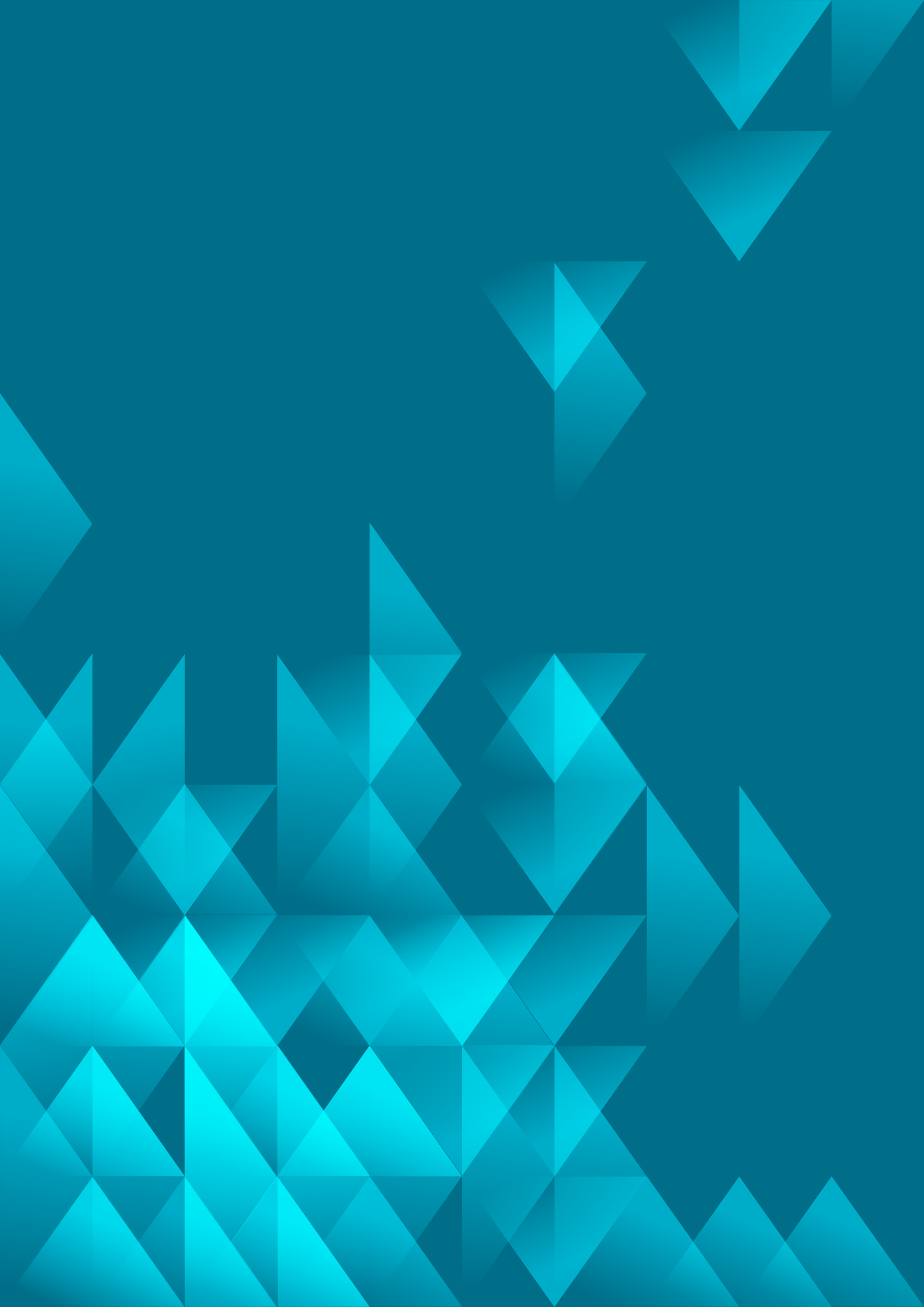




# A multicultural future for all of us

Queensland Multicultural Policy 2011



# Message from the Premier and the Minister for Multicultural Affairs



Queensland has a proud and vibrant multicultural heritage, and our diversity is one of our greatest strengths.

Today, we come from more than 200 different cultural backgrounds, speak more than 220 languages and follow over 100 faiths.

Queensland's cultural, linguistic and religious diversity underpins our economic prosperity. It also contributes to the success of the state's social, cultural and intellectual endeavours.

*A multicultural future... for all of us* is the Queensland Government's vision and agenda for a Queensland that makes the most of our diversity.

This policy was shaped by the views of many Queenslanders who attended consultations across the state or made a written or online submission.

It outlines priorities for the Queensland Government and our departments and agencies will be acting on these key themes:

- multicultural recognition legislation
- language, information and communication
- improving service delivery
- regional and emerging communities
- skills, jobs and enterprise, and
- inclusive communities.

The summer of 2010–11 was unprecedented in our history — a summer of natural disasters which covered 99 per cent of our state from November to March in floodwater and devastation from two cyclones. It was also a summer of inspiration, strength and teamwork, with people working side by side to help families, friends and strangers in their hour of need.

Like many people across the state, Queenslanders from culturally and linguistically diverse backgrounds worked tirelessly to raise funds for the Premier Disaster Relief Appeal. Thank you for your generosity, compassion and volunteering efforts to help flood-affected residents. This again demonstrates how much we all have in common regardless of our cultural backgrounds.

First and foremost, we are all Queenslanders whether we were born here or overseas, whether we can trace our ancestry to the Dreamtime or just a few generations on Australian soil. Many migrants show their commitment to Australia and Queensland by becoming Australian citizens. Since Australian citizenship was introduced in 1949<sup>2</sup>, more than 4 million people have become citizens, with many attending citizenship ceremonies held during the annual Queensland Multicultural Festival, held in October.

Together, we will continue to build an even better Queensland into the future.

