education sessions and the availability of translation services for complaints received in languages other than English.

Improving systems and processes for better delivery of translation and interpreter services:

DJAG will support **access to interpreters by victims** of crime through *Victims Assist Queensland*.

DEWS will promote the **use of interpreter services** and the **availability of resources** to assist departmental staff to work with interpreters.

DHPW will improve the effectiveness of interpreter services used to **assist people into social and affordable housing solutions**, including the use of *Rentconnect* services.

DATSIMA will work with other departments on establishing a whole-of-government **Standing Offer Arrangement for interpreter and translation services**.

DCCSDS will consider **enhancing arrangements for access to interpreters for funded services** to include other language service providers.

DOH will advocate with the Australian Government to provide access to **fee-free interpreter services for allied health professionals** providing Medicare-funded services.

Increasing the pool of available interpreters:

DATSIMA will work with NAATI, the Commonwealth Department of Social Services and interpreter service providers to consider **options to expand the *New Interpreters Project***.

DOH will increase the number of **interpreters in new and emerging languages** in health services in regional Queensland.

DATSIMA will explore **assistance and incentive programs for bi-lingual/ multi-lingual public service staff** (and staff of funded services) to become accredited interpreters.

PROVIDING INFORMATION IN LANGUAGES OTHER THAN ENGLISH

DTMR will provide key **public transport information** through the *TransLink Call Centre* and on the *TransLink* website in languages other than English, including information about tickets and fares, contact details and travel information.

ADCQ will provide **translated information on discrimination** in a variety of languages on the ADCQ website and in hardcopy by demand.

DTMR will conduct a **trial of a suite of translated written driver licencing tests** in a number of South East Queensland Customer Service Centres.

DETE will provide translated information on the **benefits and availability of kindergarten programs** in a variety of languages on their website and in hard copy.

LAQ will work with migrant communities to develop useful **legal information and resources** on issues that affect those communities and new arrivals to Australia.

QPS and **PSBA** will examine the feasibility and value of publishing **culturally responsive public-facing information** on the range of services and programs available to the community through the public safety portfolio.

DHPW will tailor communication regarding the **transition of public housing to community housing providers** to meet the needs of culturally diverse communities in Queensland, including ensuring information is available in multiple languages.

DOH will develop and promote the availability of **immunisation resources in community languages**.

DNRM and **DEWS** will translate **key publications into languages other than English** as required and ensure other information on departmental business is available in plain English.

Outcome 2: Education participation and attainment

Attaining an education is essential for culturally diverse Queenslanders to maximise their employment opportunities, become economically independent, and contribute to Queensland's economic competitiveness.

Queensland's cultural diversity is reflected in the student profiles of our schools. As Queensland's cultural diversity increases so too does the need to embed the best possible programs to address any barriers to education participation for culturally diverse students.

ENSURING SCHOOLS WITH HIGH NUMBERS OF CULTURALLY DIVERSE STUDENTS ARE PROVIDED ADEQUATE SUPPORT

Supporting improved teacher capability:

DETE is delivering **statewide professional learning** to develop teacher capability to meet the needs of *English as an additional language or dialect* learners.

DETE will produce an introductory **guide to support use of the Bandscales State Schools (Queensland)** for *English as an additional language or dialect* learners to determine the student's level of proficiency in Standard Australian English.

DETE is continuing to promote an **inclusive education policy statement** to ensure schools are supportive and engaging places for all school community members.

DETE will upgrade the department website to provide **practical support for teachers** of *English as an additional language or dialect* learners.

ADCQ will adapt the current ***Discrimination and Sexual Harassment at Work teacher resource kit*** to suit students from culturally diverse backgrounds.

Supporting students who need additional assistance:

DETE will investigate the benefits and viability of the Queensland Studies Authority **writing a curriculum** for *English as an additional language or dialect* learners within their first 12 months at an Australian school.

TAFE Queensland will develop and deliver an online course for staff working with **vulnerable culturally diverse clients** requiring additional support in consultation with Queensland Program of Assistance to Survivors of Torture and Trauma.

