



**Report on the  
implementation of  
the Multicultural  
Queensland Policy  
2003–2004**

**Queensland the Smart State**





## Report on the implementation of the Multicultural Queensland Policy 2003-2004

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### Multicultural Affairs Queensland Department of the Premier and Cabinet

Tel 07 3224 5690  
or 1800 053 739  
Email [maq@premiers.qld.gov.au](mailto:maq@premiers.qld.gov.au)

**Postal address**  
PO Box 15185  
City East Qld 4002

**Street address**  
Level 1  
61 Mary Street  
Brisbane

This report is also available  
on the internet at  
[www.premiers.qld.gov.au/multicultural/](http://www.premiers.qld.gov.au/multicultural/)

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## Letter from the Director-General

March 2005

The Honourable Peter Beattie MP  
Premier and Minister for Trade

Dear Premier

I am delighted to submit this report to you highlighting the implementation of the *Multicultural Queensland Policy* during 2003-2004.

This report captures the major achievements and best practices of Queensland Government agencies to advance the policy in three areas – access, participation and cohesion.

The policy has been reviewed to strengthen and consolidate it, and Multicultural Affairs Queensland is leading the public sector in coordinating multiculturalism across Queensland public policy.

In light of the significant economic and social benefits of cultural diversity, there is a clear expectation of increased action by all Queensland Government agencies in future years to effectively implement the *Multicultural Queensland Policy*.

I would like to thank Multicultural Affairs Queensland for coordinating the implementation of the policy across government. I commend government agencies for continuing to support and implement the policy.

Dr Leo Keliher

Director-General  
Department of the Premier and Cabinet



## Message from the Premier



I am pleased to receive this 6th report outlining key achievements made by the Queensland Government in implementing the *Multicultural Queensland Policy*.

Queensland is a diverse society, with 17.1 per cent of Queenslanders born overseas and 32.3 per cent of Queenslanders with at least one parent born overseas.

My Government endorsed the *Multicultural Queensland Policy* in 1998 and since then has promoted the benefits of cultural diversity and the importance of maintaining Queensland's reputation as an inclusive and welcoming society.

We are delivering a three-year, \$3 million election commitment to increase grants funding through the Cultural Diversity Support Strategy. This will allow more Queenslanders to participate in multicultural festivals and become involved in community development projects. My election commitment funding will also result in the employment of additional multicultural workers based in regional community centres and dedicated to specific high need migrant groups. This means more jobs for Queenslanders.

In the past year, I have also endorsed new initiatives including the development of a three-year pilot communications strategy, the inaugural Queensland Multicultural Festival – a World of Difference and the inaugural Images of Queensland Photographic Awards – Multiculturalism in Focus.

The success of these initiatives, combined with recent work to review and strengthen the *Multicultural Queensland Policy*, place Queensland at the forefront of multicultural policy in this country and send a strong international message of welcome.

Multiculturalism is intrinsic to the Smart State and essential to our economic prosperity.

A multilingual and internationally connected workforce enhances our trade and business opportunities, as does Queensland's fair and cohesive state culture.

The continuing success of multiculturalism benefits all Queenslanders and I commend our state government agencies for their commitment to diversity in the Smart State.

Peter Beattie MP

Premier and Minister for Trade



## Introduction



In my first year as Parliamentary Secretary to the Premier with special responsibilities for multiculturalism, I have had the opportunity to meet with many individuals and community organisations in the multicultural sector who have helped make multiculturalism work for the benefit of Queensland.

It is with pleasure that I have played a part in delivering on the Government's commitment to foster the many positive outcomes for Queenslanders under the *Multicultural Queensland Policy*.

In 2004, I represented the Premier at the Ministerial Council on Immigration and Multicultural Affairs. I was able to advocate for a number of issues and concerns that have been raised through the community sector, including access to Medicare and Job Network Providers and the Commonwealth Government's policy to detain children in immigration detention centres.

In the last 12 months, the Government has introduced new important initiatives which, based on their success, will continue in future years, including the Queensland Multicultural Festival and the Images of Queensland Photographic Awards.

Many of the outstanding achievements under the *Multicultural Queensland Policy* are detailed in this report.

I look forward to fostering multiculturalism in my role as Parliamentary Secretary to the Premier so all Queenslanders can benefit from a stronger sense of belonging and an ability to contribute to the Smart State.

Karen Struthers MP

Parliamentary Secretary to the Premier (Multicultural Affairs) and Minister for Trade



## Executive summary

Multicultural Affairs Queensland (MAQ) reports annually to the Premier on progress in implementing the *Multicultural Queensland Policy*. This year's report comprises: an overview of initiatives undertaken by MAQ; government agency reports; and future directions for implementation of the policy.

This report has been streamlined in light of the review of the *Multicultural Queensland Policy*. The new policy has an increased focus on recognising and celebrating Queensland's cultural diversity, and on public sector action to capitalise on the advantages of diversity.

Key achievements under the policy include:

- MAQ, as lead agency for multicultural affairs, has provided advice on multicultural issues, coordinated state government multicultural policy development and planning, delivered increased multicultural grants funding through the Multicultural Assistance Program, promoted community development activities, delivered a series of anti-racism forums and provided free cross-cultural training to government agencies.
- A number of Commissioners/Ombudsmen worked collaboratively to improve access to complaints processes for people from culturally and linguistically diverse backgrounds.
- The Department of State Development and Innovation provided support services to ethnic small businesses, including presentations to ethnic business groups and one-on-one advice to business start ups. It has also expanded programs to attract skilled and business migrants, recognising the significant economic and social benefits of skilled migration for Queensland.
- The Department of Employment and Training developed a Multicultural Employment Strategy for job seekers from non-English speaking backgrounds.

- Funding for the Queensland Integrated Refugee Community Health Centre was extended for a further three years, allowing the coordinator's position to become full time. The clinic offers primary health care services to humanitarian entrants and asylum seekers with complex health needs, including victims of torture and trauma.
- The Princess Alexandra Health Service District continued to develop its centralised Interpreter Services Unit, resulting in more continuous clinical communication and patient care and better processes to receive feedback from people from non-English speaking backgrounds.
- The Police Liaison Officer Scheme has been expanded to include officers from Sudanese, Muslim and Arabic speaking backgrounds.
- Fair trading and consumer rights information has been extended to more effectively reach ethnic communities.
- Four Australian South Sea Islander students were offered tertiary scholarships in 2004 under the Australian South Sea Islander Community Foundation.

The appendices provide information on funding for multicultural projects, multilingual publications, forums and publications available from Multicultural Affairs Queensland.



## Multicultural Affairs Queensland – the year in review

Multicultural Affairs Queensland (MAQ) is located within the Department of Premier and Cabinet. MAQ provides advice on multicultural issues, coordinates multicultural policy development and planning across the Queensland Government and promotes positive community relations.

MAQ coordinates the implementation of the *Multicultural Queensland Policy* (MQP) across government departments and has reviewed the policy to improve and strengthen it. MAQ also manages a multicultural grants funding program, promotes community development activities and provides free cross-cultural training to government agencies.

MAQ has a high proportion of staff from culturally and linguistically diverse backgrounds, with almost 50 per cent of staff identifying as being from a non-English speaking background (NESB).

In 2003–2004, MAQ worked in partnership with the public and community sectors to promote and support multiculturalism. The Government's election promise to enhance the Cultural Diversity Support Strategy has been implemented with MAQ developing and promoting an enhanced grants program. This has meant employment of more community workers, increased funding for major multicultural festivals, projects and events, and the development of a three-year pilot multicultural awareness strategy.

MAQ liaised with the Commonwealth and other states through ministerial councils, sub-committees and on policy submissions on intergovernmental issues as an essential part of its role. MAQ has also coordinated policy activities through the following mechanisms:

### Interdepartmental Committee on Multicultural Affairs

This committee met quarterly to ensure a whole-of-government approach to planning, implementing and evaluating the *Multicultural Queensland Policy*. The committee has three working groups:

**The Multicultural Anti-Racism Community Reference Group** monitors community relations and targets racial and religious vilification. Government agencies, key community organisations and representatives from Islamic and Indonesian communities are represented. Key initiatives included developing a Community Relations Response Protocol, producing racial and religious vilification rights cards in six languages, distributing flyers promoting racial and religious vilification rights, and holding a Multicultural Workers' Anti-Racism Forum.

**The Working Group on Language Services** coordinates the delivery of language services and the implementation of the *Language Services Policy* within Queensland Government agencies. Key initiatives included developing the Queensland Interpreter Card and Information Kit and a National Interpreter Symbol, publishing the *Language Aide Enhancement Project Report* and monitoring the progress of the interpreting service established at Princess Alexandra Hospital. Other initiatives included the Non-English Speaking Background Stakeholders Forum, the Multilingual Seniors Information Project and the Multicultural Bridge website.

In 2003–2004, Queensland Government agencies spent more than \$2.18 million on interpreting services, an increase of approximately \$744 250 from the previous financial year (\$1.44 million). The Commonwealth Translating and Interpreting Service, a 24-hour everyday service, provided most of these services. Queensland Government agencies also use interpreting services from



## Multicultural Affairs Queensland – the year in review

other private providers and accredited interpreters employed within agencies.

**The Working Group on Immigration** monitors Commonwealth immigration and migration policy, legislation and reform and their impact on Queensland. The group ensures all migration issues are considered in context and helps in developing a coordinated response to the Commonwealth Government. The working group considered a number of changes to the Commonwealth Government's immigration policy, legislation and reform as well as issues relating to the Temporary Protection Visa.

### Intergovernmental relations

MAQ liaises with the Commonwealth and other states and territories through ministerial councils, sub-committees of senior officials and on policy submissions on intergovernmental issues.