**Anna Bligh MP**  
Premier and  
Minister for Reconstruction

**Annastacia Palaszczuk MP**  
Minister for Transport and  
Multicultural Affairs



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# Multicultural Queensland

Queensland is an exciting multicultural state with a world-renowned reputation for being a great place to live, study, work, and play.

The Queensland Government recognises that culture — shared traditions, values and ideas<sup>1</sup> — is central to identity, for individuals and groups.

We understand that cultural heritage is important and we know cultural diversity is fundamental to, and beneficial for our evolving Queensland identity and the lifestyle we enjoy.

*A multicultural future for all of us* promotes unity in our society and a sense of belonging for all Queenslanders, regardless of our cultural, linguistic, religious and ethnic backgrounds. The policy celebrates the traditions and values of all Queenslanders and advances our state's social, economic and civic identity.

This policy affirms an Australian and Queensland approach to multiculturalism which emphasises citizenship, diversity, harmony and a 'fair go'.

## Who we are

Queensland's community has at its roots, the first Australians — the Aboriginal and Torres Strait Islander peoples.

Since European settlement, Queensland's community has become increasingly diverse.

While South-East Queensland remains the most culturally diverse part of the state, the diversity of regional centres, particularly Townsville, Cairns and Toowoomba, is growing.

The opportunities offered in many regional cities and towns have seen these areas grow through migration, including through refugee settlement, and employment-related movement. In 2009, Townsville, Cairns, the Fraser Coast, Toowoomba and Mackay all grew by more than 3000 people<sup>10</sup>.

From early settlers through to recent migrants<sup>11</sup>, refugees<sup>12</sup> and humanitarian entrants<sup>13</sup>, successive generations have built modern Queensland. Each community has added to Queensland's cultural heritage, legacies and assets.

## Unified and diverse

Queensland's unity and diversity are among our great strengths.

Each of us, regardless of our background or how long we have lived here has a shared responsibility to adhere to our laws and respect our democratic institutions.

Our cultural diversity fosters economic development through innovation, entrepreneurialism, skilled labour, growing demand for goods and services, and trade connections to worldwide markets. It bolsters opportunities in business, agriculture, tourism, education and the arts.

It also enhances Queenslanders' social experiences, insights, choices and connections to international markets and communities.

## Something for everyone

This policy is for every Queenslander and its implementation will support improved services in regional areas, in particular those experiencing high levels of growth through migration.

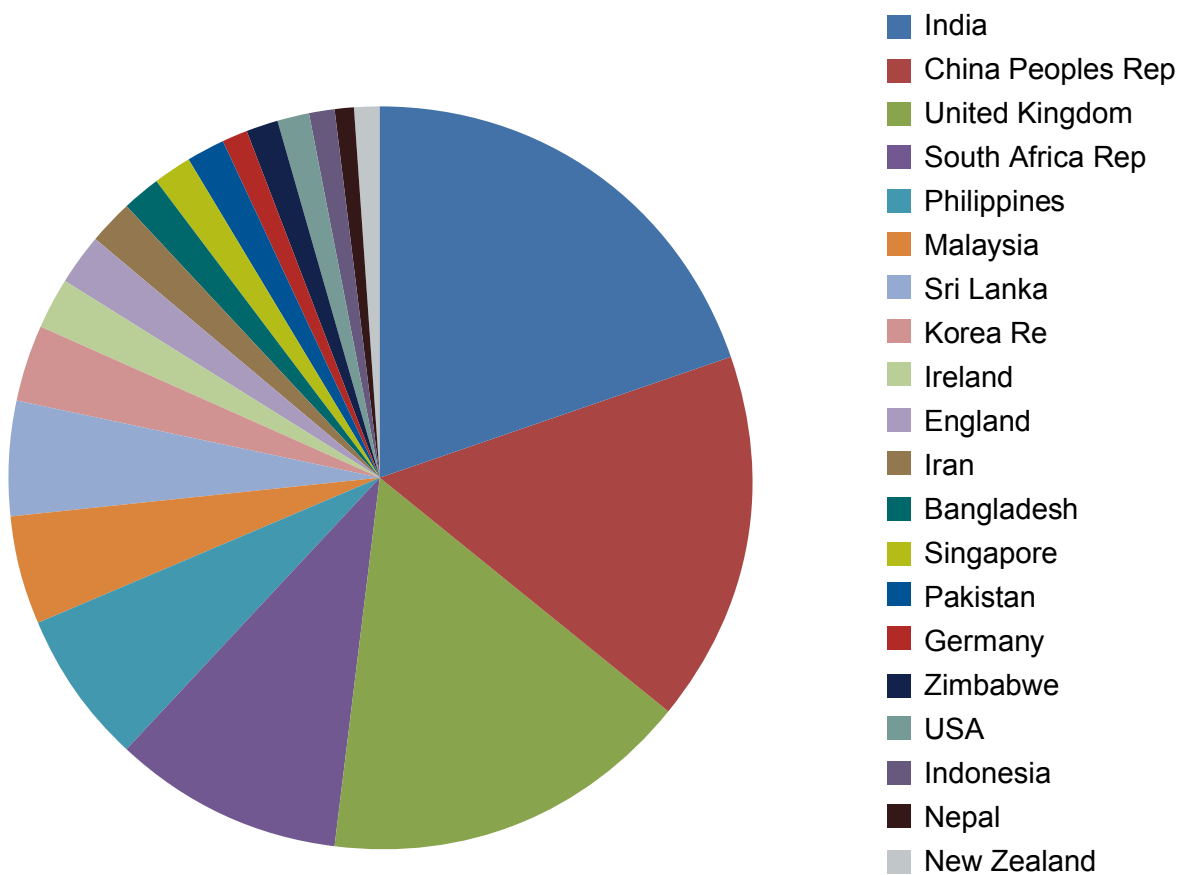
It also responds to emerging evidence of the social, economic and environmental effects of population change in Queensland.

