

Report to  
the Premier

Implementation  
of the  
Multicultural  
Queensland  
Policy  
1999–2000



Queensland  
Government

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# Table of Contents

3	Foreword
4	Introduction – <i>Multicultural Queensland Policy</i>
5	Multicultural Affairs Queensland – <i>the year in review</i>
19	Multicultural Queensland Policy initiatives – <i>responses from Queensland Government agencies</i>
19	Access
38	Participation
50	Cohesion
55	Future Directions
67	Conclusion
68	Appendix A <i>Forums in which Multicultural Affairs Queensland participated</i>
69	Appendix B <i>Recent reports and publications</i>
71	Appendix C <i>Consultations</i>
73	Appendix D <i>Multicultural Affairs Queensland – funding allocation 1999-2000</i>
79	Appendix E <i>Queensland Government agencies – multicultural and ethno-specific projects</i>
88	Appendix F <i>Queensland Government multilingual publications</i>
93	List of acronyms
94	Index of agency listings



Multicultural Affairs  
Queensland

Department of the  
Premier and Cabinet

September 2000

The Honourable Peter Beattie MLA  
Premier  
Minister for Multicultural Affairs

Dear Premier

It is with pleasure that I submit this report which summarises the progress made in implementing the *Multicultural Queensland Policy* in 1999–2000.

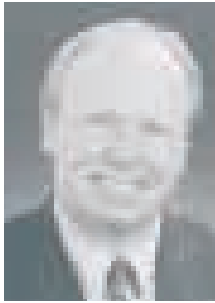
As the agency with responsibility for coordinating the implementation of the policy across government, Multicultural Affairs Queensland continued to liaise with Queensland Government agencies to identify areas where service delivery could be improved to enhance access to clients from diverse cultural and linguistic backgrounds.

It is particularly gratifying to see the number of agencies which have developed, or are beginning to develop, a more systematic and coordinated approach to incorporating the policy into agency business.

As detailed in this report, these efforts are delivering positive outcomes.

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Executive Director

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I am pleased to receive this second report which records the progress of my Government in implementing the *Multicultural Queensland Policy*.

As evidenced by this report, my Government's commitment to multiculturalism has resulted in real outcomes for the community.

The efforts of Multicultural Affairs Queensland in setting the direction of the policy, coordinating its implementation across government, and promoting multiculturalism in Queensland are to be congratulated.

In particular, I am extremely proud of the progress that has been made in recognising the Australian South Sea Islander community as a distinct cultural group.

Of course, achievements to date have only been possible with the support and cooperation of all Queensland Government agencies. Agency initiatives which support the *Multicultural Queensland Policy* are detailed in this report.

The Government acknowledges that there is still considerable work to be done however, and will continue to build upon the foundations already laid to promote multiculturalism in Queensland.

I am confident that the forthcoming year will see the increasing development of partnerships between government agencies and between government and the community to help achieve the vision of Queensland as a cohesive and harmonious society.

Peter Beattie MLA  
Premier



## Introduction

### *Multicultural Queensland Policy*

In August 1998, the Queensland Government launched the *Multicultural Queensland Policy*. Central to the policy are three core principles:

- **Access** – all Queenslanders enjoy equitable access to services and programs;
- **Participation** – all Queenslanders enjoy equal rights, responsibilities and opportunities to participate in, contribute to and benefit from all aspects of life in Queensland;
- **Cohesion** – all Queenslanders share responsibility for the continuing development of Queensland as a cohesive and harmonious society.

Multicultural Affairs Queensland (MAQ), a unit within the **Department of the Premier and Cabinet**, was tasked with the responsibility for coordinating the implementation of the policy across the Queensland public sector and also for promoting multiculturalism in Queensland.

Multiculturalism aims to achieve social cohesion through an environment where diverse cultures are recognised and valued but there remains an overriding commitment to Australia and the underlying principles of Australian society – the rule of law, Parliamentary democracy, freedom of speech and religion, English as the national language and equality of the sexes.

Within the context of multiculturalism, MAQ and other Queensland Government agencies often work on issues of particular relevance to ethnic communities, since members of ethnic communities may require specific programs to achieve equitable access to services and to be able to participate fully in Queensland's society.

As part of the responsibility for coordinating the implementation of the *Multicultural Queensland Policy*, MAQ annually publishes a report documenting the progress of Queensland Government agencies in this regard. This is the purpose of the *Report to the Premier on the Implementation of the Multicultural Queensland Policy 1999–2000*.

Last year's report described in detail the various mechanisms set up by MAQ to support policy implementation across government and in the community. The report also documented the preliminary efforts of Queensland Government agencies to achieve access, participation and cohesion in the delivery of government services. The report concluded by outlining the future directions for the implementation of the policy in Queensland.

As will be evident when reading this current report, 1999–2000 was a time for building upon the foundations laid in the previous year.

The first section of the *Report to the Premier on the Implementation of the Multicultural Queensland Policy 1999–2000* highlights the initiatives undertaken by MAQ to consolidate the policy, often in partnership with Queensland Government agencies and the community.

Pages 19 to 54 of the report describe the new and ongoing initiatives of Queensland Government agencies which support the policy and in particular, the principles of access, participation and cohesion.

