1. Migrants make a significant contribution to the Queensland economy, bringing new opportunities for education, tourism, business and export markets. Some migrants experience a range of barriers to achieving economic independence and community participation. This is more pronounced for those not proficient in English.
2. The Queensland Government is committed to ensuring equality of opportunity for all Queenslanders. To achieve this vision, it released the Queensland Cultural Diversity Policy (the Policy) on 20 December 2013, to drive improvements across four key outcomes – language independence; education participation and attainment; economic independence and participation; and community participation.
3. The Queensland Cultural Diversity Action Plan 2014 has been developed to drive implementation of the Policy with initiatives across the four policy outcomes. It affirms the Queensland Government’s commitment to delivering frontline services that are the best culturally responsive services in Australia.
4. The Queensland Government has also conducted a review of the Language Services Policy and its Guidelines. The revised Language Services Policy reflects the Queensland Government’s commitment to use interpreters and provide translated information for clients with difficulty communicating in English. The revised Language Services Guidelines provide information to support Queensland Government agencies in the implementation of the Policy, including better use of bilingual staff for communication support and appropriate use of technology.
5. Cabinet approved the Queensland Cultural Diversity Action Plan 2014, the Language Services Policy, Language Services Guidelines and the Language Services Policy Review Report for public release.
6. *Attachments*
	* [Queensland Cultural Diversity Action Plan 2014](Attachments/Action%20Plan%202014.PDF)
	* [Language Services Policy](Attachments/Policy.PDF)
	* [Language Services Guidelines](Attachments/Guidelines.PDF)
	* [Language Services Policy Review Report](Attachments/Report.PDF)