## Facts and figures

Estimated Queensland population (2011)	4.57 million <sup>3</sup>
People born overseas	1 in 6 <sup>4</sup>
Queensland's population by 2056	7.9 million <sup>5</sup>
Population growth	89,083 a year 44.6 per cent from overseas migration <sup>6</sup>
Migrants' contribution to Australian economy	\$1.16 billion <sup>7</sup>
Skilled migrants to Queensland	16,290 a year <sup>8</sup>
Humanitarian entrants	1470 a year <sup>9</sup>



## Top 20 source countries of birth for skilled migrants arriving in Queensland in 2009–10











# Working together for a better multicultural future

The Queensland Government's new multicultural policy will address our state's changing circumstances and emerging opportunities and challenges.

## **Queenslanders' views**

A large number of Queenslanders helped shape this policy by sharing their experiences and aspirations as part of state-wide consultations.

More than 240 written and online submissions were received, 31 workshops drew more than 860 attendees, and more than 580 people attended other consultation events<sup>14</sup>.

The most frequently raised issues were information, health, education, housing, jobs, enterprise, safety, community relations, racism and discrimination, and opportunities for cultural expression.

The need to address population growth was highlighted, as was the changing profile of migrants. There were also calls to provide opportunities for Queenslanders from culturally and linguistically diverse backgrounds<sup>15</sup> to contribute to and benefit from the state's changing economy.

In addition, communities in regional centres reported that services in their areas could be more responsive to the needs of Queenslanders from culturally and linguistically diverse backgrounds.

As a result, this policy aims to enhance services in regional areas.

## Plans for action

Taking our community's suggestions on board, this policy is framed on a new set of themes that will direct action and deliver positive results:

- multicultural recognition legislation
- language, information and communication
- improving service delivery
- regional and emerging communities
- skills, jobs and enterprise, and
- inclusive communities.

Many ideas raised during consultation will be addressed in the Multicultural Queensland Action Plan 2011–14.

This plan will see the Queensland Government partner with agencies, business, institutions and communities to build a cohesive and fair future for all.

### Preparing for emergency events

The Queensland Government is helping Queenslanders from culturally and linguistically diverse backgrounds prepare for emergency events, such as cyclones and floods.

Emergency Management Queensland provides information in various languages other than English to help people prepare for and cope with natural disasters. For example in preparation for Tropical Cyclone Yasi, more than 200 community groups across Queensland were provided with resources, including emergency evacuation, preparedness and emergency management brochures, published in languages other than English. These community groups were encouraged to distribute the information amongst their networks. For more information visit [www.emergency.qld.gov.au](http://www.emergency.qld.gov.au)

The Queensland Government provides information to help with community recovery in languages other than English. For more information visit [www.communities.qld.gov.au/multicultural](http://www.communities.qld.gov.au/multicultural)

Information about coping with disaster-related stress is also available in a range of languages on the Queensland Transcultural Mental Health Centre's website, [www.health.qld.gov.au/pahospital/qtmhc/default.asp](http://www.health.qld.gov.au/pahospital/qtmhc/default.asp)

### Communities working together

During the flood crisis in South East Queensland, the Community Action for a Multicultural Society and Local Area Multicultural Partnership program workers played a key role in connecting Queenslanders from culturally and linguistically diverse backgrounds with critical information and support.

In preparation for Cyclone Yasi, Centacare Migrant Services and Cairns Regional Council worked closely to facilitate emergency information sessions with the local community in Hmong, Nepali and French. This process also involved other key agencies, including the Cairns Queensland Police Service Cross-Cultural Unit.

Many culturally and linguistically diverse community groups raised funds and held events to raise money for flood affected communities. For example, the Islamic Council of Queensland hosted a Multicultural Fun Day to raise money for those affected and the Unified Sri Lankan Associations in Brisbane organised a Sri Lanka Community Premier's Flood relief appeal.





# Principles for a multicultural Queensland

The consultation process indicated strong support for a formal statement about the Queensland Government's commitment to multicultural Queensland.

The Queensland Government will uphold the following principles through the implementation of this policy.

## Multicultural Queensland principles

All Queenslanders:

- share a commitment to Queensland and Australia
- welcome and value the contribution diversity brings to our community
- have a responsibility to abide by the state's laws and respect the democratic processes under which laws are made
- are treated fairly and with mutual respect and understanding, regardless of our cultural, religious, ethnic and linguistic backgrounds
- can express and promote our cultures within our shared laws, values, aspirations and responsibilities

- work toward the sustainable development of Queensland
- have opportunities to participate in and contribute to the economic, social, cultural and political life of this state
- have equitable access to the services provided or funded by the state
- share in the benefits of our ambitions and endeavours for Queensland to be strong, smart, green, healthy and fair.

Like some other jurisdictions, Queensland will move to embed these principles into legislation.

This will build on the Preamble to the Queensland Constitution, included in 2010 as part of the celebration of Queensland's 150th anniversary of statehood.

### **The Preamble<sup>16</sup> to the Constitution of Queensland 2001:**

The people of Queensland, free and equal citizens of Australia —

- honour the Aboriginal peoples and Torres Strait Islander peoples, the First Australians, whose lands, winds and waters we all now share; and pay tribute to their unique values, and their ancient and enduring cultures, which deepen and enrich the life of our community
- acknowledge the achievements of our forebears, coming from many backgrounds, who together faced and overcame adversity and injustice, and whose efforts bequeathed to us, and future generations, a realistic opportunity to strive for social harmony.

In 2009–10, some 17,668 Queenslanders became citizens of Australia. This is both a personal expression of our Multicultural Queensland principles, and a sign of the strength of multiculturalism in Queensland.





# Multicultural recognition legislation

During consultations in developing this policy participants called for a strengthening of Queensland's multicultural policy.

The Queensland Government is committed to leading, facilitating and supporting the principles, priorities and actions in this policy.

We also recognise that statutory recognition through the introduction of legislation will support the multicultural principles.

## What we want to achieve

Our goals for 'multicultural recognition legislation' are to strengthen statutory recognition and drive the multicultural policy's implementation.