**The Ministerial Council of Immigration and Multicultural Affairs** consists of Commonwealth, state and territory ministers responsible for immigration and multicultural affairs. It meets annually to consider and resolve issues relating to immigration and multicultural affairs. New Zealand attends the meetings as an observer, as does the Australian Local Government Association.

This year's meeting dealt with Commonwealth reforms to settlement planning and related immigration policies. At the meeting, Queensland opposed the Commonwealth's detention of children in immigration detention centres. Queensland also requested research into the effectiveness of Job Network in meeting migrant's needs and the impact of bulk-billing reforms on migrants.

**The Standing Committee of Immigration and Multicultural Affairs** comprises representatives from Commonwealth, state and territory governments. Key matters considered at the

meeting included Temporary Protection Visa issues, employment services to migrants and refugees, and progress in implementing the Commonwealth's review of settlement services.

**The Skilled Migration Working Party** is convened by the Commonwealth and comprises state and territory officials with responsibility for skilled migration. The working party meets bi-annually under the auspice of the Ministerial Council on Immigration and Multicultural Affairs to consider matters impacting on the skilled migration program.

Senior Officials from the Department of State Development and Innovation represented Queensland at these meetings. The working party met this year to discuss the reforms to business skills visas and the promotion of skilled migration.

**The Queensland Migrant Settlement Planning Committee** is chaired by the Commonwealth Department of Immigration, Multicultural and Indigenous Affairs. The Commonwealth has indicated that it will review the future direction of settlement planning committees.

### Cultural Diversity Support Strategy

The Cultural Diversity Support Strategy supports the MQP by allocating funds to community organisations and local government to promote positive community relations and support community participation in multicultural Queensland.

The strategy, which covers the Multicultural Assistance Program and Local Area Multicultural Partnership program funding, was initially funded from 1998-2001. In recognition of its significant achievements, it was funded for another four years. The total allocation for the Cultural Diversity Support Strategy in 2003-2004 was \$2.35 million.





## Multicultural Affairs Queensland – the year in review

### **Multicultural Assistance Program (MAP)**

The Multicultural Assistance Program is a key component of the *MQP*, with grant funding to promote an understanding of multiculturalism, reduce prejudice and foster community participation. Grants under MAP are available to not-for-profit community organisations for projects, festivals and special events taking place within Queensland.

### **Submission-based grants**

Grants totalling \$420 654 were provided to 67 community organisations and non-government agencies for community relations and development activities. Funding was allocated for:

- multicultural festivals (maximum grant up to \$10 000) to encourage the whole community to participate in celebrating cultural diversity
- *events* (funding up to \$2000) to support small and emerging communities to stage events designed to promote an understanding of their culture and heritage to the wider community
- *community relations projects* (grants up to \$10 000) to support projects which promote and develop better understanding of community relations, reconciliation and multicultural issues
- *community development projects* (maximum grant up to \$10 000) to assist communities to participate in planning, consultation and decision-making processes of governments and in the life of the community and to improve access to services.

MAQ held 11 grant information sessions for community organisations in Brisbane and regional centres. The forums provided information about MAP, and representatives from funding bodies provided information about their funding programs. The Multicultural Development Association's Grants Access

Worker was also available to give advice.

### **Special project grants**

Special grants were provided for Australian South Sea Islander community projects, refugee/temporary protection visa projects and other targeted community development initiatives addressing participation and engagement (\$162 979).

Other targeted state subsidies and funds included:

- \$150 000 (payment to Education Queensland for community language schools)
- \$30 000 (payment to Arts Queensland to support the Multicultural Arts Grants Program, jointly funded by Arts Queensland and the Department of the Premier and Cabinet)
- \$67 000 (Commonwealth/State NAATI Agreement)
- \$10 000 (Commonwealth/State Research Agreement)
- \$100 000 (core funding to support the Ethnic Community Council of Queensland in its role as the peak ethnic communities' organisation).

A full list of allocated grants is at Appendix B.

### **Community workers**

MAP provided \$455 000 to employ six community workers to strengthen community participation in government engagement and to support policy advocacy on multicultural issues. The funding also supports a grants access worker at the Multicultural Development Association to assist ethnic community organisations to identify funding sources and develop grant submissions for their projects.

The Community Workers Program aims to better inform service providers about the needs of culturally and linguistically diverse communities and to increase general understanding and



## Multicultural Affairs Queensland – the year in review

acceptance of the value of multiculturalism. Allocation of funding under the Community Workers Program is at Appendix B.



Community workers at the 2004 Queensland Multicultural Festival

MAQ conducted liaison, professional development and information gathering meetings with the community workers in July, October and December 2003 and March and June 2004.

### The Local Area Multicultural Partnership (LAMP) Program

The LAMP Program is an innovative partnership between the state government and 16 local government authorities to encourage communities to be actively involved in multicultural Queensland.

In 2003–2004, LAMP grants totalling \$993 452 were administered by councils in Brisbane and regional centres. On-going funding was also provided to the Local Government Association of Queensland (LGAQ) to employ a coordinator for the LAMP program. Some highlights include:

- The Caboolture Shire's Multicultural Awareness Project assisted parents from diverse cultures to understand Queensland's education system and how to support children in their schooling. A manual aimed at Samoan parents was developed and released, titled *Making Rough Paths Smooth: Helping your Children get the Best from their Education*.

- Mackay City Council endorsed its first Community Relations Plan in November 2003. The plan integrates the Council's Multicultural Policy in the areas of service delivery, human resource management, leadership, symbolic gestures, community development and communication and information dissemination.
- The LAMP worker at Johnstone Shire Council held information sessions on the Community Relations Plan with council staff from Corporate Services, Parks and Gardens, Engineering, Facilities, Community Services, Water and Sewerage, Health and Environment, Roads and Libraries.
- Brisbane City Council developed a *Welcome Kit for Refugees* - a web based information kit to assist refugees and newly arrived migrants to settle in Brisbane. The kit is translated into six community languages.
- Gold Coast City Council included the *Cross-cultural Communication in the Work Place* brochure in its induction training for new staff.

### Community liaison meetings

MAQ has continued to hold regular liaison meetings with community organisations and interest groups. The purpose of these meetings is to maintain good relations with key groups, provide information about MAQ's core activities and assist the Queensland Government to keep up to date with key issues facing communities. During 2003–2004, MAQ conducted more than 90 community meetings.

### 2003 Queensland Multicultural Service Awards

The Queensland Multicultural Service Awards were presented to recipients in a ceremony at Parliament House on 11 November 2003. These awards recognise outstanding achievements in the promotion and advancement of



## Multicultural Affairs Queensland – the year in review

multiculturalism, community relations and assistance to new migrants.

2003 winners were:

*Individual category* – Robert Barnes, Townsville; Marie Dao, Brisbane; Mena Edmonstone, Toowoomba; Chun-Hong David Lin, Brisbane; Sidney List, Brisbane; Dr Ian Mannion, Brisbane; Gabriella Matakchioni, Sunshine Coast; Mona Orszulak, Gold Coast; James Tan, Gold Coast; and Agnes Whiten OAM, Brisbane

*School category* – Greenslopes State School and Kawana Waters State High School

*Organisation category* – South Brisbane Immigration and Community Legal Service Inc



Premier Beattie at the Parliamentary Annexe with the winners of 2003 Queensland Multicultural Service Awards

### Interchange

MAQ organises a number of topical community forums each year as part of an Interchange Program. Speakers address leaders of ethnic communities on issues of interest and significance.

The following Interchange Forums were held in 2003–2004:

#### Introduction of Queensland’s Commissioners and Ombudsmen

This forum included discussion of the role of Queensland’s Commissioners and Ombudsmen as complaints bodies, including detailed information about the new blue card system by the Children’s Commissioner.

The Interchange Forum resulted from work that MAQ initiated in partnership with the Commissions, which culminated in a combined initiative to improve access to complaints processes for people from culturally and linguistically diverse backgrounds.

The results of the collaboration included:

- a brochure titled ‘It’s OK to Complain – Your Rights are our Concern’ is printed in five languages and outlines the processes involved in lodging a complaint
- a radio project, involving interviews over five months on Radio 4EB, and the development of community service announcements over the period (focusing on one agency per month) in 10 community languages
- the involvement of Brisbane City Council (BCC), funded by MAQ, to use the content and design of the brochure in workshops for people from emerging communities. BCC also funded the translation of brochures into more languages.

#### Raising children bilingually in Australia: myths, challenges and opportunities

This forum featured discussion of raising children in a bilingual household and was attended by 250 people. The guest speaker was Professor Anne Pauwels from the University of Western Australia.



Professor Anne Pauwels at the Greek Club, discussing raising children in a bilingual household



## Multicultural Affairs Queensland – the year in review

### Connecting Queensland – putting your organisation on the web

This forum introduced the State Library of Queensland's free website hosting service, *Connecting Queensland*. The service is offered to community organisations in Queensland in partnership with Telstra Country Wide.



State Library of Queensland speakers, Connecting Queensland Web Manager Steve Scamp and Executive Manager of Digital Services Anna Raunik pictured with LAMP worker Marti Patel (centre)

### Cultural diversity and the Family Court

Justice Michelle May (Family Court judge) and Michael Frame (Family Court registry manager) discussed the Court's strategies to ensure its services are assisting clients from culturally and linguistically diverse backgrounds to navigate the family law system.



Justice Michelle May and Michael Frame with the Parliamentary Secretary to the Premier (Multicultural Affairs) Karen Struthers

### Cross-cultural training

MAQ training staff facilitated 146 courses with 2279 participants in 2003-2004. They also conducted five short presentations/seminars

with 87 participants. Training continued to focus primarily on Queensland Government agencies and in support of the LAMP program.

Training was conducted in the greater Brisbane region and in Queensland regional areas. The range of courses included cross-cultural awareness and foundation skills, customised programs for customer service, education and training providers, health, regulatory enforcement, and working with and communicating through interpreters.

MAQ maintained its training support to the Migrant Work Experience Program which runs twice yearly across the public sector.