The final section of the report outlines the direction in which the Queensland Government will guide the implementation of the *Multicultural Queensland Policy* over the next 12 months. It also highlights the ways in which the government will respond to community concerns relating to multiculturalism and ethnic affairs.

Appendices are included to provide additional detail on initiatives described throughout the report, such as funding for multicultural/ethnic projects, multilingual information, community consultations, publications and forums.

## Major highlights:

- Community Relations Plan
- Local Area Multicultural Partnership Program
- Recognition of Australian South Sea Islanders
- Memorandum of Understanding on Interpreting Services
- Work Experience Pilot Program for Migrants
- Queensland Position Statement on Immigration

Multicultural Affairs Queensland (MAQ) focused on consolidating and building on the strategies established the previous year when the *Multicultural Queensland Policy* was first launched.

Efforts were concentrated in two key areas – government relations and community relations – and strengthened the policy’s Service Delivery Strategy and Cultural Diversity Support Strategy.

To provide optimal support to the planned strategic approaches, a review of staffing was conducted, resulting in the establishment of two teams – the Government Relations Team and the Community Relations Team.

The Government Relations Team worked closely with Queensland Government agencies, providing feedback on how to implement the policy by improving the delivery of services to a culturally diverse society.

Meanwhile, in partnership with local government and community organisations, the Community Relations Team worked to build infrastructure and resources which assist in contributing to a harmonious society which values cultural diversity.

## Government relations

Reporting requirements for Queensland Government agencies

Queensland Government agencies, for the first time, included information on progress in implementing the *Multicultural Queensland Policy* in their 1998–1999 annual reports. This reporting requirement raises the profile of multicultural issues in agency activities and encourages agencies to become more proactive in ensuring that service delivery takes account of clients’ cultural diversity issues.

*The Report to the Premier on the Implementation of the Multicultural Queensland Policy 1998–1999* was published as the first progress report on the *Multicultural Queensland Policy*.

Providing support to Queensland Government agencies

*The Report to the Premier on the Implementation of the Multicultural Queensland Policy 1998–1999* highlighted the varied initiatives undertaken by agencies to implement the *Multicultural Queensland Policy*. However, there is still considerable scope for the policy to be better positioned within each agency’s business activities. To this end, the Executive Director met with the Chief Executive Officers of all Queensland Government agencies. The visits afforded an opportunity to provide feedback on agencies’ progress and achievements in implementing the policy and to identify areas where the policy could be better integrated into agency activities. Presentations on the policy were also delivered to agencies’ senior management teams and to regional managers’ forums.



### Whole-of-government coordination

#### *Interdepartmental Committee on Multicultural Affairs (IDC)*

The IDC continued to meet on a quarterly basis, operating as a coordinating mechanism for the whole-of-government implementation of the *Multicultural Queensland Policy*. The committee is chaired by the Director-General of the **Department of the Premier and Cabinet** and the membership is drawn from across the public sector, with 29 agencies represented.

A review of the committee was conducted in early 2000 to build on its strengths and to make it even more effective in supporting the next stage of policy implementation. As a result of the review, changes were made to the format of meetings, to allow for presentations and discussion around thematic issues such as customer service initiatives; communication and public relations strategies; productive diversity and data collection.

The day-to-day business of the committee was conducted through working groups, which included:

- Working Group on Community Relations

The Queensland Community Relations Plan was developed by the Working Group on Community Relations and launched by the Premier in March 2000. The plan aims to sustain positive community relations in Queensland by promoting a broader acceptance and understanding of diversity across the community and by removing barriers to a positive community relations environment.

In particular, the plan identifies 10 key areas for strategic intervention in community relations. These areas are: access to services; community participation; cultural celebration; education; employment and training; information; media; partners in leadership; specifically targeted anti-racism strategies; and symbolic representation.

The working group is now working to promote awareness of the plan within government and in the community and to link the plan with other key community and government partnerships.

- Working Group on Language Services

The Queensland Government Language Services Policy is a key strategy under the *Multicultural Queensland Policy*. It requires all Queensland Government agencies to take diversity into account in their communication strategies to and to use and pay for professional interpreters when clients have difficulty communicating in English.

The Working Group on Language Services was established in March 2000 with the primary aim of promoting, monitoring and evaluating the implementation of the *Queensland Government Language Services Policy* within Queensland Government agencies. The group is also responsible for monitoring the quality of interpreting services provided to Queensland Government agencies by the Commonwealth Government's Translating and Interpreting Service (TIS). Thirteen agencies are represented on the working group.

- Working Group on Innovative Strategies

This working group (formerly the Working Group on Multicultural Queensland Policy Implementation) identified several options for progressing the implementation of the *Multicultural Queensland Policy* by Queensland Government agencies. These include:

- Seeking to have multicultural policy principles integrated into whole-of-government performance measures;
- Holding a leadership seminar aimed at public sector chief executives and senior managers and focussing on multicultural principles as integral to achieving core business objectives and a hallmark of organisational excellence; and

- Staging collaborative workshops as a means of identifying and supporting leading management practice in a modern multicultural society. Topics will focus on data management, research and consultation, promotion and marketing,

- Working Group on the Australian South Sea Islander Community

The Working Group on the Australian South Sea Islander Community met nine times. In response to the recommendations from videoconferences held with regional government representatives in October 1999, the working group's membership was expanded to include regional representatives from relevant departments. The working group has six government officers who are of Australian South Sea Islander background.

