



## Multicultural Action Plan 2008–09



## Introduction

The Queensland Government's policy, *Multicultural Queensland – making a world of difference* outlines the framework for the department's Multicultural Action Plan.

**Community relations and anti-racism** — strengthening the sense of belonging Queenslanders have in their local environment and in the global community.

**Productive diversity economic strategy** — strengthening our Smart State standing as a place that values and wishes to attract intellectual capital, overseas investment and secure further gains through harnessing cultural diversity in key areas such as trade, skilled migration, education, tourism, and science/technology.

**Strengthening multiculturalism in the Queensland public sector** — changing how activities of Queensland Government agencies are planned and delivered to ensure all Queenslanders, regardless of cultural and linguistic backgrounds, have access to services.

**Supporting communities** — funding and investing in Queensland's communities to further multiculturalism through research, policy development, advocacy, community awareness, festivals, services, projects and networks.

The Department of Employment and Industrial Relations' purpose is to improve productivity, equity, safety and participation in Queensland workplaces and to contribute to the Queensland Government's identified community outcomes of *building Queensland's economy* and *strengthening Queensland's communities*.

The Multicultural Action Plan conveys the commitment of the department to supporting a culturally diverse Queensland and is linked to the strategic goals and associated actions of the department. In particular:

- Providing assistance to people disengaged or under-engaged in the labour market to help them into economic activity as a means of alleviating poverty and inequality
- Assisting vulnerable workers with targeted advisory and compliance activities
- Implementing the department's workforce management strategy and maintaining our strong focus on: work/life balance, diversity and safe/healthy work practices.

The Multicultural Action Plan compliments the department's EEO Management Plan which seeks to achieve a diverse workforce that reflects the Queensland community.

<b>Multicultural Policy Strategy</b>	<b>Action</b>	<b>Performance Measure</b>	<b>Timeframe</b>
<b>Community relations &amp; anti- racism strategy</b>	Present information about Department of Employment and Industrial Relations (DEIR) services and the laws we administer in ways that are appropriate and accessible to people from a diversity of cultures.	Positive community feedback	Annually
	DEIR Internet updated to provide information in languages other than English.	Positive community feedback Increased ease of accessibility to services	June 2009
	Continue to gain the confidence of members of the Vietnamese and Chinese communities through the continuation of Liaison officers within DEIR.	Positive community feedback	Ongoing
	Participate in public events that promote social cohesion and community harmony eg Annual Multicultural Festival.	DEIR services conveyed to Culturally and Linguistically Diverse communities	Annually
<b>Productive diversity economic strategy</b>	Seek opportunities for networking and productive partnerships with overseas agencies.	Research completed	30 June 2009
	Consider skilled migration and S457 Visa data when determining DEIR's compliance/inspectorial activities.	Divisional business plans incorporate multicultural issues	Ongoing

	Participation in Prosperity 07/08 pilot will explore the inclusion of migrant communities as a primary target group.	Projects targeting migrant communities initiated within pilot	July 2008
<b>Strengthening multiculturalism in the Qld Public Sector</b>	Improve employment opportunities in DEIR for people from Culturally and Linguistically Diverse Backgrounds via work experience, traineeships and graduate opportunities.	Increased participation in employment by 5%	July 2009
	Support Culturally and Linguistically Diverse staff career aspirations via targeted training and developmental opportunities.	Increase in promotion of staff from Culturally and Linguistically Diverse backgrounds.	Ongoing
	Ensure that induction programs include cross-cultural awareness and the importance of DEIR's work in supporting Culturally and Linguistically Diverse communities	Induction material and process reviewed and enhanced. Information delivered at induction. Positive feedback from participants	Annually 6 programs per year
	Promote cross-cultural and anti-discrimination training (and refresher training) for staff.	Five training programs offered per year	July 2009
	Include Community Engagement as a performance measure in the strategic and business planning cycle to align services with community needs.	Measure incorporated	July 2009

<b>Supporting communities</b>	<p>Ensure equitable access to and responsive delivery of services provided by DEIR-funded organisations to ethnic communities by:</p> <ul style="list-style-type: none"> <li>• Ensuring that contracts with such organisations clearly stipulate that fee-free interpreter services are to be provided to Culturally And Linguistically Diverse clients of the organisation <u>and</u></li> <li>• Ensuring that such organisations are funded subject to their ability to respond appropriately to the needs of Culturally and Linguistically Diverse clients and communities.</li> </ul>	Contract template reviewed amended and used.	December 2008
	Provide Skilling Queenslanders for Work (SQW) programs to the most disadvantaged job seekers including migrants and refugees from Culturally and Linguistically Diverse backgrounds.	Financial resources and the number of programs in place to support the initiative	2008/09
	<p>Include migrants and refugees from Culturally and Linguistically Diverse backgrounds as a priority group in SQW initiatives including:</p> <ul style="list-style-type: none"> <li>▪ work placement</li> <li>▪ job preparation</li> <li>▪ accredited vocational educational training</li> <li>▪ formal recognition of skills through Recognition of Prior Learning, employer wage subsidies and</li> </ul>	990 people assisted by SQW	2008/09 financial year

- mentoring
- Queensland Multicultural Employment Forum will continue

SQW multilingual publicity material developed and distributed to communities (multiple language brochures directed at key client target groups).	Multilingual publicity material distributed to communities.	December 2008
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Three additional community language brochures to be completed in LOTE	July 2009
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Consult peak multicultural community organisations via the Queensland Multicultural Employment Network Forum in order to share information in relation to the delivery of employment and training services. (The forum is to include representatives from community organisations, community stakeholder groups and state and commonwealth governments.)

Meetings held	4 meetings per year
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Use Skilled Migration information to focus DEIR Small Business Unit's community engagement activity.

Data collected and analysed.	Annually
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Identify and promote examples of best practice application of safe, fair and productive principles by culturally diverse businesses.

Examples collated and communicated.	Annually
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Deliver information and education activities to improve workplace

Information sessions	Annually
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participants' ability to identify and manage risks pertaining to workplace health and safety and to enable them to understand their rights at work.

delivered and made available using various channels in languages other than English.

Improve community knowledge about electrical safety and promote the use of safety switches.

Information sessions delivered and made available using various channels in languages other than English.