Sixteen Members of Parliament participated in a cross-cultural awareness information training session.

The Department of Employment and Training continued to provide Intercultural Foundation Skills training to improve employee recruitment skills through MAQ. The Department of Industrial Relations was also involved in staff training through a cooperative partnership. The Queensland Police Service Metro South embarked on a series of courses and aims to continue this effort in 2005 across the whole region.

### Australian South Sea Islander initiatives

In 2000, the Queensland Government formally recognised Australian South Sea Islanders as a distinct cultural group. The *Queensland Government Action Plan for the Australian South Sea Islander Community* was subsequently developed in 2001.

### Australian South Sea Islander Community Foundation

This perpetual fund was established in 2001 to manage a trust to provide tertiary scholarships to Australian South Sea Islander students.



## Queensland Government agency reports

In 2003–2004, donations to the trust fund grew to \$240 027 with total earnings of \$15 545. In 2004, four students were offered scholarships, currently valued at \$5000 per year to attend Central Queensland University (2), James Cook University (1) and the University of the Sunshine Coast (1). Three previous scholarship holders are continuing their studies at James Cook University.



Mr Mal Meninga with the scholarship students

### **Australian South Sea Islander Community Foundation Board of Advice**

MAQ provides secretariat support for the Board of Advice, which comprises five members from the Australian South Sea Islander community, one corporate member and one higher education representative.

Mr Mal Meninga is the patron of the foundation and the Director of MAQ chairs the board.



## Queensland Government agency reports

This section provides snapshots of best practices and high level achievements of Queensland Government agencies in implementing the *Multicultural Queensland Policy (MQP)*.

A list of the 30 agencies can be found at Appendix D.

### Commissions

#### **Anti-Discrimination Commission Queensland (ADCQ)**

ADCQ worked in partnership with the Multicultural Development Association and the Health Rights Commission to develop a submission for the employment of a project officer to work with people from culturally and linguistically diverse backgrounds.

The CHEER project (complaints on health and employment: equity and rights) increases awareness of and access to complaints processes. With the focus on employment and health, the project officer's role is to provide training, advocacy and information.

The commission conducted a review on issues involving women in prison as a result of a submission received from Sisters Inside. The commission expects to present a report early in 2005.

The commission is actively promoting cultural diversity by providing information in a number of community languages, a more accessible complaints process, a PhD thesis on the subject of *Strengthening the Human Rights Focus of Anti-Discrimination Law and Practice*, and participation in multicultural activities.

#### **Commission for Children and Young People**

Community visitor numbers were increased from 25 to 175 during 2003-2004, with new staff reflecting the cultural diversity of Queensland's children. The commission aims to provide all community visitors with cross-cultural training to improve their communication and advocacy skills.

The commission published information sheets about its *Working with Children Check* in eight community languages.

The Early Years Advisory Group was established to advise the Commissioner on issues relating to the early years of childhood. The group comprises experts from the fields of health, education, child protection, family support, child care and mental health, and includes members of Indigenous, disability, migrant and linguistically diverse groups.

The commission continues to participate in multicultural events and forge relationships with ethnic communities to allow it to better advocate for children and young people from diverse cultural and linguistic backgrounds.

#### **Crime and Misconduct Commission (CMC)**

The CMC website provides general information about the commission in nine languages (Arabic, Bosnian, Chinese, Croatian, French, Persian, Serbian, Spanish and Vietnamese).

#### **Electoral Commission Queensland**

The Electoral Commission Queensland has had an on-going program of direct advertising regarding services provided for clients who come from a non-English-speaking background. The advertisements direct enquiries to the statewide 1300 contact number or the Electoral Commission Queensland website. Interpreter services are available if required.

The 2003-2004 election information campaign centred on a personally addressed letter to each elector, including a leaflet which highlighted interpreter services and specifically included the use of nine languages other than English. The languages chosen were identified based on research sources provided by Electoral Commission Queensland's advertising agency.

#### **Health Rights Commission**

The commission is participating in the Logan and Beenleigh Information Project, which



## Queensland Government agency reports

delivers information on a range of government and non-government services and provides referral to the correct services, to people from culturally and linguistically diverse backgrounds. The development of a joint communication strategy is ensuring that this information is reaching the target audience.

### Queensland Government Departments

#### **Department of Aboriginal and Torres Strait Islander Policy (DATSIP)**

DATSIP contributed \$50 000 to Reconciliation Queensland Incorporated, an independent, not-for-profit organisation that aims to improve the relationship of all Queenslanders by promoting reconciliation and community harmony.

#### **Department of Child Safety**

The department was established in February 2004. It has a unique role in supporting multicultural development by providing services for unaccompanied humanitarian minors. The department contributed funding to support the 'Multicultural Families - Investing in the Nation's Future' conference (in partnership with the University of the Sunshine Coast, Multicultural Development Association and MAQ) in June 2004. Staff have undertaken cross-cultural training programs on multicultural issues to develop cross-cultural knowledge and communication skills.

#### **Disability Services Queensland (DSQ)**

In 2003–2004, DSQ conducted two focus groups, in Townsville and Logan, as part of the review of the *Disability Services Act 1992*. This community consultation ensures the needs of people from culturally and linguistically diverse backgrounds are considered in the design and implementation of policies and programs.

Another focus group was conducted in Brisbane for carers from culturally and linguistically

diverse backgrounds to ensure the Queensland Government Carer Recognition Policy reflects the diversity of carers' needs.

#### **Department of Corrective Services**

Muslim prisoners have been visited at various locations by Imams to provide spiritual guidance and personal support and female doctors are available at Brisbane Women's and Townsville Correctional Centres to attend to the culturally related gender health issues of female prisoners from diverse cultural and religious groups.

Interpreter services are available at the Lotus Glen Correctional Centre to assist prisoners through induction processes and to assist communication. This prison has adapted signage providing information in both graphic representation and in Indonesian.

Two out of the ten traineeships offered in 2003–2004 were taken up by Australian South Sea Islanders.

#### **Department of Education and the Arts Education Queensland (EQ)**

EQ actively implemented MQP in 2003–2004.

The English as a Second Language (ESL) Program in Queensland state schools continues to support ESL students directly and provide professional advice and support to mainstream teachers. There are approximately 162.4 full time equivalent teachers employed across 33 districts, supporting approximately 12 061 students with identified ESL needs.

Since 2002 EQ has supported the Queensland Program of Assistance to Survivors of Torture and Trauma in its work with refugee students through employing a part-time youth worker.

The Anglicare Refugee and Migrant Services Annerley Literacy Centre was provided with a grant to assist with the centre's ongoing program of homework and general literacy assistance to African youth.



EQ provides Greenslopes State School with a full time teacher and two bilingual teacher aides to support the ESL program for newly arrived refugee students.

The 'Under the Skin' program is a professional development package developed and delivered by EQ, the Queensland Teachers' Union and the University of Queensland to provide strategies for teachers, administrative teams and other departmental staff to combat racism.

A principals' forum on refugee issues was held in May 2004 with selected school leaders to discuss best practice in managing cultural diversity in schools, and specifically to examine African refugee issues in schools.

Milpera State High School continues to provide intensive English language programs and settlement services for newly arrived immigrant students of secondary age in the Brisbane metropolitan and surrounding area. Approximately 160–180 students from 30–35 countries speaking up to 45 different languages attend the school.

The Sunshine Coast Intensive English Unit (Nambour State High School), a joint project between the local council, staff of the ESL unit and mainstream staff of Nambour State High School, is creating a 'diversity garden' in collaboration with the council's Local Area Multicultural Program worker and is linked to the school subject of Built Environment.

### **Arts Queensland**

Arts Queensland uses interpreters and translating services where clients prefer to communicate in a language other than English.

In June and July 2004, Arts Queensland participated in statewide information sessions for culturally diverse communities, providing information about available government funding. Almost 700 Queenslanders attended 11 seminars across the state in major metropolitan and regional centres.

Arts Queensland administers the Multicultural Communities Arts Program, which it jointly funds with MAQ. This program is specifically designed for culturally diverse community groups to develop and express their cultural identity in contemporary and/or traditional art forms. Funding of up to \$5000 is available for one-off projects. Nine projects were funded in 2003–2004 to the amount of \$34 288.

Funding of \$190 000 was allocated to the Brisbane Multicultural Arts Centre (BEMAC) under the Cultural Infrastructure Program. BEMAC provides support services, advocates for and implements development processes and produces and presents culturally diverse arts and cultural products.

Major grants (over \$5000) are available to individuals and organisations of any cultural background for one-off projects under the Arts and Cultural Projects Program; Business, Market and Audience Development Program; Community Cultural Development Program; and Professional Development Program. These grant applications are reviewed by the Cultural Diversity Consultative Committee to ensure they are treated appropriately and sensitively. In 2003–2004, Arts Queensland funded 73 major grants projects, 13 (17.8 per cent) of which were from people of culturally diverse backgrounds.

Monthly small grants (except for December) are available to individuals and organisations of any cultural background for one-off projects. Arts Queensland supported 87 small grants applications, of which 16 (18.4 per cent) were from people or organisations with culturally diverse backgrounds.

A number of Queensland's major performing arts companies deliver programs with a cultural diversity focus, either through engaging directly with culturally diverse communities, touring overseas, employing artists from culturally diverse backgrounds, or presenting the work of culturally diverse artists. The state's major





festivals (Brisbane Festival, Asia Pacific Triennial, Woodford Folk Festival, Australian Festival of Chamber Music, Brisbane Writers Festival etc.) often feature local and international culturally diverse artists.

#### **Department of Emergency Services (DES)**

The report *A Call for Help – Understanding Ethnic Communities’ Needs in Relation to Emergency Services* was developed by the Multicultural Development Association for the department. Five ethnic communities participated in the research. The report will be used to determine departmental strategies for service delivery, first aid training and public education and awareness campaigns to culturally and linguistically diverse (CALD) communities.