Following the Premier's announcement of the government's intention to recognise Australian South Sea Islanders as a distinct cultural group on 21 September 1999, the working group was engaged in the development of a Recognition Statement on the Australian South Sea Islander Community (see page 14).

Working group members participated in two rounds of public consultations with the community in November 1999 and March 2000 on the draft Recognition Statement as well as other service delivery issues concerning South Sea Islanders.

The working group is now developing a whole-of-government action plan which will seek to address the issues and needs of the community.

- Working Group on Immigration

The Working Group on Immigration was responsible for developing the Queensland Government Position Statement on Immigration which received formal endorsement by the Queensland Government in

October 1999. The statement supports an immigration policy that is non-discriminatory, flexible and balances skilled, regional, family and humanitarian immigration. It explicitly recognises the economic benefits of temporary, skilled, business and talented migration, the social and community benefits of family migration, and the imperatives of meeting humanitarian obligations.

#### *Other coordination activities*

Staff from MAQ participated in various forums comprised of Queensland Government and community representatives to contribute a multicultural policy perspective on issues including ageing, refugees, religion, community renewal, volunteering, education, vocational education, employment, policing, youth, drugs, interpreting and translating. A list of these forums is provided at Appendix A.

Staff also provided input to policy development at the state level in the areas of community renewal and disability services and were consulted on draft legislation.

Register of Multicultural Advisers – participating in government decision making

Queensland Government agencies are required to consult the Register of Multicultural Advisers when vacancies arise on government boards, statutory authorities and other key government advisory bodies. This requirement was incorporated into the *Queensland Cabinet Handbook*, which guides Ministers and departmental officers in the development and presentation of Cabinet proposals.

As a result, consultation of the register increased. The database of people suitable to be considered for significant appointments to boards and advisory bodies also continued to expand, with 223 people listed. Seven nominations from the register were successful in gaining appointments to the Port of Brisbane Corporation, Regional Consultative Group to



Cardwell Hinchinbrook Regional Coastal Management Plan, Professional Engineers Disciplinary Panel and Professional Conduct Review Panels under the *Health Practitioners (Professional Standards) Act 1999*.

Developing cross-cultural competence in the Queensland public service

Cross-cultural training continued to be provided free of charge to Queensland Government agencies. This training helps agencies to implement the *Multicultural Queensland Policy* by assisting Queensland public sector employees to develop and enhance the skills they need to work in a culturally diverse society.

A total of 101 courses to 1759 participants were provided in the following categories, most of which were customised to the needs of individual organisations:

- Customer Service in a Culturally Diverse Community (state and local government agencies);
- Enforcing Laws and Regulations in a Culturally Diverse Community (state and local government agencies);
- Cross-cultural Skills for Health Professionals (hospitals, community health, oral health);
- Cross-cultural Skills for Schools (primary and high schools);
- Cross-cultural Skills for Tertiary Educators (TAFEs and universities); and
- How to Work with Professional Interpreters (state and local government agencies).

Qualitative evaluation of cross-cultural training continued to show a very high satisfaction level and a considerable increase in participant knowledge and skills.

### Publications

An Occasional Research Paper entitled *New and Emerging Communities in Queensland* was released in November 1999. The report identifies recently arrived and emerging communities in the state and is an important resource which will be used to inform policy and planning priorities across government.

The *Ethnic and Multicultural Resource Directory* was updated. The directory includes contact details for more than 1500 ethnic community organisations in Queensland as well as government and community agencies which provide settlement-related services to migrants. The directory was also published on the MAQ website at [www.premiers.qld.gov.au/maq](http://www.premiers.qld.gov.au/maq). This has enhanced access and enabled the directory to be updated on a more regular basis.

Other resources developed by MAQ are listed at Appendix B and can be found on MAQ's website.

### Intergovernmental relations

Since major policy development is often affected by what is happening in other jurisdictions, MAQ continued to maintain intergovernmental relations through mechanisms such as:

- Ministerial Councils and senior officials' committees;
- Joint communications and projects between Commonwealth, state and local government agencies;
- Intergovernmental committees and working parties; and
- Policy submissions.

Expert advice was provided on intergovernmental policy issues including welfare reform, regulating the interpreting and translating industry and migration and humanitarian programs.

# Multicultural Affairs Queensland

*the year in review*

## GOVERNMENT RELATIONS

9

The Executive Director also met with overseas delegations and dignitaries as part of the protocol established within the **Department of the Premier and Cabinet**. Delegations were received from Britain, Croatia, Fiji, Germany, Hungary, India, Indonesia, Mauritius, Pakistan, Papua New Guinea and Russia.

### *Ministerial Council of Immigration and Multicultural Affairs*

This Ministerial Council is chaired by the Minister for Immigration and Multicultural Affairs. All states and territories are represented as members, while the Australian Local Government Association and the New Zealand Government attend as observers.