We will:

- strengthen leadership and accountability for the policy's implementation
- improve cross-government collaboration

- strengthen the engagement of Queenslanders from culturally and linguistically diverse backgrounds in government planning, policy development and program delivery
- improve data collection to inform programs and services for Queenslanders from culturally and linguistically diverse backgrounds.

## **Key actions during 2011–14**

1. Strengthen leadership and accountability by developing legislation to recognise this policy's multicultural principles, planning and reporting arrangements.
2. Better inform programs and services for Queenslanders from culturally and linguistically diverse backgrounds by improving the availability of data about multicultural policies, programs and services.
3. Improve cross-government collaboration by implementing a three-year, whole-of-government Multicultural Queensland Action Plan, starting in 2011.
4. Strengthen the engagement of Queenslanders from culturally and linguistically diverse backgrounds by revising the functions and membership of the Multicultural Queensland Advisory Council and establishing a Multicultural Women's Network with broad community membership.

## **Multicultural Affairs Queensland is responsible for:**

- advising and supporting the Minister for Multicultural Affairs
- facilitating community–government engagement
- preparing an annual highlights report on implementation of the policy with contributions from departments
- reporting to the Minister on the Multicultural Queensland Action Plan's outcomes after three years
- funding and delivering initiatives to support community cohesion and cultural diversity
- monitoring trends including the developing needs of new and emerging communities such as new refugee arrivals
- determining in consultation with the community and agencies priority areas for action
- coordinating activities and whole-of-government multicultural action plans
- supporting the Multicultural Queensland Advisory Council and Multicultural Women's Network.



## Language, information and communication

Approximately eight per cent of Queenslanders speak a language other than English at home, and about 47 000 (1.2 per cent of the Queensland population) do not speak English, or do not speak it well<sup>17</sup>.

People whose first language is not English can have difficulty accessing services and communicating their needs. Access to interpreters, translated information and assistance from bilingual and bicultural workers is crucial as it helps ensure services respond to their clients' needs appropriately.

Access to opportunities to improve English language proficiency is also essential. This is primarily an Australian Government responsibility, although Queensland's TAFE institutes are a major provider of English as a second language courses.

Migrating to Queensland can involve learning things many people take for granted, such as how to access help and services, how to ensure you and your property are safe, and what is acceptable under Queensland and Australian law.

Easily understood, readily available information is essential so people from non-English speaking backgrounds<sup>18</sup> can have equal access to services and programs.

## What we want to achieve

The Queensland Government's 'language, information, and communication' goals are to support all Queenslanders' access to the information they need in the language they need, and to support opportunities for people to build their English language skills.

We will:

- increase the use of interpreters and availability of translated information
- ensure community and personal safety information is culturally appropriate and accessible
- ensure information about Queensland law and regulations is accessible to people from culturally and linguistically diverse backgrounds, including newly arrived migrants and refugees
- support newly arrived migrants and refugees to increase their English language skills.

## Key actions for 2011–14

1. Increase community and personal safety through the delivery of crime prevention initiatives which target new and emerging communities, international students and visitors, and through the Queensland Government's disaster resilience and recovery initiatives.
2. Provide newly arrived migrants and refugees with information about Queensland law and regulations through Legal Aid Queensland's Regional Legal Assistance Forums and through the implementation of a new project, Getting to Know the Law.
3. Improve awareness about surf and water safety as part of the On the Same Wave initiative, which is a partnership between the Queensland Government and Surf Life Saving Queensland.
4. Increase the availability of qualified interpreters through a scholarship program to assist people from non-English speaking backgrounds to become interpreters.
5. Increase the accessibility of culturally appropriate information by translating information into languages identified as high need and making this information available online.
6. Provide more occupation-specific English language training through the Adult Migrant English Program delivered by TAFE Queensland.

### On the Same Wave

The Queensland Government is responsive to changing and emerging community needs. For example, in 2010 the Queensland Government and Surf Life Saving Queensland's On the Same Wave water and surf safety initiative was launched to help people to stay safe on Queensland's beaches.

The Queensland Government has provided \$200,000 in funding for this campaign which provides water safety information in 18 languages and surf safety information sessions to Queenslanders from culturally diverse backgrounds, including tourists and visitors.

For more information visit [www.communities.qld.gov.au/multicultural](http://www.communities.qld.gov.au/multicultural)

Water Safety Forums engage community leaders and representatives in discussion of the achievements of the program and how to further improve awareness about water safety for people from culturally and linguistically diverse backgrounds. Several students from Milpera State High School provided a powerful voice for how the program has made a difference.





## Improving service delivery

The Queensland Government is committed to delivering culturally appropriate services. In 2008–09, expenditure across the whole government for multicultural services was more than \$62 million.

Complex service systems can be a barrier to accessing services for some people from culturally and linguistically diverse backgrounds.

The Queensland Government is also committed to improving access to services for Queenslanders from culturally and linguistically diverse backgrounds.

An important component of this commitment is the requirement for all government departments to report on four core outcomes:

- improved cultural competence of staff
- improved access to interpreters for clients
- improved communication and engagement with CALD communities
- improved recruitment and retention strategies for staff from CALD backgrounds.

The Department of Communities is working collaboratively with non-government organisations and other providers to support better outcomes for people from culturally and linguistically diverse backgrounds through delivery of client-centred, accessible and coordinated services. The No Wrong Door program will improve the way the Department of Communities delivers services to Queenslanders. This approach aims to provide client-centred, accessible and coordinated services across Queensland.

## What we want to achieve

Our goal is for all Queenslanders to have equal access to services, regardless of their cultural, linguistic or religious backgrounds.

## Health

The Queensland Government is dedicated to supporting all Queenslanders to be healthy and active.

We will:

- promote healthy lifestyles and preventative health initiatives to people from culturally and linguistically diverse backgrounds
- address chronic disease among people from culturally and linguistically diverse backgrounds
- identify and reduce risks to patient safety by improving responsiveness to clients' language and cultural needs
- design and deliver mental health services and programs to address the particular needs of cultural or religious groups, particularly refugees, and
- implement culturally appropriate reforms in disability and community care services.