DES regularly consults with community organisations such as the Multicultural Development Association, the Ethnic Communities Council of Queensland and Multilink to ensure service delivery and education and awareness campaigns are culturally appropriate and suitably targeted. Regional staff members regularly participate in community events, for instance, the Central Queensland University Multicultural Fair and Chinese New Year.

The Queensland Ambulance Service (QAS) Extension Campaign provides administrative support and mentoring to applicants from CALD backgrounds. Five student paramedics, three communication officers and seven patient transport officers from CALD backgrounds progressed to the QAS suitability list through the last extension campaign.

The department delivers anti-discrimination training to student paramedics, commencing communication officers, officers-in-charge, commencing firefighters and other current staff as requested.

In 2004, 90 additional officers were trained in

the DES Equity and Harassment Officer (EHCO) Network, and the EHCO Resource Kit was reviewed, updated and reissued. The *Fair Play in the Workforce* kit was also reviewed and reissued.

All new recruits (160 staff) and 376 existing departmental staff undertook extensive cultural awareness training.

#### **Department of Employment and Training (DET) The Multicultural Employment Strategy**

This strategy identifies initiatives and projects to develop a coordinated response to the needs of NESB job seekers. The strategy aims to achieve a minimum 15 per cent statewide participation target under the community employment programs plus targeted traineeships under the First Start program. The department seeks feedback from multicultural organisations delivering employment and training services to NESB job seekers on a range of issues impacting on Queensland Government employment policy. The strategy represents a minimum commitment of \$3.16 million in funding each year over three years and encompasses five initiatives:

- *Community Jobs Plan – Employment Assistance Projects*  
These projects are directed towards regional and metropolitan areas with high ethnic populations and unemployment levels. Twelve equity group projects will be funded each year over three years for a minimum commitment of \$840 000 each year, plus additional projects where necessary.
- *Community Jobs Plan – Work Placements Projects*  
A pilot project is placing skilled migrants and refugees for up to 16 weeks of paid full-time employment with community organisations, local government agencies and Queensland and Australian Government agencies. Funding of \$500 000 was provided for 50 places under this model in 2004-2005



with a commitment for similar funding over the next two financial years.

- **First Start Program**

This program helps disadvantaged job seekers find jobs by placing them into traineeships. One hundred and ten full-time government traineeship positions will be specifically targeted for NESB job seekers each year at a cost of up to \$1.76 million each year.

- **Employment Workshops for Multicultural Job Seekers**

This initiative forms part of the *Multicultural Queensland Policy Leading Agency Partnership* and aims to deliver 100 employment workshops throughout the state to 1000 job seekers from NESB at a cost of \$60 000 per year. The workshops will address key employment barriers such as the lack of access to information about employment and training options, and unfamiliarity with Australian workplaces and practices.

- **Multicultural Employment Network**

A statewide network will be established in partnership with MAQ, including stakeholders involved in employment service delivery to migrants and refugees. The network will inform Queensland Government policy in relation to the *Breaking the Unemployment Cycle* initiative and other related programs. It will fund community based organisations to help Temporary Protection Visa (TPV) holders, newly arrived migrants and refugees, and other NESB job seekers who are not receiving assistance through a Job Network member or Centrelink to access employment assistance.

**Corporate Solutions Queensland - Migrant Work Experience Program**

DET is the lead agency for the Migrant Work Experience Program, a four week training course conducted by Southbank Institute of TAFE combined with a six week unpaid work

placement with participating Queensland Government agencies. The program helps migrants find employment by providing them with local work experience and Australian referees. Migrants learn about Australian workplace culture and their co-workers learn about cultural diversity. Between April 2001 and June 2004, 122 migrants participated in the program. A list of agencies that provided placements in 2003-2004 is at Appendix F.

**Training Division - Skills Recognition**

One hundred and seventy-three overseas skilled tradespeople were assessed and formally recognised in Queensland.

**TAFE Queensland Centre for Innovation and Development - English Language and Literacy Services (TELLS)**

TELLS is responsible for the Adult Migrant English Program (AMEP) and the Language Literacy and Numeracy Program. In 2003-2004 these two programs totalled \$15 million and generated English language training in Queensland for around 8500 students at over 30 sites around the state as well as through distance learning.

TELLS' activities have included:

- producing spoken tapes of vital documents about access and childcare under AMEP for clients with limited English language and literacy skills
- supporting access programs such as the AMEP Home Tutor scheme to provide English language tuition for clients unable to attend formal classes
- planning an African-Australian Exchange of Ideas
- promoting cultural diversity through public events such as Harmony Day and the Brisbane Writers Festival
- enabling staff to attend the Empowering through Learning Conference and the AMEP



National Conference and forums

- community engagement through the Program of Assistance to Community Tutors, which works with community groups to train volunteers working with migrants outside the TAFE system.

#### **Planning and Purchasing Division**

- In 2003-2004, *The Smart Investment: Queensland Training and Employment Priorities* (QTEP) document acknowledged people from culturally and linguistically diverse backgrounds are a priority population group, ensuring their vocational education, training and employment needs are addressed.
- Regional officers in six DET regions continued to engage with industry, service providers and various community organisations to identify the training and employment needs of people from culturally and linguistically diverse backgrounds and to integrate these needs into regional plans.
- NESB students represented about 6 per cent of direct grant delivery for 2003-2004 through public training providers in Queensland.
- People from non-English speaking backgrounds are a priority population group for User Choice, a program funded by the Commonwealth and state governments enabling employees to undertake an apprenticeship or traineeship qualification.
- Public and private registered training organisations are being engaged to develop strategies that will target industry segments with precarious employment conditions (textile, clothing and footwear, tourism and hospitality, and manufacturing industries) that attract a high percentage of this population group.

#### **Human Resource Strategy and Performance Division**

During the last year, DET and Corporate Solutions Queensland in partnership with MAQ provided free customised cross-cultural awareness training for 91 staff from DET's business units, TAFE Institutes, Regional Offices, Corporate Solutions Qld and Aviation Australia.



Department of Employment and Training and Department of Industrial Relations combined Intercultural Foundation Skills Course 2004

#### **Queensland Health (QH)**

Queensland Health has continued to implement the *Multicultural Queensland Policy*, the *Queensland Government's Action Plan for the Australian South Sea Islander Community*, the *Queensland Health Multicultural Policy Statement* and the *Language Services Policy Statement*.

- In February 2004, QH commenced a post-implementation review of the *Queensland Health Multicultural Policy Statement* and the *Language Services Policy Statement*.
- Initial seeding funding from the Health Outcomes Unit to the Queensland Integrated Refugee Community Health Centre was extended for a further three years. The Centre provides health care services to humanitarian entrants and asylum seekers.
- The Princess Alexandra Health Service District continued to develop its highly innovative centralised Interpreter Services



Unit, the first of its kind for a Queensland hospital. Eleven language interpreters speaking six languages were employed. Between July 2003 and April 2004, use of the service increased by 200 per cent with savings in excess of \$252 000. A formal evaluation undertaken in December 2003 identified extremely high satisfaction rates by staff, consumers and contract interpreters.

- The Queensland Transcultural Mental Health Centre (QTMHC) conducted focus groups with 13 language groups to ensure the cultural appropriateness of the Mental Health Inventory tool, prior to translation of this tool for use in Mental Health Services. The QTMHC has also developed a District Partnership project, focusing on capacity building with three district mental health services (Cairns, Gold Coast, Logan-Beaudesert).
- The Southern Public Health Unit Network updated and published the *Directory of Resources for Health Services Working with Culturally and Linguistically Diverse People in Queensland*. The directory was distributed to over 200 health and ethnic/multicultural services statewide.
- The Queen Elizabeth II Jubilee Hospital conducted a Multicultural and Interpreter Review Project, which has resulted in clearer language service guidelines, decreased costs for interpreter service provision and increased staff awareness of cultural and language issues. They have also introduced a system of augmentative communication to provide a multilingual word/picture communication tool for day-to-day communication.
- The Royal Brisbane and Women's Health Service District conducted a Multicultural Consumer and Carer Participation Strategy Plan Implementation Project that has resulted in the development of the *Think Diversity Multicultural and*

*Multilingual Resources Guide, Interpreter Services Guidelines*, establishment of an oversight committee and evaluation of the multicultural strategies.

#### **Department of Housing Community Renewal projects with a multicultural focus**

- The department funded a multicultural festival in Goodna, which involved a series of workshops with people from diverse cultural backgrounds exploring dance, cuisine, crafts and festival décor.
- As part of its consultation process with multicultural groups in Inala, the department staffed a stall at the Vietnamese Family Fun Day.
- The department officially opened the Maota Fono Cultural Facility in Deception Bay. This is a culturally appropriate meeting place for Pacific Islander people. The department contributed \$168 723 to the facility and funding was also provided by Caboolture Shire Council, the Gambling Community Benefit Fund, the Jupiters Casino Community Benefit Fund and the Samoan community organisation Aiga Samoa.



**The Maota Fono Cultural Facility in Deception Bay**

- Community Renewal organised and funded a tour by a Palm Island dance troupe to the Out of the Box Festival of Early Childhood in Brisbane in June 2004.
- The Department's Multilingual Information Service provides 30 fact sheets on the Internet about departmental products, services and related issues in 15 non-



Indigenous community languages (plus English). All videos produced by the department are captioned to assist people from a non-English-speaking background.

- All departmental publications incorporate a contact details language block to help inform people from non-English speaking backgrounds about the department.
- The department also managed and funded the construction of two two-bedroom units in Innisfail and one four-bedroom house in Mackay for Australian South Sea Islanders.
- During 2003-2004, the department held cultural awareness training sessions for 198 staff, and trained 25 harassment referral officers.