The Ministerial Council met in Wellington, New Zealand, on 28 April 2000 with Mr Gordon Nuttall MP, Parliamentary Secretary, representing the Premier. The key issue at the meeting was the introduction of a Temporary Protection Visa (TPV) for people whose arrival in Australia is unauthorised. This applies particularly to those who arrive by boat from Indonesia, although their place of origin is usually the Middle East, mainly Afghanistan and Iraq. TPV holders have been assessed as genuine refugees. However, the visa issued by the Commonwealth Government allows them to stay in Australia for only three years and excludes them from accessing basic services, including on-arrival accommodation, English language classes, specialist refugee services and Centrelink benefits (including related employment services and assistance).

At the Ministerial Council meeting, the Queensland Government voiced its concerns that the TPV policy will severely limit the capacity of TPV holders to participate in the everyday life and activities of Australian society and will significantly reduce their employment prospects and independence, creating a long-term burden on the government and welfare sectors. For this reason, the Queensland Government refused to comply with the Commonwealth Government's request that

state and territory governments apply eligibility restrictions to their services. Despite the unanimity of opposition by all other state and territory governments to the TPV policy, the Commonwealth Government refused to alter its position on this issue.

The manner in which the Queensland Government will respond to the challenge created by the TPV policy is outlined on page 61 of the 'Future Directions' section of this report.

The Ministerial Council also considered the migration program and issues related to state-specific migration, including the need to attract skilled migrants to regional areas, translating and interpreting services, refugee settlement services, ethnicity data collection and citizenship.

### *Standing Committee of Immigration and Multicultural Affairs*

The Standing Committee of Immigration and Multicultural Affairs is made up of senior officers from Commonwealth, state and territory governments. The committee members undertake significant support work for the Ministerial Council of Immigration and Multicultural Affairs.

The Standing Committee of Immigration and Multicultural Affairs met in Canberra on 29 October 1999 and in Wellington, New Zealand, on 27 April 2000.

### *Working Party on Skilled Migration*

MAQ and the **Department of State Development** represent Queensland on the Working Party on Skilled Migration established in 1998 in response to a resolution passed by the Ministerial Council of Immigration and Multicultural Affairs.

The working party, made up of senior officers from state and territory governments, was established to investigate the development of long-term skilled migration options which look at increasing the number of skilled migrants to states and territories and regional areas, with



particular reference to the impact of growth rates generated by such migration on infrastructure, employment and sustainable economic development.

The Queensland Government supports the business and skilled migration program. The program potentially provides Queensland with improved export links; assists in the establishment of business and employment growth opportunities, especially outside south-east Queensland; assists with the manufacturing of goods; assists, in part, to meet rural community needs; and brings to Queensland needed expertise and skills.

In 1999–2000, the Working Party on Skilled Migration reviewed the recommendations of a recent report of the Business Advisory Panel focusing on how to attract and retain business and skilled migrants to regional areas. In particular, the working party devoted considerable time reviewing the proposed reforms of the Independent Executive, Established Business in Australia and the Regional Established Business in Australia visas.

*Memorandum of Understanding on Interpreting Services*

In October 1999, the Queensland Government signed a Memorandum of Understanding with the Commonwealth Government in relation to interpreting services provided through TIS.

The memorandum establishes minimum standards regarding the level of service and quality of telephone and face-to-face interpreting that will be provided to non-English-speaking clients of Queensland Government agencies in accordance with the *Queensland Government Language Services Policy*. These standards are monitored by the Working Group on Language Services.

As a result of the memorandum, statistics reveal that from June to July 2000, the average waiting time on the national 131 450 telephone line for connection to an operator was reduced from 62 to 47 seconds.

The memorandum, which is the first of its kind in Australia, may be used as a model for national service standards to be developed by TIS.

*Australian Population Immigration and Multicultural Research Program Advisory Committee*

MAQ is a member of the Advisory Committee and provides financial support to the Australian Population Immigration and Multicultural Research Program. Queensland contributed \$9233 to the research program. The committee oversees major research projects on immigration and multicultural affairs. Funding was allocated to projects continued from the previous year, including:

- *Australian People*, second edition, to be published in 2001 for the Centenary of Federation;
- *Atlas of the Australian People*, using 1996 Census data. Atlases were produced for each Australian state and territory as well as a national overview; and
- *Internal migration in Australia 1991–96: overview, and the overseas-born*.

*Queensland Migrant Settlement Planning Committee*

The National Integrated Settlement Strategy is a planning framework which aims to link and improve the services available to migrants and refugees in Australia. In Queensland, an intergovernmental committee called the Queensland Migrant Settlement Planning Committee exists to manage this framework.

The committee comprises representatives from all levels of government and from community organisations. MAQ is a member of the committee.

MAQ provided input on the effectiveness of the Queensland Migrant Settlement Planning Committee and its working groups. As a result, a number of working groups have been replaced with taskforces to address specific issues within a relatively short time frame.



*Overcoming barriers to employment for migrants*

Migrants come to Australia with skills, professions and cultural backgrounds and the strong desire to contribute both economically and socially to their new home. However, they frequently face the problem of not knowing how to apply for jobs, how to access training or retraining, or how to compete with people who have local experience and know the system.

Initiated by MAQ, a pilot program which enables migrants to gain work experience skills in the Queensland public service and helps to overcome employment barriers was coordinated in partnership with Southbank Institute of TAFE and the Office of the Public Service Commissioner.