## Key actions for 2011–14

1. Deliver a multicultural mental health and wellbeing policy and plan to improve how mental health services and programs meet the needs of people from culturally and linguistically diverse backgrounds and increase the awareness of mental health issues among Queenslanders from culturally and linguistically diverse backgrounds.
2. Implement national strategies to raise awareness and reduce the risks of ill health amongst people from culturally and linguistically diverse backgrounds.
3. Develop and implement a coordinated approach to addressing chronic disease within culturally and linguistically diverse communities.
4. Provide additional places in community mental health services for people from culturally and linguistically diverse backgrounds, especially those in disaster affected areas.

## Creating healthier communities

Improving the health and wellbeing of Queenslanders from culturally and linguistically diverse backgrounds has been the mission of Queensland Health Multicultural Health Services (QHMHS) and the Queensland Transcultural Mental Health Centre (QTMHC). Over recent years, QHMHS and QTMHC have driven a range of innovations including:

- setting up the Queensland Health Interpreter Service as a statewide service that can provide on-site, telephone and video remote interpreters in more than 100 languages. More than 51,000 interpreters were provided in 2009-10, totaling more than \$5.1 million.
- delivering services in 78 languages in 2009 through Queensland Transcultural Mental Health Centre's bilingual mental health workers.
- adopting a Queensland Health Cross-Cultural Learning and Development strategy with training to more than 3,800 Queensland Health staff. The strategy included specific mental health training delivered by the Queensland Transcultural Mental Health Centre to more than 2,700 staff. Other Queensland Health training programs have also included cultural diversity content.
- developing a website full of community, health and health system information for the public and health workers at [www.health.qld.gov.au/multicultural/default.asp](http://www.health.qld.gov.au/multicultural/default.asp)  
In 2009–10 more than 5000 users accessed information in languages other than English.
- funding the Ethnic Communities Council of Queensland to develop a new workforce of bilingual Multicultural Community Health Workers, trained to deliver:
  - the Living Well Chronic Disease program to at risk communities, and
  - culturally tailored health information including a swine flu communication strategy and 'Measure Up' campaign.
- delivering the mental health stigma reduction program Stepping out of the Shadows to an estimated audience of 112,000 through ethnic media. The Queensland Transcultural Mental Health Centre also delivered 83 stigma reduction workshops in 17 communities.
- supporting 13 Multicultural Mental Health Coordinators in seven District Mental Health Services.
- establishing the Refugee Health Queensland service and developing a standard state-wide refugee health assessment for newly arrived refugees, with clinics operating in Brisbane, Toowoomba, Logan, Townsville and Cairns. In 2009-10, more than 1600 humanitarian entrants were assessed by Refugee Health Queensland with 99 per cent referred to a general practitioner for ongoing care.
- producing a Healthcare Providers' Handbook on Muslim Patients and further modules for the Multicultural Clinical Support Resource folder.
- delivering BRiTA Futures to children and young people from culturally and linguistically diverse backgrounds to strengthen resilience and increase life skills. More than 170 facilitators across Queensland have been trained to deliver the program in schools and within communities.

## Education

The cultural, linguistic and religious diversity of Queensland students builds Queensland's global connections and provides positive learning and cultural opportunities for all students.

We know that active engagement of schools with parents and students' supports students to achieve their full educational potential.

We will:

- improve the engagement of parents from migrant and refugee communities in education processes
- support students from non-English speaking backgrounds in schools and TAFE Institutes
- increase cultural capability of Queensland Government employees, including school and TAFE staff
- support young people from culturally and linguistically diverse backgrounds to stay in school
- improve access to post-secondary school education for people from culturally and linguistically diverse backgrounds.

## Key actions for 2011–14

1. Improve access to early childhood education and childcare options for children from culturally and linguistically diverse backgrounds.
2. Develop school-based initiatives for refugee students that support their learning, social and psychological needs.
3. Provide English as a Second Language programs in schools and TAFE Institutes.

### Improving education

Improving the ability of newly arrived migrant and refugee students to participate in schooling and other educational opportunities has been the aim of the Department of Education and Training. A range of activities have been undertaken including:

- supporting students from non-English speaking backgrounds in schools throughout Queensland by providing English as a Second Language teachers.
- providing intensive English language and settlement support through Milpera State High School in Chelmer, which prepares newly arrived migrant and refugee students to enter secondary schools in Brisbane.
- providing funding for Pacific Islander Liaison officers in 5 high schools in the Sunshine Coast region.
- providing \$2.678M (in 2009-2010) to schools to assist students from refugee-backgrounds.
- delivering Adult Migrant English Program classes to newly arrived migrant and refugee adults through TAFE Queensland.
- delivering scholarships through Skilling Solutions Queensland for skilled migrants to participate in vocational training. In 2008-09, 95 skilled migrants gained qualifications in health, aged care and English language, and participants were linked to employment and training opportunities.



## Housing, transport and other services

Safe, secure and affordable housing is important for all Queenslanders, especially new arrivals adjusting to a new town, community, language and culture, as it can help improve health, education and employment outcomes.

Having a drivers licence offers opportunities for families to participate in employment and the community, especially shift workers.

We will:

- encourage housing development and provide fair access to affordable housing for people from culturally and linguistically diverse backgrounds
- deliver equitable access to government services that meet the needs of people from culturally and linguistically diverse backgrounds
- work with non-government organisations to address the needs of people from culturally and linguistically diverse backgrounds.
- promote transport and driver education and licencing programs to people from culturally and linguistically diverse communities to enable them to better access jobs and schools and other community facilities and activities.

## Key actions for 2011–14

1. Promote the Department of Communities' Housing and Homelessness services to people from culturally and linguistically diverse backgrounds, including migrants and refugees.
2. Promote the Department of Communities' Sport and Recreation programs to increase migrants and refugees' participation in sporting clubs.
3. Provide culturally appropriate services by giving non-government organisations greater access to Cultural Capability Training under the Department of Communities' Community Services Skilling Plan.
4. Provide appropriate access to transport services information and driver education and licencing.