DETE will promote the *Break it down, Build it up* teaching framework in primary and junior secondary schooling, which allows for explicit and targeted language teaching in whole class settings.

DETE will continue to **develop networks with community groups** who provide support to culturally diverse students.

ENSURING QUEENSLAND IS CONSIDERED THE BEST PRACTICE STATE FOR PROVIDING ENGLISH AS AN ADDITIONAL LANGUAGE OR DIALECT (PREVIOUSLY REFERRED TO AS ENGLISH-AS-A-SECOND-LANGUAGE) PROGRAMS IN SCHOOLS

● Making better use of technology to improve English language outcomes for students:

DETE is providing **regular web conferences** to deliver professional development for class teachers, teacher aides and *English as an additional*

language or dialect teachers, in state schools, ensuring that learning can be accessed anytime, anywhere.

● Extending program quality:

DETE will ensure all state school teachers, including *English as an additional language or dialect* teachers, are performing at their best by introducing a **structured annual performance review** process and by rewarding high performing teachers through professional recognition and career progression.

DETE is **utilising web conferencing** to connect with *English as an additional language or dialect* regional contacts to disseminate information and seek feedback regarding *English as an additional language or dialect* policy implementation.

DETE will utilise functionality of the information management system **OneSchool** for identifying *English as an additional language or dialect* learners, and documenting their level of language proficiency, the assistance provided and their progress.

ENSURING STRATEGIES ARE IMPLEMENTED THAT SUPPORT ACCESS TO AND PARTICIPATION OF FAMILIES AND CHILDREN FROM CULTURALLY DIVERSE BACKGROUNDS IN A QUALITY EARLY CHILDHOOD EDUCATION PROGRAM

DETE will implement a range of **community-based programs in priority locations** which support families from culturally diverse backgrounds including migrant and refugee families and communities to understand the importance of kindergarten and the pathways to enrolment.

DETE will **support early childhood teachers, educators and services** through the *Supporting Diversity in Kindergarten and Family Day Care Grants Programs* to embrace cultural diversity, provide inclusive programs and promote collaborative partnerships with local culturally diverse families and communities.

Outcome 3: Economic independence and participation

Our cultural diversity is one of the Queensland economy's greatest strengths. The Queensland Government will ensure that we maximise the benefits of our state's diversity and that all Queenslanders have equality of opportunity in employment and in business.

In the Queensland Plan discussions, Queenslanders prioritised the need for our state to have the strongest, most diverse economy in Australia. As a state we want to ensure a diverse, competitive and contemporary business sector and a diverse workforce with increased participation of groups previously underrepresented.

PROMOTING PATHWAYS TO EMPLOYMENT, BUSINESS START-UPS AND OWNERSHIP, AND FINANCIAL INDEPENDENCE

Creating opportunities for new migrants and refugees to gain Australian based work experience:

DSITIA (State Library of Queensland) will work with the Multicultural Development Association to develop and implement a **Work and Welcome** program at the State Library of Queensland.

TAFE Queensland will assist students to prepare for employment by providing opportunities for **work observation and work experience** linked to English language learning, core skills for work and Australian workplace culture.

DSITIA (State Library of Queensland) will develop and implement a **Multicultural Work Experience** program at the State Library of Queensland, in partnership with Southbank Institute of Technology, giving English language students and the State Library of Queensland's current multicultural volunteers the opportunity for Australian project-focussed work experience in their area of expertise.

TAFE Queensland will actively **encourage and support employers** to provide opportunities for work observation and work experience for culturally diverse students.

Improving training opportunities and resources to support employment outcomes for people from culturally diverse backgrounds:

DETE is working with child care providers through the **Pathway Partnership Initiative** to create career pathways for early childhood teachers, including those from culturally diverse backgrounds.

TAFE Queensland will develop **Set for Success at Work** online interactive e-learning resources in Food Safety, Hotel Reception, Cleaning, Childcare, Aged Care, Construction Workplace Health and Safety, Fitness, Retail, Horticulture and Warehousing.