Prior to being placed for six weeks in a Queensland Government agency, the students complete a four-week office skills course provided by Southbank Institute of TAFE, which also provides crucial job placement support. Twelve Queensland Government agencies participated in the pilot program by providing job placements (see also page 25).

*Unemployment in non-English-speaking communities research project*

Working with the Department of Employment, Training and Industrial Relations, MAQ began a research project to identify the barriers to employment facing people from non-English-speaking backgrounds.

Focus group discussions and surveys will be conducted with members of the Vietnamese, Bosnian, Yugoslav, Filipino and Horn of Africa communities to gather information on the factors that potentially influence the employment experience of migrants. These include visa category and recency of arrival, gender, English language proficiency, educational background, country of origin, recognition of qualifications and work experience.

It is anticipated that the research will inform future policy settings and result in funding submissions for the target groups under the Queensland Government's Breaking the Unemployment Cycle Initiatives.

*Providing incentives for interpreters*

Delivering services in a culturally and linguistically appropriate manner is a key government priority. Although there are more than 150 nationalities represented in Queensland, the number of persons in each distinct ethnic group is relatively small. Subsequently, the number of professional interpreters in each language is also low, and even more so in regional Queensland. This has implications for Queensland Government agencies which need to obtain interpreting services for clients who have difficulty communicating in English.

As an incentive to encourage more bilingual speakers to become accredited as professional interpreters, a pilot program was conducted in conjunction with NAATI. Eligible bilingual speakers of a language for which there is unmet demand for interpreting services in Queensland who attend a workshop on interpreting skills conducted by NAATI receive a subsidy towards the costs of gaining accreditation. Workshops were held in Mackay in December 1999 and on the Sunshine Coast in March 2000, resulting in 11 people sitting examinations for accreditation as paraprofessional interpreters.

*Ageing in ethnic communities*

The Australian Centre for Tropical Health and Nutrition and the Healthy Ageing Unit of the Department of Social and Preventive Medicine (both part of the University of Queensland) received funding to undertake a research project on the major issues facing older people in ethnic communities. The study focused, in particular, on people who immigrated to Australia in the 1940s and 1950s, and whose country of birth is no longer a significant source of migrants to Australia.

The findings of the research project were reflected in the guidelines for grants to be administered under the International Year of Older Persons initiative in 2000–2001. A published synopsis of the research report is also planned.

### *Queensland's diversity*

*Diversity – A Queensland Portrait* was published in conjunction with the Office of Economic and Statistical Research, **Queensland Treasury**. The publication uses statistics to present an overview of Queensland's population and how it has changed over time. It also focuses on cultural and language data to provide a picture of the diversity that characterises Queensland. Personal reflections by 16 first- or second-generation migrants also capture some of the reasons why migrants choose to settle in Queensland and how successfully they do so.

### *Research project – settlement of refugees with temporary protection in Australia*

Funding was contributed to a research project being undertaken to track the progress and experiences of TPV holders settling in Queensland. The project will also monitor the cost-shifting implications of the Commonwealth Government's policy relating to TPV holders on state government services, community organisations and charities, as well as the impact of this policy upon this particularly vulnerable group of refugees. A reference group comprised of representatives of the Multicultural Development Association, Brisbane City Council and community organisations was established to monitor the project.

## Community relations

### Leadership

- MAQ aims to lead by example by being involved in activities which promote and foster harmonious relations between diverse cultures in society.

- MAQ fully supports the reconciliation process and is represented on the State Reconciliation Council (now called Reconciliation Queensland Inc.) and funds the position of a Multicultural Reconciliation Project Worker. The role of the worker is to actively engage ethnic communities in the reconciliation process. The worker was involved in cultural exchanges between ethnic and Aboriginal communities; speaking with ethnic communities throughout the state and building relationships with ethnic schools. The worker also conducted a Learning Circle seminar, focusing on Aboriginal and Torres Strait Islander history, culture, heritage and issues underlying the reconciliation process.



*The Learning Circle participants*

- Religious diversity characterises a multicultural society and understanding and acceptance of different religions is a key to building cohesive communities.

Chairing of the Multi-Faith Centre Taskforce continued. The taskforce includes representatives of the Baha'I, Buddhist, Christian, Hindu, Jewish and Moslem faiths and Australia's Indigenous culture. The taskforce aims to establish a Multi-Faith Centre at Griffith University which will bring together many faiths to promote mutual understanding and acceptance.

In recognition that art and culture are important mediums for increasing understanding of diverse cultures, sponsorship was provided for the Third Asia-Pacific Triennial of Contemporary Art. This art exhibition, held at Queensland Art Gallery from 9 September 1999 to 26 January 2000, made a significant contribution to cross-cultural dialogue and to understanding the vibrant contemporary art of Asia and the Pacific.

As multiculturalism is based on the premise that everyone should have an overriding commitment to Australia and to its interests, another part of this leadership work was continued involvement in citizenship ceremonies. The Executive Director participated in 30 citizenship ceremonies. Other significant work in this area included participation as a member of the Australia Day Council.

#### Recognising achievements

Formally recognising significant achievements made by individuals and organisations in the field of multiculturalism clearly reaffirms the Queensland Government's commitment to the values of multiculturalism.