### Tenants' rights

The Residential Tenancies Authority allocated 42 per cent of the Community Education Grants Scheme budget for 2008–09 to five community organisations for the development of initiatives to improve the understanding of tenants' rights and responsibilities among culturally and linguistically diverse communities and, in particular those tenants from emerging communities. One of these grants was funding for the Nambour Community Centre to raise awareness of tenancy rights and responsibilities among international students and temporary visa holders.

## Transport services information

Improving access to information about transport services for Queenslanders from non-English speaking backgrounds continues to be the aim of the Transport portfolio, through:

- providing state-wide interpreter services, which has resulted in 11 per cent growth in interpreter usage. In 2009-10 with more than 2850 services provided across 90 languages.
- a joint Safe Driving initiative with TAFE Queensland making transport services information, about child restraints, speed, alcohol, fatigue and licensing, available through the state-wide Adult Migrant English program.
- providing fact sheets about the more secure, more durable and more reliable licences, authorities and proof of age cards in 15 different languages on the Transport and Main Roads website. The new cards replace the laminated cards and marine licence confirmation reports that have been used for the past 20 years. Customers wanting to apply for a New Queensland Driver Licence and have difficulties reading and speaking English can also take advantage of Translating and Interpreting Services on telephone 13 14 50 from anywhere in Queensland at any time.
- providing information about TransLink public transport services in South East Queensland in 11 languages on the TransLink website and in selected printed TransLink brochures
- providing options for non-English speaking customers to access information on TransLink services by offering a three-way translation service via the TransLink Call Centre (13 12 30)
- ensuring the national interpreter symbol and the TIS National phone number is available on all regional passenger transport information.
- Darra station has been given an artistic makeover (see photo on page 13) officially opening on 2 April 2011. The murals are part of Queensland Rail's Positive pARTnerships program, which aims to bring together creative minds and artistic ability to enhance local railway stations. The two murals stretch across 588 square metres of the station and follow a strong Vietnamese theme to honour the multiculturalism of the Darra community. Both murals feature the famous dragon Lac Long Quan, which is a large cultural icon for the Vietnamese community. The murals also feature other Vietnamese mythology including the story of Au Co and the ongoing theme of international migration, which are all linked together with elements of traditional Vietnamese painting and abstract work.



## Regional and emerging communities

The Queensland Government is committed to providing services to people from culturally and linguistically diverse backgrounds across Queensland. We are also committed to the sustainable management of population growth and actively encourage people to settle in regional locations. This is particularly the case for skilled and business migrants who are encouraged by the Queensland Government to settle in regional parts of the State.

Queensland's community takes great pride in our 'liveability' and 'neighbourliness'. We need to manage growth to ensure regional communities prosper — that means ensuring access to skills and services in the regions.

The Queensland Government will continue supporting people and communities vulnerable to poor social and economic outcomes.

These may include some new and emerging communities, refugees, international students, Pacific Islander communities, and Australian South Sea Islanders.

In 2009–10, more than 1400 humanitarian entrants arrived in Queensland, mostly from Myanmar (Burma), Iraq, Sudan<sup>20</sup>.

## Australian South Sea Islanders

The Queensland Government recognises Australian South Sea Islanders as a distinct cultural group. Australian South Sea Islanders are the Australian-born descendants of predominantly Melanesian people brought to Queensland between 1863 and 1904 from more than 80 Pacific islands, primarily Vanuatu and the Solomon Islands. Australian South Sea Islanders continue to contribute significantly to the social, cultural and economic development of Queensland.

## What we want to achieve

Our goals for 'regional and emerging'<sup>21</sup> communities' are to manage population growth sustainably and to create positive opportunities for people and communities from culturally and linguistically diverse backgrounds at risk of poor social and economic outcomes.

We will:

- support improved coordination of settlement support between levels of government and non-government organisations
- celebrate our cultural diversity and promote community harmony at state, regional and local levels.

## Key actions for 2011–14

1. Develop and implement a Multicultural Queensland Partnerships program increasing the existing Multicultural Assistance grants to \$1 million a year.
2. Improve access to neighbourhood facilities and support services for Queenslanders from culturally and linguistically diverse backgrounds.
3. Work with the Australian Government and Queensland local governments, through a Queensland Settlement Committee, to align services better to meet the needs of migrants and refugees.

## Local Area Multicultural Partnerships program

Partnering with local governments to ensure that their business reflects the cultural diversity of the local region is the key aim of the Local Area Multicultural Partnerships (LAMP) program. Multicultural Affairs Queensland provides \$675,000 per year in funding to local governments across Queensland to assist them in meeting the needs of the local culturally and linguistically diverse community.

The program's achievements include:

- Cassowary Coast Regional Council has facilitated engagement of local culturally and linguistically diverse community members in council planning and decision making
- cross-cultural awareness in Moreton Bay Regional Council's staff induction processes.



## Community Action for a Multicultural Society

Advocating for the needs of Queenslanders from culturally and linguistically diverse backgrounds, raising social awareness of multicultural issues, and promoting the development of inclusive communities are the aims of the Community Action for a Multicultural Society (CAMS) program. Multicultural Affairs Queensland provides \$1.334M per year in funding for 20 CAMS workers across Queensland.

Their achievements include:

- helping Toowoomba's Awulian community launch a book about their journeys from Sudan, and facilitating training for promotion through a speakers bureau
- advocating for the needs of new arrivals and informing and educating new arrivals about their rights and obligations.





# Skills, jobs and enterprise

Queenslanders from culturally diverse backgrounds continue to bring skills, knowledge, experience and strong work ethics, to the workplace.

Employers benefit from having a culturally diverse workforce because it builds international opportunities, connections and can reduce workplace discrimination and negative stereotyping.

Many organisations also find employees from diverse cultural backgrounds help ensure their services cater to the needs of Queensland's diverse community.

Migrants make a substantial contribution to Queensland's economy through job creation, new businesses and increased financial investment and skills.