DETE is providing a **subsidised training place** in priority qualifications to eligible Queenslanders under the *Certificate 3 Guarantee Program* and additional subsidies for language, literacy and numeracy skills and lower level qualifications, which may be required by participants prior to undertaking their Certificate Level III qualification.

DETE will lead work to monitor the **involvement in the *Community Learning Initiative*** by disadvantaged learners from culturally diverse backgrounds who participate in and complete vocational training up to a Certificate III qualification.

TAFE Queensland will develop **targeted promotional materials** for Centrelink and Employment Service Providers regarding TAFE English Language and Literary Services programs available for culturally diverse clients.

COLLABORATING WITH THE PRIVATE SECTOR TO GENERATE EMPLOYMENT OPPORTUNITIES FOR QUEENSLAND'S CULTURALLY DIVERSE COMMUNITIES

Improving employment opportunities and outcomes:

DAFF will provide advice and work with culturally diverse people in Queensland to explore the **potential for development of primary industries based employment opportunities**.

DAFF will collaborate with agricultural industries, communities and government departments on challenges and opportunities for increasing **workforce participation** of culturally diverse people.

DATSIMA will facilitate **strategic partnerships with the private and non-government sector** to deliver meaningful, sustainable employment opportunities to assist people from culturally diverse backgrounds, such as with Rail Skills Australasia Ltd.

DCCSDS will support culturally diverse communities to take up opportunities to participate in the **expanded disability workforce required to implement the *National Disability Insurance Scheme* in Queensland**.

DNRM will collaboratively develop **partnerships between Queensland Government and the resources sector** to identify pathways and employment opportunities including for culturally diverse Queenslanders.

Developing the capability of the private sector to be a culturally diverse employer:

ADCQ will implement a **small business project** designed to provide support and resources to small business operators to embrace the benefits of diverse and inclusive workplaces and to assist employers to understand and fulfil their rights and responsibilities under the *Anti-Discrimination Act 1991*.

DNRM will promote the current and future benefits of Queensland's cultural diversity in **workforce planning within the resources sector**.

ENSURING QUEENSLAND IS THE BEST-PRACTICE STATE IN THE RECOGNITION OF OVERSEAS SKILLS AND QUALIFICATIONS TO ENABLE INTEGRATION OF NEW MIGRANTS INTO THE QUEENSLAND LABOUR MARKET

DETE is supporting improved employability for Queensland migrants commensurate with their skills and abilities by providing free academic

assessments of overseas qualifications issued by recognised overseas institutions.

SUPPORTING THE GROWTH OF CULTURALLY DIVERSE BUSINESSES AND PROMOTING PATHWAYS FOR CULTURALLY DIVERSE QUEENSLANDERS TO ESTABLISH BUSINESSES

DATSIMA will deliver the *Economic Participation Grants Program* to assist organisations to **deliver innovative projects** that support economic independence and participation as well as business development for Queenslanders from culturally diverse backgrounds.

DTESB will enhance the **participation of culturally diverse Queenslanders** in the *Mentoring for Growth* program.

SUPPORTING THE FAMILIES OF SKILLED MIGRANTS AND INTERNATIONAL STUDENTS TO PARTICIPATE IN THE BROADER QUEENSLAND COMMUNITY

DATSIMA will further develop and promote a **welcome document for families of skilled migrants and other new arrivals** that provides general information on settling in Queensland and links to key information and services including emergency services, transport, childcare and education, health and wellbeing.

DATSIMA will work with the Australian Government to **identify gaps in support for families of skilled migrants** to fully participate in the Queensland economy.

DATSIMA will consider the needs of families of skilled migrants and international students when developing the new **Cultural Diversity Queensland service delivery model**.

TIQ and **DETE** will ensure the necessary **‘social infrastructure’** is in place for students who are studying in Queensland to have a trouble free experience and to continue to encourage more international students to study in Queensland.

PROMOTING PATHWAYS INTO THE WORKFORCE OF THE FUTURE FOR INTERNATIONAL STUDENTS STUDYING IN QUEENSLAND

TIQ will convene a series of events in Queensland aimed at encouraging and assisting broad based employer groups to provide **internships and full-time and part-time work opportunities** for international students.

