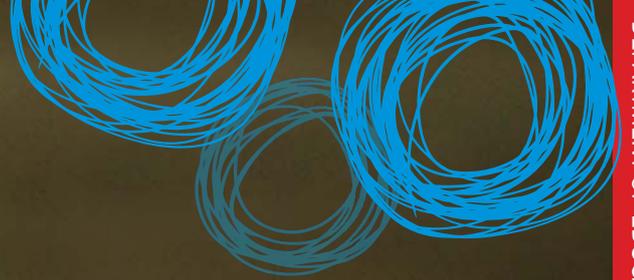


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# Multicultural Action Plan 2007–2011

Building on the values of inclusion and respect  
for cultural diversity across Queensland





## Message from the Director-General

Queensland is a dynamic and diverse society with many cultures, languages and religions. This *Multicultural Action Plan 2007–2011* sets out the commitment by this Department to develop and support a culturally diverse Queensland.

The Queensland Government promotes equal rights, responsibilities and opportunities for all Queenslanders, regardless of their culture, ethnicity, religious background or gender. In December 2004, the Queensland Government endorsed the policy, *Multicultural Queensland – making a world of difference*. Implementation of this policy is a responsibility of all agencies.

The Department’s Multicultural Action Plan has a four-year strategic focus. It outlines specific goals, strategies and actions that support the continued implementation of the Government’s multicultural policy.

Together, we will build on the values of inclusion and respect for cultural diversity across the Department, state schools, training institutes and arts organisations. It is important that all parts of our organisation embrace and deliver this plan to ensure equality of opportunity for everyone.

Regardless of our cultural, ethnic or religious background, each one of us has a role to play and a responsibility to ensure inclusive practices are developed in our work environments. This plan will help us all to contribute to and actively support a culturally diverse community.

Rachel Hunter  
Director-General  
Department of Education, Training and the Arts

### Supporting communities strategy

#### Our goal:

The Department recognises that Queensland communities have diverse cultural backgrounds with varying needs and aspirations. The Department maintains services that continue to develop awareness and responses that build strong communities that value cultural diversity and are inclusive of all people.

#### Strategies

#### Actions

Support the education and learning of culturally and linguistically diverse students.

- Develop English as a Second Language (ESL) policy and enhance the access to quality service delivery for ESL clients across Queensland.
- Continue to deliver the Adult Migrant English Program (AMEP) and Language Literacy and Numeracy Program (LLNP).
- Support the After Hours Ethnic Schooling (AHES) Program.

Support refugee students and those who hold Temporary Protection Visas.

- Provide TAFE English Language Programs and training for qualified teachers from relevant communities to work as tutors.
- Investigate the use of bilingual tutorials for humanitarian entry AMEP students to enhance language learning at TAFE.
- Engage African youth who are not attending school programs, through a dedicated African Community Liaison worker.

Foster the development of an arts and cultural sector that reflects, promotes and responds to Queensland’s cultural diversity.

- Support arts activities, events and organisations that are responsive to cultural diversity.
- Engage culturally and linguistically diverse (CALD) communities in the arts sector as audiences and creators.

The values of the Department of Education, Training and the Arts are:

- Excellence in endeavour
- Respect for people
- Integrity in service
- Professionalism in performance
- Environmental sustainability
- Unity in purpose



### Strengthening multiculturalism in the Queensland public sector

#### Our goal:

The Department is committed to creating an inclusive work environment where people are valued for their diverse culture, experiences, knowledge and abilities.

| Strategies   | Actions   |
|--|---|
| Create an inclusive and equitable culture.   | <ul style="list-style-type: none"> <li>• Implement the Department's <i>Workforce Diversity and Equity Framework for Action 2006–2008</i>.</li> <li>• Improve recruitment and selection processes to respond to the needs of people from non-English speaking backgrounds.</li> <li>• Promote the Equity Contact Officer network to all departmental employees through regular teleconferences and an annual conference.</li> <li>• Ensure the key corporate messages about the Department's work force diversity and equity policy framework are communicated through the induction program.</li> <li>• Conduct Valuing Diversity Awareness Training, delivering multicultural awareness training to teaching and administrative staff.</li> <li>• Continue the Department's commitment to Queensland's Public Sector Migrant Work Experience Program.</li> <li>• Conduct Teacher/Trainer Exchange Programs internationally.</li> </ul> |
| Improve the diversity of the Department's work force so that it better reflects the cultural and linguistic diversity of Queensland.   | <ul style="list-style-type: none"> <li>• Increase the number of staff within the education and Vocational Education and Training (VET) sectors with a range of cultural backgrounds, overseas work experience and languages.</li> <li>• Support culturally and linguistically diverse staff to participate in the Leadership Development Training Program.</li> <li>• Consult with stakeholders to progress multicultural initiatives and support the CALD Network.</li> <li>• Support translators and interpreters to gain National Accreditation Authority for Translators and Interpreters (NAATI) accreditation.</li> </ul>   |
| Provide professional development activities for teachers of Languages Other Than English (LOTE).   | <ul style="list-style-type: none"> <li>• Provide opportunities for staff to attend workshops and seminars.</li> <li>• Implement the online professional development course LOTE in Learning.</li> </ul>   |
| Strengthen leadership and governance to drive improvements in the number of employees from a non-English speaking background.  | <ul style="list-style-type: none"> <li>• Include equal employment opportunity outcomes in performance reviews for senior management.</li> <li>• Establish, monitor and report on regional employment targets to change employment practices and increase the representation of non-English speaking background people in non-teaching roles.</li> <li>• Improve learning and library resources for the ongoing development and needs of ESL teachers.</li> <li>• Promote and facilitate the annual TAFE Queensland Conference for Language, Literacy and Numeracy teachers.</li> </ul>  |
| Attract a diverse group of employees and provide opportunities for them to acquire knowledge of Queensland state school systems and to assist them to compete successfully for employment with the Department. | <ul style="list-style-type: none"> <li>• Promote participation in the Migrant Work Experience Program.</li> <li>• Deliver the Pre-Employment Programs for teachers from a non-English speaking background, including final year pre-service teachers, overseas trained teachers and supply teachers.</li> <li>• In partnership with Queensland College of Teachers, promote English language proficiency programs and tertiary bridging education programs to overseas trained teachers.</li> </ul>   |