## **What we want to achieve**

Our goals for 'skills, jobs and enterprise' are for Queensland's economy to make the best use of our diversity, and for Queenslanders from culturally and linguistically diverse backgrounds to have equal opportunities in employment and enterprise.



We will:

- promote pathways to employment for refugees and migrants, recognising prior qualifications and skills where possible
- ensure government is a leader in recruitment and retention practices
- support skilled migrants, and their dependents, to transition into Australian workplaces
- raise community and industry awareness of the economic benefits of diversity
- promote Queensland as a preferred destination for skilled and business migrants, and investment.

## Key actions during 2011–14

1. Improve pathways to employment for migrants and refugees through places in the Skilling Queenslanders for Work initiative.
2. Recognise entrepreneurs and companies that use their workforce's diversity to grow their business, particularly through the Queensland Multicultural Awards and other training and export awards.
3. Promote Queensland as a business destination by informing prospective business migrants, migration agents and representatives about establishing a business in Queensland.
4. Ensure that the Queensland State Migration Plan, launched in December 2010, is updated at regular intervals to reflect the needs of Queensland industries and employers throughout all regions of the State.
5. Support Queensland entrepreneurs from culturally and linguistically diverse backgrounds through the new Business and Industry online portal ([www.qld.gov.au/business](http://www.qld.gov.au/business)) and Considering a Business seminars.
6. Increase the number of people from culturally and linguistically diverse backgrounds employed in the Queensland Public Service through the ongoing implementation of diversity and equity strategies.

### Multicultural Development Association and AWX Agribusiness, Rockhampton

AWX Agribusiness works with the Multicultural Development Association to recruit people from a refugee background, employing 140 people in the meat industry in 2010. It also employs support workers from refugee backgrounds to help new staff transition to the workplace and community. Occupational health and safety courses are delivered in relevant languages to support the company's 'zero harm' objective.

### Business success

"In Queensland, some individuals and groups from African backgrounds have already established their own businesses. The best example of this is the business centre at Moorooka in Brisbane where many people from refugee and culturally and linguistically diverse backgrounds have established small businesses, including restaurants, specialised food stores and hairdressing services to name a few."

### Multicultural Development Association



## Business migration success

Italian born Gianni Frisone learned the craft of traditional jewellery making in Florence, Italy. The jewellery technique of granulation has been handed down for generations and involves the bonding of small spheres or granules of metal to another metal surface in a pattern. The technique dates back to the Sumerian civilisation during the third millennium BC.

Mr Frisone has spent his life travelling the world perfecting his craft. On a visit to Queensland he discovered a state offering both a beautiful climate and great business opportunities. Based on this visit, he decided to migrate to Queensland and in September 2000 arrived to start a new life and business.

## Helping people find jobs

Helping people at risk of long-term unemployment, including people from culturally and linguistically diverse backgrounds, is the main aim of the Department of Employment, Economic Development and Innovation's Skilling Queenslanders for Work initiative. Assistance is provided through employment and training programs which help people become work ready. In 2009–10, Skilling Queenslanders for Work assisted more than 3000 Queenslanders from culturally and linguistically diverse backgrounds. Programs included:

- Community Employment and Infrastructure Program, which allocated approximately \$9.8 million to assist participants from culturally and linguistically diverse backgrounds.
- First Start Program, with approximately \$390 000 allocated to assist participants from culturally and linguistically diverse backgrounds.







# Inclusive communities

In an inclusive community everyone feels welcome, valued and shares in a sense of belonging — regardless of their cultural or religious background. An inclusive community enables us to express our identity, and to share and learn from each other.

Queenslanders contribute to their community through volunteering and participation in community activities, building stronger communities, skills and connections.

Initiatives showcasing art, photography, music and dance allow us to celebrate our identity and heritage, and showcase and share our cultures.

The Queensland Government promotes our cultural diversity through major events such as the Queensland Multicultural Festival, and through many local community events and projects supported by the Multicultural Assistance Program, local governments and community organisations.

We also support cultural expression through a range of arts and cultural initiatives and institutions supported by Arts Queensland and through community-based art and cultural organisations.

The Queensland Government supports all Queenslanders to identify, preserve, record and exhibit our cultural heritage and experiences of migration and settlement.

We are also committed to promoting Queensland's reputation and values as a society that welcomes people from all backgrounds, respects cultural diversity, promotes community harmony, and that does not tolerate racism or discrimination.

## **What we want to achieve**

Our goal for 'inclusive communities' is for people from all cultural and linguistic backgrounds to be able to participate in Queensland's community and civic life, free from discrimination and racism.

We will:

- promote cultural awareness and positive community relations to all Queenslanders
- strengthen community and government partnerships
- promote volunteering among people from culturally and linguistically diverse backgrounds
- develop an arts and cultural sector that responds to and reflects Queensland's cultural and linguistic diversity
- promote initiatives which showcase Australian and Queensland culture and diversity
- develop initiatives that preserve and promote Queensland's migrant heritage
- enforce anti-discrimination laws and promote anti-racism initiatives.

## **Key actions during 2011–14**

1. Develop and implement a new Multicultural Queensland community education campaign that promotes:
  - anti-racism messages
  - cultural awareness and positive community relations
2. Develop volunteering opportunities to people from culturally and linguistically diverse backgrounds by working with Volunteering Queensland and other key organisations.
3. Promote Queensland's multicultural heritage by establishing a Queensland Migration Heritage Partnership initiative. This will link community groups with institutions such as the State Library of Queensland, Queensland Museum, Queensland State Archives and regional and local cultural bodies. It will promote activities that preserve and promote cultural artefacts and the migration and settlement experience.
4. Promote diverse destinations in our own backyard so that Queenslanders and tourists can experience what Queensland's local precincts offer in culturally diverse food, shopping and architecture.



## Indian community engagement

The Queensland Government is committed to ongoing engagement with culturally and linguistically diverse communities.