TIQ will continue to inform international student alumni with science, biotechnology, health and medical postgraduate qualifications of Queensland opportunities through the **Queensland Skilled Occupation List**.

DETE will encourage a **global approach to education and future employment** through the participation of international students in Queensland state education.

EXTENDING BEYOND THE POLICY PRIORITIES TO ENSURE WE HAVE
THE MOST COMPREHENSIVE APPROACH TO DRIVING ECONOMIC
INDEPENDENCE AND PARTICIPATION

TIQ will assist people into the pathways to permanent residency through the Queensland **state nominated migration program for skilled and business migrants**.

TIQ will lead the promotion of **international education and training products** and deliver a program of support services to international education and training providers to further extend the International Student program in Queensland.

TIQ will harness **migrants' international connections, local knowledge and language skills** in developing new trade relationships.

DATSIMA will improve the profile of culturally diverse businesses, including through a dedicated category within the *Premier's Cultural Diversity Awards*, to **identify, celebrate and promote business success**.

DSDIP will improve regional economies through the development of a strategy responding to the Queensland Plan foundation area *Regions – Building Thriving Communities* that considers **opportunities to facilitate or encourage migrant settlement in regional Queensland**.

Outcome 4: Community participation

The Queensland Government values the contribution of every person who has chosen to call Queensland home and wants to ensure that all Queenslanders feel welcome and part of the community.

Community participation, and the sense of belonging it can create, is critical to secure the best possible economic and social outcomes for culturally diverse Queenslanders and in turn for Queensland. People with extensive and supportive networks have a better chance of participating in our economy and being able to create a better life for themselves and their families.

DEVELOPING CAPABILITY AND LEADERSHIP WITHIN CULTURALLY DIVERSE COMMUNITIES AND ENABLING COMMUNITY ORGANISATIONS TO SUPPORT INDIVIDUAL MEMBERS

QTT, DCCSDS and **QH** will **streamline funding programs** across the Queensland government.

LAQ will work in partnership with the Brisbane-based Refugee and Immigration Legal Service to provide a **legal assistance and advice clinic** to culturally diverse clients who have difficulties with:

- employment law
- consumer law (banking, housing, mobile phones)
- domestic violence and protection order applications
- child protection

ADCQ will work with identified community leaders in South East Queensland to develop **community media strategies** and to build relationships with local media.

DATSIMA will support the **development of capability and leadership** within culturally diverse communities.

DATSIMA will provide incentives to established culturally diverse organisations in receipt of funding from Cultural Diversity Queensland, to **mentor and build the capacity** of small/emerging culturally diverse groups.

ENCOURAGING CIVIC AND CULTURAL PARTICIPATION

DSITIA (Arts Queensland) is encouraging the active involvement of people from culturally diverse communities in Queensland's arts and cultural life as **artists, participants and audiences**, through funding programs and other initiatives.

TAFE Queensland will complete development of and then deliver ***Struggles on Stranger Street Community Law***, a set of resources developed in collaboration with the Refugee and Immigration Legal Service covering a range of topics including laws around renting, credit, driver licenses, buying and selling, marriage and family law.

ECQ will increase electors' awareness (including for those from culturally diverse communities) of their responsibilities towards enrolment and voting through the delivery of a **community awareness program**.

QPS will develop and implement ***Project Reach***, an initiative to engage existing culturally diverse communities, international students and visitors to Queensland in activities regarding crime prevention.

ECQ will support the civic participation of culturally diverse clients by offering a full **telephone and interpreting service for electoral commission information** to members of the public who are not proficient in English.

DATSIMA is providing funding to support local and signature events across Queensland that showcase and celebrate diversity through the ***Valuing Diversity Grants Program***.

IMPROVING ACCEPTANCE AND UNDERSTANDING OF CULTURAL DIVERSITY

Promoting and celebrating our state's diversity:

ADCQ will provide a **range of education and awareness raising services** to improve acceptance and understanding of cultural diversity including through public and private training sessions, presence at community events, media engagement and community development activities.