The annual Multicultural Service Awards were presented by Premier Peter Beattie to 10 Queenslanders, one organisation and, for the first time, a secondary and primary school. Milpera State High School and West End State School were presented with awards in the schools category.

The awards were given in recognition of outstanding voluntary services and contribution by the recipients in the fields of multicultural

development work, refugee settlement, helping senior citizens, ethnic broadcasting, arts and cultural promotion, fundraising, combating racism and organising major multicultural activities.



*Ms Hurriyet Babacan delivers the acceptance speech on behalf of fellow recipients at the Multicultural Service Awards.*

In a separate awards ceremony, Ethnic Communities' Council of Queensland (ECCQ) Chairman Nick Xynias received a Premier's Millennium Award for Excellence. The award paid tribute to several decades of community service, and Mr Xynias' role in co-founding the ECCQ and serving as chairman over much of its 20-year lifespan.

#### Addressing specific community needs

##### *Australian South Sea Islanders*

Australian South Sea Islanders are the Australian-born descendants of predominantly Melanesian people who were brought to Queensland between 1863 and 1904 from eight Pacific Islands, but primarily Vanuatu and the Solomon Islands.

South Sea Islanders were brought to Australia as a source of cheap labour for Queensland's primary industries, particularly the sugar industry. Between 1906 and 1908 South Sea Islanders were deported under the White Australia Policy. South Sea Islanders protested

and petitioned the government against deportation, and, as a consequence, some were exempted from deportation. The descendants of those who remained in Australia are known today as Australian South Sea Islanders.

Many Australian South Sea Islanders are today still living in conditions well below the standard of living enjoyed by most other Australians.

Official recognition of Australian South Sea Islanders has long been called for as an initial step in addressing the disadvantage faced by this community.

As part of the recognition process, MAQ embarked on a state-wide consultation process to enlist community input into a draft Australian South Sea Islander Recognition Statement. A list of consultation meetings conducted is at Appendix C.

A community consultation network was also established. The network includes representatives of community associations and individuals who have expressed an interest in being consulted on Australian South Sea Islander issues. There are currently 346 people on the network.

The Interdepartmental Working Group on the Australian South Sea Islander Community also commenced the development of an action plan which will outline a whole-of-government response to the issues identified from consultations with the community. The community will be consulted on strategies and actions suggested by Queensland Government agencies to address the issues.

As an outcome of a government forum held in Mackay in February 2000 on Australian South Sea Islander issues, a Mackay-based taskforce was formed to develop an action plan to address issues relating to delivery of government services to members of the community in the Mackay region.



John Oakley Library neg. no. 18058

*Deportation of South Sea Islanders from Australia between 1906 and 1908*

### *Pacific Islanders*

The Pacific Islander community in Australia is distinct from the Australian South Sea Islander community, in that they are recent migrants to Australia, and not the direct descendants of the South Sea Islander labourers brought to Queensland between 1863 and 1904.

Following an approach by Pacific Islander communities (principally Samoan, but also Cook Islander, Fijian, Maori, Papua New Guinean and Tongan), meetings were conducted to discuss the establishment of a working group to address issues affecting Pacific Islander young people. The Community Relations Worker (funded by MAQ) at Ipswich City Council facilitated the formation of a representative Pacific Islander group drawn from the communities in the Ipswich area. This led to the establishment of the Pacific Islander Youth Action Group, membership of which includes the Pacific Islander representatives, as well as staff from relevant government offices in the Ipswich area. The group's work is regarded as a pilot project and could be used as a model in other areas with a high concentration of Pacific Islander people.



### Funding community building

Funding under the Cultural Diversity Support Strategy, a major initiative under the *Multicultural Queensland Policy*, increased from \$1.25 million to \$2.25 million.<sup>1</sup> The funding from the initiative was allocated through the following programs:

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

LAMP grants totalling \$835,470 were administered.

The partnership strategy between the state and local governments was initiated in 1998–1999 to promote multiculturalism at the local level. Under the first round of LAMP six local councils were funded to employ a community relations worker for three years. The role of the worker is to develop and implement strategies that promote positive community relations across the whole community and improve access to services for diverse groups within the community. The councils were Brisbane, Caboolture, Cairns, Hervey Bay, Ipswich and Mackay. The Local Government Association of Queensland was also funded under the first round of the program to employ a community relations coordinator.

In 1999–2000, the LAMP network of community workers was further enhanced with appointments at an additional eight local councils – Capricorn (Rockhampton and Livingstone), Gladstone, Gold Coast, Johnstone (Innisfail), Logan, Maroochy, Toowoomba and Townsville.

With the completion of the LAMP infrastructure, work will focus on encouraging linkages between the community workers, regional officers of Queensland Government agencies and ethnic community organisations.

Many councils involved in the project have already made significant contributions. Some councils established Community Relations Advisory Committees and integrated community relations into their corporate and

strategic planning processes. A range of project work was also undertaken including projects that focus on the celebration of positive images of diversity and projects that link community issues and needs to appropriate planning and service delivery responses.

The coming year should see the initial work in establishing the program showing further outcomes in promoting community relations in Queensland.

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

The aim of MAP is to assist community organisations to undertake projects that promote understanding and acceptance of multiculturalism in Queensland. Funded activities address community issues and needs in a way which is culturally appropriate, innovative and which promotes cooperation across community groups.