#### **Residential Tenancies Authority**

- The Community Education Public Grants Scheme provided \$39 260 in funding for submissions targeting people from non-English speaking backgrounds in the 2003-04 grant funding round (about 33 per cent of the total funding available of \$120 000). This allowed NESB tenants in Brisbane, the Gold Coast and Townsville areas better access to tenancy information and advice.
- A fact sheet titled *Renting in Queensland* is available in 13 languages.
- The Residential Tenancies Authority used the Telephone Interpreter Service to provide services to 134 clients in 22 languages through its Call Centre, Dispute Resolution Services and Legal and Investigations Unit in 2003-2004.

#### **Department of Industrial Relations (DIR)**

- DIR has a Productive Diversity partnership with MAQ to identify and showcase best practice in the implementation of the *MQP*, including demographic analysis of non-English languages spoken in Brisbane and on the Gold Coast.

- DIR has employed Vietnamese and Chinese liaison officers to improve services to those communities. It has also developed a *Recruitment and Selection Guide* for managers to increase employment of people from non-English speaking backgrounds.

#### **Justice and Attorney-General**

- The Chief Justice is preparing the *Equal Treatment Benchbook* to be published in 2005, which will cover such topics as Ethnic Minorities in Queensland, Ethnic Minority Religions, Ethnic Minority Families, Race and Justice, and Oaths and Affirmations (taking into account all religious beliefs).
- The Domestic Violence Protocols in place in all Magistrates Courts acknowledge the needs of aggrieved persons from non-English-speaking backgrounds. Staff members are trained to recognise the particular cultural needs of each group, and to effectively communicate with community groups of different cultural backgrounds and encourage their participation in court assistance work.
- Five cultural awareness training sessions were held in Brisbane during 2003-2004. Regional sessions were also held at Cairns, Mt Isa, Townsville and Rockhampton.

#### **Legal Aid Queensland**

- Legal Aid Queensland's Domestic Violence Unit has translated its victim and respondent posters and flowcharts into five languages.
- Legal Aid Queensland has created an in-house anti-discrimination practice. It deals with complaints involving discrimination on the basis of race, religion, impairment, pregnancy, parental status, sexuality, and gender identity as well as complaints of sexual harassment and vilification. The anti-discrimination legal officer conducted 17 anti-discrimination workshops with approximately 100 participants from Legal Aid Queensland's regional offices.



- The Culturally and Linguistically Diverse Backgrounds Project was completed in 2003–2004. Its aims were to research the current level of access to Legal Aid Queensland services by people from culturally and linguistically diverse backgrounds and to find ways to improve access and services. The recommendations are currently being assessed and implemented.

#### **Department Local Government, Planning, Sport and Recreation**

- **The Multicultural Women's Advisory Committee** provides advice to the Minister for Women, the Honourable Desley Boyle, ensuring the goals of the *Women in the Smart State Directions Statement 2003–2008* take into consideration the needs of culturally and linguistically diverse women.
- **The Women's Sector Community Engagement Project**, funded by the Office for Women for one year, aims to help South East Queensland women voice their concerns about policy to the government. The project included a specific forum for culturally and linguistically diverse women, held in July 2004.
- **A Multicultural Community Centre Grant** of \$40 000 provided for one year by the Office for Women will fund a Women's Business Coordinator to work with the Multicultural Community Centre's many culturally and linguistically diverse women to help them set up their own businesses. The coordinator will assess the clients, teach them life skills, assist them with the variety of course options available and help to establish a model of this project for use in other parts of Queensland.

#### **Office of Urban Management**

The Office of Urban Management has included the Ethnic Communities Council of Queensland as a member of the Regional Interest Group for Community and Human Services. The Interest

Group provides advice about the policies and strategies of the South East Queensland Regional Plan on behalf of their members.

The South East Queensland 2021 Regional Planning Team conducted a presentation to representatives of 25 peak organisation members of the Ethnic Communities Council of Queensland, and invited written submissions. The planning team also met with Ethnic Communities Council of Queensland staff and officer network representatives to discuss issues about community engagement in the region.

The department participated in Harmony Day celebrations.

#### **Department of Main Roads**

The department has developed a training program titled Community Engagement on Road Programs and Projects, aimed at directors, managers, engineers and communication officers to ensure community engagement is undertaken in a culturally appropriate way.

#### **Department of Natural Resources, Mines and Energy**

The department continues to provide its series of land registry brochures in Mandarin. These brochures are available from the department's land registration service offices across the state.

#### **Department of Primary Industries and Fisheries**

In 2003–2004, the department held cross-cultural communication programs which were attended by 110 employees and managers across the state and focused on understanding client needs, and better tailoring communication and services.

The department also provided client services information specifically targeted to ethnic communities. For example, the successful eradication of the Fire Ant was partly due to the increased community cooperation, access to properties and improved community understanding achieved by developing information targeted to specific multicultural groups.



### **Department of Public Works**

In 2003–2004, the department developed its Strategic Framework and identified potential projects for people from diverse cultural and linguistic backgrounds. The department employed over 480 people from non-English speaking backgrounds.

### **Department of State Development and Innovation (DSDI)**

The department:

- employed multilingual staff to provide one-on-one advice to business start ups
- undertook presentations to ethnic business groups and overseas business delegations
- placed advertisements in ethnic media
- employed specialist Mandarin business advisers and translated business information packages and fact sheets into Mandarin
- held specific business workshops tailored to ethnic needs (eg Turning Your Ideas into a Business seminars for the Pacific Islander Community, and the Cultural Diversity and Migrant Business seminar for migrants establishing new businesses)
- worked closely with bilateral business organisations to ensure member needs were met
- provided introductory information about the department in a range of languages on the website.

### **International aid and development**

DSDI canvassed opportunities for involvement in international development projects and implemented internal systems to enable the department to undertake programs and projects funded by AusAID and other international development agencies.

### **Business Migration**

The department:

- sponsored 204 business migrants who are expected to bring potential investment of \$286 million and 466 jobs

- held information sessions through regional Queensland in conjunction with the DIMIA to promote migration as an option to fill skills shortages
- worked closely with the Queensland Government Trade and Investment Offices overseas and with bilateral business organisations in Queensland to conduct a series of international and local tradeshows, workshops and seminars for prospective migrants
- translated migration information packages into Mandarin.

### **Investment attraction**

The department marketed Queensland's multicultural and multilingual workforce as a key competitive advantage to attract global investment activity. The Investment Attraction Team promoted workforce diversity when seeking to attract regional headquarters and regional service centres of companies that have operations in the Asia Pacific region.

### **Workforce diversity**

Key achievements of the department's Workforce Diversity Strategic Plan included:

- employing multilingual and ethnically diverse core staff
- updating workforce diversity policies such as *Elimination of Discrimination and Harassment in the Workforce*
- recognising occasions such as National Aboriginal Islander Day Observance Committee Week Display, International Women's Day, International Week of Families and Harmony Day
- conducting courses for staff on cross-cultural awareness
- hosting two participants from the Migrant Work Experience Program
- employing 16 per cent of trainees from non-English speaking backgrounds.



### **Department of Tourism, Fair Trading and Wine Industry Development (DTFDWID)**

DTFDWID's Equal Employment Opportunity Advisory Committee held a workshop to develop strategies and activities to assist employees from non-English speaking backgrounds.

The department's reported representation of NESB employees has increased from 5.29 per cent at 31 December 2003 to 13.32 per cent at 30 September 2004 following a review of the EEO census information.

#### **Office of Fair Trading (OFT)**

In 2003-2004, OFT

- produced and distributed targeted and translated information (Korean, Chinese, Japanese) for tour guides, inbound tour operators and tourists to help these groups understand their rights and obligations under the new *Tourism Services Act 2003*
- translated three new fact sheets into multiple languages to help NESB customers understand the services OFT has to offer and to guide their activities in the Queensland marketplace
- held a monthly fair trading interview on ethnic radio 4EB in Brisbane
- translated text on the website to help NESB customers access fair trading information.

#### **Office of the Commissioner for Body Corporate and Community Management**

The office produced an information sheet *Community Living in Queensland* in six languages to help people buying and living in community title schemes to understand the basic concepts about this type of living as well as their rights and responsibilities.

#### **Queensland Transport (QT)**

QT promotes and offers traineeships to people from culturally diverse backgrounds, engages culturally diverse university students in work experience programs and participates in the Equitable Action Group to remove barriers preventing people from accessing QT's product

services and buildings.

QT promoted its integrated ticketing system to multicultural groups in South East Queensland with on-bus publication materials at multicultural festivals; produced transport information brochures in 14 languages, delivered presentations to multicultural organisations to encourage information sharing, and developed signage consistent with international standards.

QT has developed a Safe School Travel campaign which includes fact sheets in 11 languages other than English and radio scripts community service announcements in seven languages. The department also developed the *National Road Safety Action Plan for International Visitors 2004-2005*.

#### **Environmental Protection Agency (EPA)**

As part of competency-based training packages, the EPA has developed a diversity training program for staff. In the past year, 903 participants completed the program.

This training initiative informed staff of their statutory obligations and helped them understand legislation and issues administered by Queensland Government including anti-discrimination. On 21 March 2004 the EPA celebrated Harmony Day.

#### **Office of Public Service Merit and Equity (OPSME)**

During 2003-2004, OPSME delivered presentations to assist agencies to recognise diversity in the Queensland Public Sector and its clients; integrated *Diversity at Work - An Employment Framework for People from non-English Speaking Backgrounds* into the office's new Employment Equity website; and collected and published workforce data from public sector agencies on representation and profiles of Equal Employment Opportunity target groups, including people from non-English speaking backgrounds.

The office participated in the *Multicultural*





Queensland Policy Partnership, which achieved the following outcomes:

- training selection panels in cross-cultural awareness
- establishing a network of contact officers for job applicants from non-English speaking backgrounds
- training community centre staff to help people from non-English speaking backgrounds to apply for Queensland public sector jobs
- recruiting people with specific language backgrounds into public sector jobs
- providing translator training to current public servants with experience in languages other than English.