DSITIA (Queensland Art Gallery | Gallery of Modern Art) is **promoting cultural diversity** through collections, exhibitions, publishing, education and public programs.

ADCQ will partner with schools to promote the Australian Human Rights Commission's *Racism. It Stops With Me* **anti-racism campaign** and the *What you say matters* resource in schools.

All Queensland Government agencies are acknowledging and valuing our state's diversity by celebrating **days of cultural significance** broadly across government.

DATSIMA is delivering **Queensland Cultural Diversity Week**, a statewide program of events building community cohesion by celebrating and encouraging broader recognition of Queensland's cultural diversity.

Providing resources and tools that encourage a global sense of community:

DSITIA (Queensland State Archives) will investigate development of an **online map** linking identified selected photographic resources within Queensland State Archives to particular settlements and communities.

DETE is encouraging international engagement through the **placement of international students** in Queensland state schools.

DSITIA (Queensland State Archives) will ensure the **guide to resources about immigration and family history** is available and updated annually.

DETE will promote the **Global Learning Centre**, which provides professional learning in all aspects of global education to support Queensland teachers in educating for justice, peace and sustainability.

Strengthening the cultural diversity evidence base across government:

QTT (Queensland Government Statistician's Office) and **DATSIMA** will identify what **cultural diversity data** is available across government and what more could be collected to strengthen the evidence base and inform future planning and priorities to target investment.

DATSIMA will gather and share information on **current and future priorities of Queensland's Australian South Sea Islander community** through a survey to enable governments, non-government organisations, business and the community to build a better understanding of priorities.

PROMOTING AWARENESS OF SERVICES TO NEW MIGRANTS

Providing information on services available:

DSITIA (Queensland State Archives) will raise awareness of the **collection of public records and services available at Queensland State Archives** to culturally diverse communities and support Harmony Day celebrations by developing displays and events dedicated to culturally diverse Queenslanders.

DETE will maintain a **current web based list of Intensive English Centres** and contact details to support ease of access to services for culturally diverse clients.

DETE will promote the **Overseas Qualifications Unit's free assessment service** for residents of Queensland who have permission to work or study in Australia.

DJAG will provide **information sessions and workshops** about the department's services of interest to people from culturally diverse backgrounds in areas of identified need.

ADCQ will attend citizenship ceremonies in Cairns, Townsville, Rockhampton and Brisbane to **provide information on the services of the ADCQ** and raise awareness of the *Anti-Discrimination Act 1991*.

DATSIMA will work with Queensland Government departments to increase the use of **community newsletters and other targeted media** to promote Queensland Government programs and services for culturally diverse Queenslanders.

DATSIMA will explore options for improving the online **Cultural Diversity Resource Directory** by leveraging off existing resources such as www.mycommunitydirectory.com.au.

LAQ will develop a **community engagement strategy** to assist it to build effective working relationships with organisations providing support to refugees and migrants and identify legal needs.

DOH will redevelop the **Queensland Health multicultural health website** to raise awareness of available health services and improve health literacy for people from culturally diverse backgrounds.

Delivering targeted initiatives to improve access to information and services:

DHPW will **streamline funding arrangements** to facilitate better access to state-funded refuges (safe houses), including access to interpreters, for women from culturally diverse backgrounds and their children who are experiencing domestic and family violence.

DHPW will increase the **supply of new social and affordable housing dwellings**, including for culturally diverse Queenslanders, through the *National Rental Affordability Scheme* incentives and affordable housing sector revitalisation.

QPS will investigate an effective means to provide **safety messages** to international visitors and students prior to and upon their arrival in Queensland.

QPS will develop and implement education initiatives for culturally diverse communities that deal with specific **policing issues**.

QPS will work in collaboration with education institutions, community groups and other agencies to **promote police contact pathways** and deliver personal and property safety seminars for newly arrived migrants, students and international visitors.

PSBA and **QPS** will build the cultural capability of the QPS to **strengthen community confidence in law and order** in Queensland.

The **OIC** will conduct consultations with culturally diverse stakeholders to **develop information and resources that raise awareness** of government information access and privacy rights.