Under MAP, funding was provided through the following subprograms:

- Community projects

Funding of \$475,000 was provided to community organisations for 61 projects which focused on community development and community relations. Funded activities ranged from multicultural festivals, exhibitions, conferences, cross-cultural training, media projects, workshops and the like (see Appendix D).

The annual funding round was supported by 10 three-hour training sessions across the state. *How to Prepare a Grant Application* workshops covered topics ranging from planning the project and developing the project budget to best ways of addressing the funding conditions and evaluating the project's outcomes.

The free workshops were held in 14 areas – Bundaberg, Brisbane, Cairns, Gold Coast, Innisfail, Ipswich, Logan, Mackay, Maryborough, Mt Isa, Rockhampton, Sunshine Coast, Toowoomba and Townsville.

<sup>1</sup> The amount of grant funding actually allocated to LAMP, MAP, International Year of Older Person and ECCQ core funding does not equal the stated total figure of \$2.25 million. This is because some grants were rolled over into the 2000–2001 financial year.

The training, funded by MAQ, was delivered by Volunteering Queensland Inc. and was attended by 372 individuals. As a result of the training, the overall standard of applications for funding improved.

Funding categories available under MAP were revised with new categories in the community relations program added to allow more flexibility for smaller communities to showcase their culture.

Accessibility to project grant funding will be further enhanced in the future, following the successful application by the Multicultural Development Association to employ a part-time community worker. The Grant Access Worker (employed from July 2000) will assist ethnic community organisations with grant applications and conduct training. The worker will also work closely with grant providers.

- Community worker funding

Funding of \$200,000 continued for six community organisations to employ workers for three years to strengthen community participation in government planning and consultation and to support policy advocacy on multicultural issues. The organisations funded were Australians for Reconciliation Queensland, Ethnic Communities' Council Logan, Multicultural Development Association, Townsville Multicultural Support Group and the Youth Affairs Network of Queensland (funded in conjunction with **Families, Youth and Community Care Queensland**). Organisations were selected for funding based on their strategic positioning and networks within the field of multicultural and ethnic affairs.

- Sponsorships

\$60,000 in sponsorships was allocated to community events, conferences and multicultural resources (see Appendix D).

- Special projects

A total of \$150,000 was made available for special projects. Of this amount, funding of \$50,000 was provided for employment initiatives, which included:

- The work experience pilot project for migrants (see pages 12 and 25);
- A research project on unemployment in non-English-speaking communities (see page 12); and
- A reprint of the *How to Address Selection Criteria* booklet. This booklet was an initiative of the Migrant Employment Network and provides information about writing job applications and targets job-seekers who are not familiar with the competitive recruitment processes used in Australia.

In preparation for the Australian South Sea Islander recognition ceremony, small travel grants were provided to enable regional Australian South Sea Islander community organisations to send representatives to Brisbane for the tabling of the Recognition Statement in Parliament and subsequent celebrations.

The Grants Access Worker is also being funded out of 1999–2000 Special Projects funding.

- Research program

\$100,000 was made available for research. A major research project commenced on Queensland's multicultural community, past and present, for a publication entitled *Multicultural Queensland 2001*. The publication will fill an important gap in the up-to-date information available on Queensland's ethnic communities and will also feature Aboriginal and Torres Strait Islander history.



- Funding for ethnic schools

Funding of \$150,000 was provided to match Commonwealth Government funding to ethnic schools. Ethnic schools are voluntary, out-of-hours community schools which teach languages and culture. All the major ethnic communities in Queensland have at least one school. The funding was administered by **Education Queensland** (see Appendix D).

*International Year of Older Persons*

A special \$150,000 grants program targeting issues of ageing in a multicultural society assisted community groups undertake 13 related projects, including festivals and celebrations, murals, research, booklets and publications (see Appendix D).

*Ethnic Communities' Council of Queensland (ECCQ)*

Core funding of \$100,000 per annum continued to ECCQ to assist the organisation in consolidating its role as a peak ethnic community organisation in the state. The funding is used to employ an Executive Manager and support staff to assist ECCQ to become more proactive in the areas of community consultation, advocacy on behalf of ethnic communities and representation of the views of ethnic communities to Queensland Government agencies across Queensland.

*International Women's Day 2000*

Sponsorship was provided for an International Women's Day event held at Yungaba, which showcased the work of high calibre artists spanning a diverse range of cultures. The program was organised by the Migrant Education and Cultural Development Association and celebrated the role and lives of migrant women in modern society.

## Multicultural Queensland Policy initiatives

### *responses from Queensland Government agencies*

19

The Queensland Government's commitment to multiculturalism, as expressed in the *Multicultural Queensland Policy* and the *Queensland Government Language Services Policy*, engages the support and effort of all Queensland Government agencies.

This section of the report captures the major initiatives of agencies with reference to the three principles of the policy – access, participation and cohesion.

New and ongoing initiatives are reported on, to provide a comprehensive picture of the multicultural initiatives being undertaken across government. However, initiatives included in the *Report to the Premier on the Implementation of the Multicultural Queensland Policy 1998–1999* are not described in detail.