#### **Queensland Police Service (QPS)**

QPS undertook a number of activities during 2003-2004 including:

- The Police Ethnic Advisory Group has linked up with the Multi-Faith Centre at Griffith University. The Police Commissioner, Mr Bob Atkinson, addressed a community forum at the university on Effective Policing in a Multicultural Society.
- The Commissioner has extended invitations to community groups to help make the QPS more accessible to multicultural communities. Invitations are extended six times a year to Queenslanders from culturally, linguistically and religiously diverse backgrounds.
- Articles on crime prevention and policing have been translated and published in local Chinese newspapers. This has strengthened crime prevention within the community and encouraged the reporting of crime.
- Monthly meetings with the Sudanese community are aimed at assisting Sudanese young people in particular, helping with the

education of new arrivals and explaining the role and function of policing in a democracy.

- *A Guide to the Role of Police in Australia* was published in eight languages.
- The Japanese Community Consultative Committee (Gold Coast) meets bi-monthly and includes members of the Japanese community and local tourism organisations. It has enabled residents and tourists to become more aware of safety issues and strategies in the Gold Coast area.
- The Open Doors Project has established workshops in the Logan District to bring members of over 160 resident ethnic communities into close communication with local police. Twenty workshops have been held involving Islamic women, Romanian, Iraqi, Sudanese, Cambodian and Muslim groups.
- Community leaders are invited to address QPS Senior Executive in an ongoing project initiated by the Commissioner. In 2004, the President of the Islamic Council of Queensland addressed the first meeting of the Senior Executive Conference.
- A course on Policing in the Vietnamese Community prepares QPS members and other law enforcement officers to better understand Vietnamese culture, customs and mindsets. The course is held twice a year at the Police Academy and monthly in regional centres.
- The Cross-Cultural Awareness Award is sponsored by the Ethnic Communities Council of Queensland, and is presented at each Induction Parade to the police recruit who has demonstrated considerable understanding of, and sensitivity towards, diversity.
- Information on the activities of the Crime Stoppers Unit is distributed and presented to



community groups and schools in a number of languages. Static displays are used at major festivals as well as on billboards in areas where English is not the first language of many residents. These initiatives have resulted in 150 per cent increases in reporting from some groups in the last two years.

- The Asian Reference Group meets every two months to work on effective measures for policing within Asian communities. The group is made up of police from Asian backgrounds and other Queensland Police employees with an interest in Asian cultures, languages and religions.
- The Pacific Islander Safe Driving Project (Ipswich District) assists members of the Pacific Islander community to access training before applying for a driver's licence.
- The Positive Peer Pressure Program (PEER) operates from the Toowoomba Police Citizens Youth Club and focuses on disadvantaged youth. The Toowoomba District Cross-Cultural Liaison Officer has established contacts with members of the Islamic Community through the University of Southern Queensland to provide affordable access to community activities with the enhancement of peer support from the Youth Leadership Group, Police Liaison Officers and other agencies.
- The Queensland Police Service Diversity Management Plan has focused on setting targets for recruiting officers from culturally and linguistically diverse backgrounds.
- The Mosaic Fund was established in 2003 to enhance police/community engagement through financial assistance and strategic support for initiatives which encourage cultural diversity and social harmony. In 2004 special emphasis has been given to projects involving new arrivals, emerging

communities and people living in remote areas.

- The Police Liaison Officer Scheme has recently been reviewed and expanded to include officers from Sudanese, Muslim and Arabic speaking backgrounds.
- The Chinese Youth Scout Group is an initiative of the Brisbane Metropolitan Police Region, led by a Police Liaison Officer of Chinese background. There are currently 45 members.
- QPS has included presentations from the Cultural Advisory Unit within the Office of the Commissioner in Neighbourhood Watch Co-ordinators Conferences in 2004.
- The Asian Specialist Support Unit holds crime prevention and community awareness seminars which are delivered to Asian international students and school administrators.
- The South Eastern Region has developed a number of strategies to respond to the needs of a culturally diverse community. These include circulation of a Regional Strategic Policing paper on multicultural policing; establishment of committees with members of the Vietnamese, Sudanese, Chinese and Aboriginal communities; production and distribution of crime prevention and reporting information in several languages; and provision of specialist support through Police Liaison Officers, Volunteers in Policing (VIPs), multicultural police and specialist units from other Commands.

#### **Queensland Treasury**

Queensland Treasury currently employs 1688 staff, 30 per cent of whom have job descriptions incorporating diversity and equal employment opportunity responsibilities.

The department hosted a presentation on the findings from the Australian National



Organisational Study which examined a range of organisational capability and effectiveness matters including workplace diversity.

In 2003–2004 the Gambling Community Benefit Fund allocated \$478 362 to projects with a focus on ethnic, Australian South Sea Islander and multicultural initiatives. This amount comprised \$7531 to Australian South Sea Islander community organisations (0.2 per cent of total grants); and \$470 831 to community organisations supporting people from culturally diverse communities (representing 1.44 per cent of total grants).

In 2004 the Gambling Community Benefit Fund participated in information sessions targeting organisations from diverse cultural backgrounds, with the intention of increasing the quantity and quality of funding applications received. Further information on the fund is at Appendix E.



## Future directions

Multiculturalism is, and will continue to be, a key feature of the Queensland landscape. A fundamental aspect of the Smart State is its multiculturalism and the benefits this brings to all Queenslanders. A number of key focus areas for 2005 and beyond have been identified.

### Multicultural Queensland Policy

In light of the vision to embed multiculturalism in Queensland society, MAQ has reviewed the *Multicultural Queensland Policy* in consultation with key stakeholders. The new policy was endorsed by the Queensland Government in December 2004.

It highlights the economic benefits of cultural diversity – productive diversity – and the advantages of having a skilled multilingual and internationally connected population in enhancing the Smart State. MAQ will consult with other agencies in 2005 to develop enhanced strategies to maximise the economic benefits of multiculturalism to Queensland.

The policy also has a focus on community harmony and recognises that Queenslanders share responsibility for making Queensland a cohesive and fair society. To this end, anti-racism work, including community consultation, will continue to be a significant part of supporting multiculturalism in Queensland.

The revised policy enshrines the Government's commitment to equitable access to services for all Queenslanders, as well as equal rights, responsibilities and opportunities to participate in Queensland society.

The policy includes a new public sector strategy focused heavily on action, with government agencies becoming more hands-on in the delivery of services to people from culturally and linguistically diverse backgrounds.

All agencies will develop multicultural action plans and be required to report to Multicultural Affairs Queensland on progress

of implementation. A new framework will see high level performance indicators introduced to Queensland Government agencies to reflect service delivery initiatives in each portfolio.

MAQ will coordinate implementation of the new policy in 2005 by exploring innovative ways of working in partnership with all Queensland Government agencies.

### Multicultural Education and Awareness Strategy

The inaugural Queensland Multicultural Festival was held in October 2004. Over 30 000 people attended the festival, which celebrated Queensland's cultural diversity. The response to the festival was extremely positive and Premier Peter Beattie has announced that it will now become an annual event.

The inaugural Images of Queensland Photographic Awards: Multiculturalism in Focus was also a major success and will now be held annually. Twenty images celebrating Queensland's multiculturalism were shortlisted from a total of 251 entries and the winners shared \$25 000 in prize money.

*(See winning photographs page 28)*

MAQ will also be seeking to strengthen its partnerships with Queensland's universities. In October 2004, Vice Chancellors and other senior executives from Queensland's nine universities met with the Premier and committed to:

- fostering an inclusive learning and teaching environment, where understanding, acceptance and appreciation of cultural diversity is respected and valued
- discrimination-free education for all
- the contribution of cultural diversity to an environment in which academic excellence can be achieved
- working in partnership with the Queensland Government to further the vision set out above.



MAQ facilitated a focus group session with representatives from Education Queensland, Queensland Education and Training International and the universities to identify opportunities for further collaborative work.

### **2005 Queensland Multicultural Service Awards**

The awards will be expanded in 2005 as a means of involving the broader community in celebrating multiculturalism. New categories for Government and Business will be introduced and the Individual category will include awards for a Multicultural Champion, an Outstanding Young Achiever and an Individual Contributing to Refugee Services.

### **Coordinated Advocacy in the Multicultural Sector (CAMS)**

The Premier has approved an extra \$600 000 per year over the next three years for this program. A further 13 worker positions will be funded, including a coordinator position and positions to work initially with the Pacific Islander, Australian South Sea Islander and African communities.