DATSIMA and **DTESB** will facilitate **water safety initiatives** for new arrivals to Queensland through the Surf Life Saving Queensland *Water Safety Program*.

DTMR will work with ACCESS Community Services Limited to **extend the trial of the AUSTROADS Learning to Drive Kit** to culturally diverse communities in the Logan area.

DEWS will ensure **public communication on water and energy issues** includes strategies for reaching culturally diverse communities.

● Focussing on addressing housing issues that face culturally diverse communities:

DHPW will increase **temporary supported accommodation and targeted accommodation** options including additional places for families, and women and children escaping domestic and family violence, including people from culturally diverse backgrounds.

DHPW will improve accessibility to products including ***Rent Connect, Bond Loans and National Rental Affordability Scheme*** through cultural training for staff, review of connections with key networks, and review and update of written and online information.

DHPW will consider innovative models, including public-private partnerships, to **increase access to housing for low income new arrivals** such as rent-to-buy schemes and labour-for-equity exchange schemes.

DHPW will conduct **community workshops**, including for culturally diverse clients, to establish new *Homelessness Community Action Plans* and to broaden existing plans.

DHPW will **assist low-income households into the private market** by developing new approaches for private market assistance and other self-help approaches to home ownership.

IMPROVING SUPPORT FOR MIGRANTS TO CONNECT WITH THEIR LOCAL COMMUNITY

DCCSDS will identify opportunities to promote **online volunteering resources** aimed at migrants and new arrivals.

DATSIMA will ensure local communities are provided opportunities for economic and social participation through a new **Cultural Diversity Queensland service delivery model**.

DCCSDS will identify **opportunities to connect new migrants to their local communities**, including through the *Seniors Enquiry Line, Grandparent Line and Women's Infolink*.

DATSIMA will identify opportunities, in partnership with relevant government departments and non-government agencies, to support the **regional settlement of new and established migrants and refugees**.

QH (Metro South Hospital and Health Service) will deliver the ***Building Resilience in Transcultural Australians (BRiTA) Futures*** program, which supports mental health outcomes amongst people from culturally diverse backgrounds, including promoting resilience to stress associated with acculturation.

Delivering the best culturally responsive services

The Queensland Government is committed to ensuring equality of opportunity for all Queenslanders, and a key priority for the Government is the delivery of better frontline services. For services to be accessible to all Queenslanders they need to be culturally responsive.

Ensuring the delivery of culturally responsive services will also assist Queenslanders from culturally diverse backgrounds to participate fully in the economy and the community.

The need for culturally responsive services applies not only to direct service delivery by Queensland Government departments but also to the non-government organisations government funds to deliver services on its behalf.

- The **PSC** will **influence and drive diversity and cultural capability** across the public sector.
- The **PSC** will continue to work with agencies to **monitor and report on equal employment opportunity outcomes** across the public sector under the *Public Service Act 2008*.
- **DCCSDS** will **target investment to the people and communities who most need support** and who will receive the greatest benefits from services, including people from culturally diverse backgrounds.
- **DCCSDS** will invest with the Australian Government to implement the **National Disability Insurance Scheme**, which will enable people with a disability from culturally diverse communities to have greater capacity to exercise choice and control over their disability supports.
- **QH** will support the implementation of the **National Framework for Mental Health in Multicultural Australia—towards culturally inclusive service delivery in mental health services** in Queensland.
- **QTT** will work with non-government organisations to develop their leadership to successfully **engage in contestability processes** with a focus on ensuring the needs of culturally diverse communities are met.
- **All Queensland Government departments** will **engage broadly with all community stakeholders** in the development and delivery of policy, programs and services.
- **All Queensland Government departments** will ensure the **best and most holistic system of language services**, including:
 - promoting the range of translated resources and tools available for people who need assistance with English
 - delivering on responsibilities under the *Queensland Language Services Policy*, and ensuring that translated information is current and accurate.
- **All Queensland Government departments** will ensure staff have access to, and attend, **cultural competency training** and pursue other opportunities to build skills and understanding of the needs of refugees and migrants and how to respond.

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