## Community relations and anti-racism strategy

### Our goal:

Encourage community participation in education, training and arts to play a critical role in the formation of values and attitudes which strengthen the sense of community cohesion.

| Strategies   | Actions  |
|--|--|
| Celebrate positive diversity and equity to help build social connection and cultural appreciation in Queensland. | <ul style="list-style-type: none"> <li>Support and coordinate participation in significant cultural events across Queensland.</li> <li>Encourage the telling of Queensland stories and support their translation into English and other languages.</li> <li>Support projects that produce rich new experiences for Queensland audiences through cross-cultural collaboration.</li> </ul>   |
| Support and enhance relations between communities and the Department.  | <ul style="list-style-type: none"> <li>Support Queensland's Multicultural Festival and participation in 'Diversity Rocks!' and Harmony Day.</li> <li>Continue community engagement strategies to enhance migrant and community understanding of English as a Second Language (ESL) and vocational education and training opportunities.</li> <li>Promote and expand Homestay programs.</li> <li>Promote sister-school relationships and inbound and outbound inter-country student study tours.</li> </ul> |

## Productive diversity – economic strategy

### Our goal:

To promote and maximise the economic advantages of cultural diversity for Queensland. The Department works in partnership with other government agencies, business, industry, private and community sectors to effect positive and sustainable improvements in the quality of life, education outcomes and employment opportunities of Queenslanders.

| Strategies  | Actions  |
|---|--|
| Promote awareness of training and career options and support the recognition of skills for Queenslanders. | <ul style="list-style-type: none"> <li>Continue the operation of Skilling Solutions Queensland centres across the state, to give Queenslanders access to tailored information on training and career options that match individual interests, skills and experience. This encompasses regular liaison with community groups and training providers, increasing the number of visits with key target groups such as people from a culturally and linguistically diverse background, Aboriginals and Torres Strait Islanders and Australian South Sea Islanders.</li> <li>In partnership with industry, government and regulatory bodies, improve recognition of migrant skills and qualifications through the following: <ul style="list-style-type: none"> <li>providing up-to-date information including employer survey results for overseas qualified professionals, para-professionals and licensed tradespeople on the Department's website</li> <li>increasing the number of countries assessed to improve skills recognition</li> <li>encouraging training, professional development and migrant employment service providers to use and promote migrant skills and talents in Queensland.</li> </ul> </li> </ul> |
| Promote increased trade in Queensland's education and training services.                                  | <ul style="list-style-type: none"> <li>Grow the on-shore international student market in full-time schooling and VET sector programs and study tours to improve Queensland's economic position.</li> <li>Establish off-shore Queensland schools enabling Queensland teachers to gain multicultural teaching experience and employment opportunities.</li> <li>Tender for international education and training, commercial and aid/development projects.</li> </ul>   |
| Support Queensland artists from culturally and linguistically diverse backgrounds.                        | <ul style="list-style-type: none"> <li>Support development and employment opportunities for artists from culturally and linguistically diverse backgrounds.</li> </ul>   |
| Promote the internationalisation of Queensland education and training.                                    | <ul style="list-style-type: none"> <li>Conduct English courses for overseas trained teachers at Certificate IV and higher levels, and coordinate practical experience for participants, to enhance their employment prospects.</li> <li>Support reciprocal international student exchange programs.</li> <li>Participate in internship programs with international universities and colleges.</li> <li>Actively promote integration of international students into a range of communities.</li> <li>Promote and offer teacher and student in-country scholarships.</li> </ul>  |
| Increase the availability of curriculum materials to increase fluency in LOTE.                            | <ul style="list-style-type: none"> <li>Increase the percentage of Year 12 students who complete LOTE studies through Regional LOTE Education Plans (RLEPs).</li> <li>Provide online LOTE curriculum materials for Years 8, 9 and 10 teachers of Chinese, French, German and Japanese.</li> <li>Develop curriculum frameworks and support materials for LOTE in VET, and the Intercultural Investigations (IcIs) program.</li> </ul>  |