### **2004 Images of Queensland Photographic Awards Award - Winners**

#### **Open Category**

Marie Patamise  
Ric Frearson

#### **Open Category (Highly Commended)**

Peter Rossi  
Richard Waugh

#### **Student Category**

Brooke Heidke

#### **Student Category (Highly Commended)**

Vicky Chen  
Tiffany Bridger

#### **Premier's Encouragement**

David Casey

#### **People's Choice**

Fiona Muirhead

#### **People's Choice (Highly Commended)**

Silvana van Dijk

*Winning photographs are published  
overleaf on page 28.*



## 2004 Queensland Photographic Awards – Multiculturalism in focus

### Winning photographs



David Casey *Wiliek*



Brooke Heidke *All is one*



Tiffany Bridger *Ready for Class*



## Winning photographs



Peter Rossi *Scott Street*



Ric Frearson *Hills Hoist*



Marie Patamise *Shamina in the Sunshine State*



Silvana van Dijk *Sharman*



Fiona Muirhead *Friendship*



Vicky Chen *The only 'Race' they know is the 100m*



Richard Waugh *Workmates*



## Appendix A – Reports and publications

### Reports and publications

The following reports and publications are available on the MAQ website at [www.premiers.qld.gov.au](http://www.premiers.qld.gov.au)

Australian South Sea Islander Recognition Brochure

Community Relations Plan

Community Relations Resource Kit

Diversity – A Queensland Portrait

Diversity Figures

Diversity Matters

Employment Issues Facing People of Non-English Speaking Background

Migrant Work Experience Pilot Program Report

Multicultural Queensland 2001

Multiculturalism in the New Millennium Policy Forum 2001

New and Emerging Communities in Queensland

Productive Diversity Kit – Doing Business Better – Queensland’s Multicultural Advantage

Queensland Multicultural Resource Directory

Queensland Government Action Plan – Australian South Sea Islander Community

Queensland Government Language Services Policy

Queensland Government Position Statement on Immigration

Queensland Interpreter Card

Queensland Interpreter Card Kit

Temporary Protection Visa Holders in Queensland





## Appendix B – MAQ – Funding allocation 2003-2004

### Community Workers Funding

Organisation	Amount
Queensland Council of Social Service Inc	\$65 000
Ethnic Communities' Council of Queensland Ltd	\$65 000
Multicultural Development Association Inc (MDA)	\$65 000
Multicultural Development Association Inc (MDA)	\$65 000
Youth Affairs Network of Queensland	\$65 000
MultiLink Community Services Inc	\$65 000
Townsville Multicultural Support Group Inc	\$65 000
<b>TOTAL</b>	<b>\$455 000</b>

### Local Area Multicultural Partnership (LAMP)

Organisation	Amount
Brisbane City Council - Community Development Services Branch	\$72 000
Local Government Association of Qld	\$90 905
Cairns City Council	\$63 094
Johnstone Shire Council	\$63 095
Gold Coast City Council	\$63 094
Ipswich City Council	\$63 094
Logan City Council	\$63 094
Mackay City Council	\$63 094
Caboolture Shire Council	\$63 094
Livingstone Shire Council	\$10 317
Rockhampton City Council	\$63 094
Maroochy Shire Council	\$63 094
Toowoomba City Council	\$63 094
Townsville City Council	\$63 094
Gladstone City Council	\$63 094
Hervey Bay City Council	\$63 094
<b>TOTAL</b>	<b>\$993 445</b>

### Multicultural Assistance Program Grants

Organisation	Amount	Project
Career Employment Australia Incorporated	\$6000	Into Global Rhythms Fest
Australian Red Cross (Qld Division)	\$8000	Small Business Skills Project
Brisbane City Council - Community Development Services Branch	\$6220	Anti-Racism Community Forums
Department of Employment and Training - Employment and Youth Initiatives	\$33 000	Employment project for Temporary Protection Visa holders
Media Entertainment and Arts Alliance (Qld Branch)	\$2000	8th Queensland Media Awards - Multicultural Award
Australian-Tongan Youth and Community Association Inc	\$8000	Community Empowerment Through Training



Organisation	Amount	Project
Hindu Society of Queensland Inc	\$2000	Festival of Lights Celebration 2004
International Adoptive Families of Queensland Inc	\$2000	Mapleton 2004 Intercountry Adoptive Families Retreat
Iranian Society of Queensland	\$4750	Kurilpa Park Picnic
Lifeline Community Care Queensland	\$9559	Volunteer Skills Sharing Network
Lifeline Community Care Queensland	\$10 000	Romero Centre Temporary Protection Visa Project
Miaomiao Chinese School	\$4580	Training and Community Development - Chinese Student Parents
Milpera State High School Parents & Citizens	\$1000	Milpera State High School 20 Year Celebration
North East Community Support Group Inc	\$9900	Zillmere Multicultural Festival
Queensland Council of Social Service Inc	\$9549	BARC - Self Sustaining Volunteer Structure
Austcare Queensland	\$10 000	Refugee Month 2004
Buddha's Light International Association Qld	\$6000	2004 Buddha's Birthday Festival
Community Praxis Co-op Ltd	\$5000	Community Action Research Project - Arabic Community
COT of the Sisters of Mercy in Queensland	\$10 000	Support & Education for Temporary Protection Visa holders
East Brisbane Community Centre Inc	\$2000	Coming Together Art Exhibition
Ethnic Communities' Council of Queensland Ltd	\$2000	Eritrean Community Annual Multicultural Festival
Ethnic Communities' Council of Queensland Ltd	\$2000	Liberian Independence Day Celebrations
Ethnic Communities' Council of Queensland Ltd	\$2000	African Youth Network Gathering
Ethnic Communities' Council of Queensland Ltd	\$2000	25th Anniversary of the Independence of Kiribati
Ethnic Communities' Council of Queensland Ltd	\$9500	Developing Our Dreams
Ethnic Communities' Council of Queensland Ltd	\$9933	Multicultural Trailblazers
Ethnic Communities' Council of Queensland Ltd	\$2000	Post-Independence Day Celebration
Federation of Vietnamese Women's Association in Australia Inc	\$5000	Diversity in Practice: The Voice of Vietnamese Australian Women National Conference
Friends of the Earth Brisbane	\$1000	World Refugee Day 2004
Greek Orthodox Community of St George Brisbane	\$10 000	Paniyiri 2004
Griffith University - Multi Faith Centre	\$2420	An Asia-Pacific Youth Workshop on Inter-Faith Dialogue for Building a Culture of Peace
Griffith University - Multi Faith Centre	\$5000	Harmony Day 2004
Multicultural Development Association Inc (MDA)	\$9000	World Refugee Day 2004



Organisation	Amount	Project
MultiLink Community Services Inc	\$25 000	Temporary Protection Visa Holders Support Package
Queensland Cantonese Opera Association Inc	\$1950	Cantonese Opera and Chinese Performing Arts Festival 2004
Sinhala Association of Queensland Inc	\$2000	Saralanga 2004 Cultural Concert
Teen Challenge Care Qld	\$15 000	Teen Challenge Qld Student of the Year Awards 2004
The Filipino-Australian Foundation of Queensland Inc	\$500	One World...One Spirit
The Spiritual Assembly of the Baha'is of the City of Brisbane Inc	\$5000	Hand in Hand
Media Entertainment and Arts Alliance Qld Branch	\$2000	Multicultural Media Award 2004
Arts Nexus Inc	\$4334	Youth Entrepreneurial Program - Dimbulah Storylinks Project
Australian Italian Festival Association Inc	\$10 000	10th Australian-Italian Festival
Hmong Queensland Association Inc	\$2000	Hmong New Year Celebration
Johnstone Shire Cultural Association Inc	\$10 000	Kulture Karnivale 2004
Mareeba Shire Council	\$6000	Mareeba Multicultural Festival 2004 - Cultural Diversity
Gold Coast Family Connections Inc	\$10 000	Needs study of young people from a CALD background on the Gold Coast
Persian Cultural and Educational Centre Inc	\$1600	Noe Roos 2004
The Japanese Society of Gold Coast Inc	\$5000	Japan & Friends Day
Boonah Shire Council	\$4300	Boonah Shire Board of Community Engagement
Ipswich City Council	\$2000	Young People and Cultural Diversity
Ipswich City Council	\$10 000	Ipswich Link Up! Multicultural Festival 2004
Ipswich City Council	\$10 000	Kit'Tabil'La - Indigenous Sacred Sharing Dawn Ceremony
Migrant Education and Cultural Development Association	\$7000	All In Together Stories of Hope and Unity
Riverview Neighbourhood House Association Inc	\$2850	Riverview in Harmony
MultiLink Community Services Inc	\$9500	Multicultural Queensland - a conference for managers, workers and community organisations
Giru Progress Association Inc	\$1585	Photographic Exhibition
Mackay and District Australian South Sea Islander Association Inc	\$5300	Hear the Drums - Australian South Sea Islander Recognition
Moranbah and District Support Service Association Inc	\$7000	MorFest
Darebin City Council	\$2000	The Diversity Challenge: Good Management, Excellent Organisations, Harmonious Communities



Organisation	Amount	Project
Department of Immigration, Multicultural and Indigenous Affairs	\$9479	State/Commonwealth Research
Deception Bay SHS P and C Association	\$6624	A Cultural Liaison Project
Multicultural Association of Caboolture Shire Inc	\$10 000	Caboolture Multicultural Festival 2004
Queensland Folk Federation Inc	\$7500	Folklines Multicultural Program Woodford Folk Festival
Diversicare - Sunshine Coast	\$4000	Volunteer Training
Festuri - A Multicultural Celebration Inc	\$10 000	FESTURI 2004 - a multicultural extravaganza
Queensland Sacred Music Festival Management Co Ltd	\$10 000	Queensland Sacred Music Festival
University of the Sunshine Coast - Faculty of Arts & Social Sciences	\$5000	Multicultural Families Conference
University of the Sunshine Coast - Faculty of Arts & Social Sciences	\$5000	ASSI Scholarship
Gatton Shire Council	\$10 000	Gatton Shire Community Relations Audit
University of Southern Queensland - Equal Opportunity Office	\$5000	Harmony Day 2004
University of Southern Queensland - University Services	\$7000	Multiculturalism and its benefits for the Darling Downs and Wide Bay Regions
Burdekin Neighbourhood Centre Inc	\$5000	Growing Together
Ethnic Community Care Links Inc	\$9000	Giving Voice to Older People from Culturally & Linguistically Diverse Communities
James Cook University - Office of Advancement	\$15 000	Australian South Sea Islander Scholarship
La Luna Youth Arts Association Inc	\$10 000	Landmark
Migrant Resource Centre Townsville-Thuringowa Ltd	\$8000	NQ Cultural Traditions Expo
Migrant Resource Centre Townsville-Thuringowa Ltd	\$3500	Culture Fest 2004 Art Project
Qld State Youth Committee of the Bahai Council for Queensland	\$3000	Cultural Harmonic Finale of Youth Agents of Change 2004
Townsville Greek & Cultural Festivals Inc	\$2000	Greek Fest 2004: An Olympic Celebration
Townsville Multicultural Support Group Inc	\$10 000	Community Capacity Building in Townsville
Gladstone Multicultural Association Inc	\$7000	Gladstone Multicultural Festival 2004
Rotary Club of Bundaberg Sunrise Inc	\$5000	Multicultural Food & Wine Festival
Wide Bay Volunteer Resource Association Inc	\$7600	Volunteering: A Pathway to Community Enrichment
Yag'ubi Festivals Association Inc	\$5600	Yag'ubi Multicultural Festival
<b>TOTAL</b>	<b>\$553 633</b>	