Queensland's Indian community forms an important part of our state's cultural, social and economic life. The Queensland Government works closely with our Indian communities, faith organisations and the government-appointed Indian Student Liaison Officer, to support international students from India living in Queensland. For its many positive contributions to our state, the Indian community was awarded with the Minister's Multicultural Community Award in 2010.

### Indian Community Roundtables

Identifying measures to maintain positive relations with Queensland's Indian community and international students was the aim of three Ministerial Indian Community Roundtable meetings. As a result of these Roundtable meetings, an Indian Community Liaison Officer was appointed in March 2010 to provide support to international students from India in Queensland.

### O-week activities

To further support the Queensland Government's commitment to engagement with international students, Multicultural Affairs Queensland participated in the 2011 Orientation Week activities at three Brisbane Universities (Queensland University of Technology, Queensland University and Griffith University), and the Brisbane Welcomes International Students event in King George Square, by providing a range of information.

## Strengthening communities

The Ethnic Communities Council of Queensland (ECCQ) is the peak body representing ethnic communities in Queensland. Multicultural Affairs Queensland provides funding of \$163,560 per annum to support ECCQ in undertaking initiatives that promote multiculturalism and community cohesion among ethnic communities. The organisation also provides advice on policy development through advocating issues encountered by people from diverse cultural backgrounds.

ECCQ also coordinates the Community Action for a Multicultural Society (CAMS) program. Funding of more than \$120,000 per annum is provided to undertake this role, which includes coordinating a network of 19 CAMS workers, employed through 16 organisations.

ECCQ also delivers a number of other programs, through Queensland Government funding, including:

- Partners in Cultural Competence delivers cultural competence training to the private and public sectors under fee for service arrangements.
- Strengthening Ethnic Communities Associations project — provides information and management tools to new and existing culturally and linguistically diverse communities to assist them to develop strong, viable and sustainable organisations.
- Culturally and Linguistically Diverse Child Safety project — to undertake a project to address child safety issues encountered by people from culturally diverse backgrounds.
- Diversicare — delivers home care services under the Home and Community Care program.



## Celebrating diversity

The Queensland Multicultural Festival is Queensland's largest free one-day multicultural festival celebrating our State's cultural diversity through music, dance, food, art, craft and workshops. The Festival has been delivered by the Queensland Government in October each year since 2004.

In 2010, 50 000 people saw the world without leaving Brisbane. The Festival featured over 94 cultures — and with more than 85 performances across six stages and 100 food, craft and information stalls — the festival had something for every person of every age. More than 100 people become Australian citizens at a special Citizenship Ceremony, held annually at the Festival.

Further information is available at: [www.communities.qld.gov.au/multicultural](http://www.communities.qld.gov.au/multicultural)

## Notes

1. Seymour-Smith, C. (1986) *Macmillan dictionary of anthropology*, Macmillan Reference Books, London, p65.
2. Taken from the Department of Immigration and Citizenship website, [www.citizenship.gov.au/learn/facts-and-stats](http://www.citizenship.gov.au/learn/facts-and-stats)
3. The estimated population of Queensland is based on the Queensland Population Counter provided by the Office of Economic and Statistical Research ([www.oesr.qld.gov.au](http://www.oesr.qld.gov.au)). The Counter projects the estimated resident population for Queensland and assumes a total population increase of one person every 5 minutes and 47 seconds.
4. Based on the Australian Bureau of Statistics 2006 Census.
5. Projected population. Office of Economic and Statistical Research (2008) *Queensland Government population projections to 2056: Queensland and statistical divisions*, 3rd edition.
6. Based on the period July 2009–June 2010. Office of Economic and Statistical Research (2010) *Information brief Australian demographic statistics June quarter 2010*.
7. From 2028–29. The contribution increases over time e.g.: \$829 million in 2008–09, \$1.16 billion per annum from 2009–10, and then \$1.8 billion from 2028–29. Department of Immigration and Citizenship, Access Economics (April 2008). Migrants Fiscal Impact 2008 Update.  
[http://www.immi.gov.au/media/publications/research/\\_pdf/migrants-fiscal-impact-april-2008.pdf](http://www.immi.gov.au/media/publications/research/_pdf/migrants-fiscal-impact-april-2008.pdf)
8. Based on the number of skilled migrants to Queensland in 2009–10. Department of Immigration and Citizenship (2010) *Immigration Update 2009–2010*.
9. Based on the number of Humanitarian Entrants in 2009–10. Department of Immigration and Citizenship (2010) *Immigration Update 2009–2010*.
10. Office of Economic and Statistical Research, *Population growth highlights and trends Queensland 2010*.
11. For definition of migrant refer to the Glossary section of the Multicultural Queensland Action Plan 2011–14.
12. For definition of refugee refer to the Glossary section of the Multicultural Queensland Action Plan 2011–14.
13. Humanitarian Entrants are people who enter Australia through the Special Humanitarian Program (SHP) category and, while not being refugees, are subject to substantial discrimination amounting to a gross violation of their human rights in their home country (Department of Immigration and Citizenship, *Refugee and Humanitarian Entry to Australian*, [www.immi.gov.au](http://www.immi.gov.au), viewed 29 March 2010).
14. A report on the consultations is available at [www.communities.qld.gov.au/multicultural](http://www.communities.qld.gov.au/multicultural) or from Multicultural Affairs Queensland.
15. For definition of culturally and linguistically diverse background refer to the Glossary section of the Multicultural Queensland Action Plan 2011–14.
16. The Preamble was introduced to the Queensland Constitution in 2010.
17. Taken from the Australian Bureau of Statistics 2006 Census.
18. For definition of non-English speaking background refer to the Glossary section of the Multicultural Queensland Action Plan 2011–14.
19. Department of Immigration and Citizenship (2010) *Immigration Update 2009–2010*.
20. Emerging communities refers to communities with new or increased needs and which are at risk of poor social and economic outcomes.

## Contact Multicultural Affairs Queensland

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- **Website**  
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If you need an interpreter, call the Translating and Interpreting Service (TIS) on 131 450.