## Appendix C – Queensland Government multilingual publications

Agency	Title	Description	Languages other than English	Available from
Anti-Discrimination Commission Queensland	Information in community languages	Web site	Albanian, Amharic, Arabic, Bosnian, Cambodian, Chinese, Croatian, Farsi, French, Indonesian, Italian, Japanese, Polish, Russian, Serbian, Somali, Spanish, Vietnamese	www.adcq.qld.gov.au Tel 1300 130 670
	Racial and Religious Vilification Rights Cards and Flyers	Wallet sized card	Arabic, Bosnian, Farsi, Indonesian,	www.adcq.qld.gov.au Tel 1300 130 670
Department of Emergency Services	Smoke Alarms Save Lives	Brochure	Arabic, Chinese, Croatian, Greek, Italian, Lao, Samoan, Serbian, Spanish, Vietnamese	Qld Fire and Rescue Service Regional Offices
Department of Housing	Multilingual Information Service	Fact Sheets	Arabic, Bosnian, Chinese, Croatian, Dari, Farsi, Filipino, Khmer, Lao, Polish, Russian, Samoan, Serbian, Spanish, Vietnamese	www.housing.qld.gov.au Tel 07 3362 9257
Department of Industrial Relations	Health and Community Workers – Working in Peoples' Homes	Brochure	Arabic, Bosnian, Chinese, Croatian, Serbian, Spanish, Vietnamese	www.whs.qld.gov.au/brochures
	Health and Community Workers – Home Occupiers Providing a Safe Workplace for Health and Community Service Workers	Brochure	Chinese, Spanish	www.whs.qld.gov.au/brochures
	Legislation- A Quick Start to the Workplace Health and Safety Act 1995	Brochure	Chinese, Croatian, Japanese, Serbian, Spanish, Vietnamese	www.whs.qld.gov.au/brochures
Department of Innovation Information and Economy	Queensland Government Gateway	Website	Arabic, Bosnian, Chinese, Croatian, Farsi, French, German, Greek, Indonesian, Italian, Japanese, Korean, Polish, Russian, Serbian, Spanish, Tagalog, Vietnamese	www.qld.gov.au/other_languages/index.html
Department of Families	Important Information for Queensland Seniors	Brochure	Arabic, Chinese, Croatian, Greek, Italian, Polish, Serbian, Spanish, Vietnamese	www.families.qld.gov.au/seniors
Department of Justice and Attorney-General	Are you a Victim of Domestic Violence?	Fact Sheet	Aboriginal English, Arabic, Bosnian, Chinese, Croatian, Italian, Polish, Serbian, Spanish, Tagalog, Thai, Torres Islander Creole, Turkish, Vietnamese, Wik Mungkan	www.justice.qld.gov.au/courts/factsht.htm Tel 13 1450



Agency	Title	Description	Languages other than English	Available from
	Are you Accused of Domestic Violence?	Fact Sheet	Aboriginal English, Arabic, Bosnian, Chinese, Croatian, Italian, Polish, Serbian, Spanish, Tagalog, Thai, Torres Strait Islander Creole, Turkish, Vietnamese, Wik Mungkan	www.justice.qld.gov.au/courts/factsht.htm Tel 13 1450
Department of the Premier and Cabinet	The Queensland Interpreter Card	Kit	Arabic, Bosnian, Chinese, Croatian, Serbian, Spanish, Vietnamese	www.premiers.qld.gov.au/multicultural/
Department of Public Works	Procurement Resource Centre	Website	Arabic, Chinese, Dutch, English, French, German, Greek, Hindi, Indonesian, Italian, Japanese, Korean, Malay, Portuguese, Russian, Spanish, Tagalog, Thai, Urdu, Vietnamese	www.qgm.qld.gov.au/prc
Department of Tourism, Racing & Fair Trading	Fair Trading information	Fact Sheets	Arabic, Chinese (traditional and simplified), Croatian, Greek, Italian, Spanish, Vietnamese, Serbian	www.fairtrading.qld.gov.au
	Many Colours of Queensland	Brochure	French, German, Italian, Spanish (also published in China, Hong Kong, Japan and Singapore)	Tel 07 3535 3535
	Community Living in Queensland	Brochure on property rights and responsibilities of lot owners in community title schemes	Chinese, German, Greek, Italian, Spanish, Vietnamese	www.dftwid.qld.gov.au/disputeres/bccm/
Education Queensland	Education Queensland International Marketing Brochures	Brochure	Chinese (traditional and simplified), German, Japanese, Korean, Indonesian, Korean, Thai	Tel 07 3224 6958
Queensland Health	Patient Charter	Fact Sheet	Arabic, Bosnian, Cambodian, Chinese, Croatian, Farsi, Greek, Hmong, Italian, Romanian, Serbian, Spanish, Vietnamese	www.health.qld.gov.au
	Be Informed (for Pre Surgery and Consent Information)	Brochure	Arabic, Bosnian, Chinese, Croatian, Farsi, Serbian, Spanish, Vietnamese	www.health.qld.gov.au
	Food Safety	Brochure	Chinese, Italian, Vietnamese	www.health.qld.gov.au
	Child Safety: Your New-Born	Information Sheet	Chinese, Spanish, Vietnamese	www.health.qld.gov.au
	Child Safety: Around Six Months	Information Sheet	Chinese, Spanish, Vietnamese	www.health.qld.gov.au



Agency	Title	Description	Languages other than English	Available from
	Child Safety: Around One Year of Age	Information Sheet	Chinese, Spanish, Vietnamese	www.health.qld.gov.au
	Where to Shop for Traditional Foods	Brochure	Arabic, Bosnian, Somali	Tel 07 3000 9148
	Meningococcal Vaccine	Fact Sheet	Chinese, Japanese, Samoan, Spanish, Tagalog, Vietnamese	www.health.qld.gov.au
	Tuberculosis	Fact Sheet	Arabic, Chinese, Dari, Farsi, Indonesian, Japanese, Korean, Spanish, Thai, Vietnamese	www.health.qld.gov.au
	Home Medicines Review	Fact Sheet	Arabic, Chinese, Croatian, Dutch, German, Greek, Spanish, Serbian, Russian, Hungarian, Italian, Macedonian, Maltese, Polish, Turkish, Ukrainian, Vietnamese	www.health.qld.gov.au
Queensland Police Service	Role of Police in Australia	Booklet, CD Rom	Afghan, Arabic, Bosnian, Chinese, Farsi, Somali, Vietnamese	Cultural Advisory Unit Tel 07 3364 4732 www.apmab.gov.au
	Crime Stoppers	Brochure	Arabic, Bosnian, Chinese, Urdu, Vietnamese	Tel 07 3364 6400
	You, the Law and Society	Video, booklet	Arabic, Bosnian, Farsi	Tel 07 3364 4732
Queensland Ombudsman	Ombudsman Brochure	Brochure	Chinese, Serbian, Spanish, Vietnamese, Turkish	www.ombudsman.qld.gov.au Tel 07 3005 7000
Queensland Rail	Cairns-Kuranda Railway, 1882-1891, History in the Making	Z-card	German, Japanese	Tel 07 4036 9330
	Kuranda Day Touring	Brochure	Chinese, French, German, Spanish	Tel 07 4036 9332
	Kuranda Scenic Railway	Brochure	Japanese	Tel 07 4036 9332



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## Appendix E – Gambling Community Benefit Fund

Organisation/ Project Name	Project Description	Amount Provided
Anglicare – Refugee and Migrant Services	Hire project worker to coordinate program and train volunteers	\$29 880
Contact	Create Peace Initiative educational package for distribution	\$25 236
Ethnic Communities Council of Queensland	Develop workshops/information sessions and produce a community guide for new and emerging communities in Brisbane	\$58 480
Multicultural Centre for Mental Health and Well Being	Develop and implement a ‘Learn to Drive’ program for refugee women	\$21 130
Multicultural Sector Development Project Committee	Develop training opportunities for workers and community leaders in the multicultural sector. Document barriers to sector development, provide information and resources to community agencies, and network and link isolated services to establish partnerships with the multicultural sector	\$40 500
Queensland Public Law Clearing House	Provide legal assistance to refugees and build capacity within the legal community, thereby increasing the number and expertise of migration agents in Brisbane	\$57 932
Guides Queensland	Hire project worker to coordinate and recruit young women to support through a twelve month project	\$30 000



## Appendix F – Migrant Work Experience Program Placements

Corporate Solutions Queensland (2 participants)  
Department of Emergency Services (3 participants)  
Department of Employment and Training (2 participants)  
Department of Housing  
Department of Industrial Relations  
Department of Local Government and Planning (2 participants)  
Department of Main Roads  
Department of Natural Resources and Mines (2 participants)  
Department of the Premier and Cabinet  
Department of Primary Industries and Fisheries (2 participants)  
Department of Public Works (3 participants)  
Queensland Police Service  
Department of State Development and Innovation (2 participants)  
Department of Tourism, Fair Trading and Wine Industry Development  
Department of Transport  
Department of Treasury  
Education Queensland  
Environmental Protection Agency  
Office of Public Service Merit and Equity  
Queensland Rail (2 participants)  
Logan TAFE (2 participants)  
TAFE Queensland Innovation & Development Services  
Southbank Institute of TAFE