All Queensland Government agencies are required to report on and implement the *Multicultural Queensland Policy* and its supporting *Queensland Government Language Services Policy*. However, it is acknowledged that the policy has less application for central agencies or those that perform an infrastructure development or regulatory role. Hence, the initiatives reported in this section predominantly pertain to agencies which have a core service delivery role.

An index is provided on page 94 for ease of locating agency-specific initiatives.

## ACCESS

All Queenslanders enjoy equitable access to services and programs

### Major highlights:

- **Queensland Health Multicultural Policy Statement**
- **Disability Services Queensland Strategic Plan**
- **Multilingual Information Services Pilot Project – Department of Housing**
- **Work Experience Pilot Program for Migrants**

## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

### New initiatives

A first: Queensland Health multicultural policy development

In March 2000 **Queensland Health** launched the *Queensland Health Multicultural Policy Statement* and the *Queensland Health Language Services Policy*. Based on the Queensland Government's multicultural and language services policies, these policies are customised to the health portfolio. Action has been initiated to implement the multicultural policies, especially in Health Service Districts with a higher proportion of people from ethnic communities.

The policy statements are supported by corporate planning documents and service agreements with health service providers. The State Training Plan includes cross-cultural training as one of its priorities and the department provides professional development opportunities in support of the policies.

The policies and related educational resource material are available to Queensland Health staff on the Electronic Publishing Service and, to the general public, on Queensland Health's website. Publications including *Death, Dying and Religion* and the *Cultural Diversity in Health* package have been distributed widely around Queensland's health services during this year.

In addition to the specific 1999–2000 initiatives outlined in this report, Queensland Health has long-standing multicultural programs, particularly in aged care, mental health and public health (see Appendix E for details of funding provided to non-government organisations to deliver these programs).

Health Service Districts – improving multicultural service delivery

**Queensland Health's** policy development process has produced changes to the ways that health services are managing cultural diversity. In particular, tertiary hospitals in Brisbane have commenced reviews of their services and initiated changes in staff training and service delivery. Most advanced in these developments is the Princess Alexandra Hospital, but significant developments have occurred in the Mater Misericordiae Hospitals and in the Royal Brisbane, Royal Women's, Royal Children's and the Prince Charles Hospitals. Changes are also occurring in regional hospitals, in particular the Townsville and Gold Coast Hospitals.

*Princess Alexandra Hospital*

The Princess Alexandra Hospital's Multicultural Services Steering Committee continued to monitor the effectiveness and appropriateness of services to clients from ethnic backgrounds and, in late 1999, a temporary multicultural project officer was appointed to develop initiatives.

These include initiatives relating to improved access to services, such as orientation tours to hospital services for recently arrived migrants and TAFE students learning English, and placement of multilingual brochures in all wards and departments.

Other changes were implemented to improve language service responses. For example, cordless dual handset telephones for interpreting services were installed in the Emergency Department, Pre-surgical Unit and Outpatients. In addition, a database has been developed identifying staff with a second language to assist with communication in emergency situations, when an accredited interpreter is not available.

## Multicultural Queensland Policy initiatives

*responses from Queensland  
Government agencies*

ACCESS

21

The project also resulted in improved opportunities for professional development and training. Medical interns now receive training on cultural diversity in the health care environment and the *Interpreting and Multicultural Manual* has been distributed to all units and departments of the hospital.



*Interpreting services via cordless dual handset telephones at the PA Hospital.*

### *Mater Misericordiae Hospitals*

The Mater Misericordiae Hospitals appointed a Vietnamese Interpreter/Health Promotion/Liaison Officer in early 2000. This worker provides in-house interpreting services and works to ensure health promotion strategies are inclusive of people from ethnic backgrounds. A steering group of hospital staff has been established to support the work of this position.

### *Prince Charles Hospital Health Service District*

Following on from the development of a workplace practice model developed in 1998, the Prince Charles Hospital Health Service District has nominated a cross-cultural resource officer who is available for one hour per day for in-service training and to advise staff on language service and cross-cultural issues.

### *Queen Elizabeth II Health Service District*

Community Health Services in this district have been active in working with ethnic communities, particularly at the Inala, Mt Gravatt and Coorparoo centres. The Inala centre has a Vietnamese Antenatal and Baby Clinic. Mt Gravatt and Coorparoo centres maintained a partnership with the Queensland Program of Assistance for Survivors of Torture and Trauma and the Brisbane Inner South Division of General Practice to provide health services to newly arrived refugees. The South Brisbane Dental Hospital has also made special arrangements to assess and treat urgent dental health problems of refugees.

### *Ethnic health liaison*

The West Moreton Health Service District has had an ethnic health liaison position for many years. In 1999–2000 the district upgraded the position to coordinate multicultural health service developments across its range of health services. The position was recently advertised and will be filled in 2000–2001.

### *Working in partnership: Health Liaison Volunteers*

The Multicultural Health Liaison Volunteer Program operates in Townsville Health Services District. Under the program, volunteers work in partnership with health workers to foster a better understanding of cultural attitudes, values, behaviours and expectations of patients and their families. Referrals average 20 per month.

From July to September 1999 the volunteer program employed three project workers to work with health care workers in the Townsville General Hospital and Kirwan Women's Hospital. The project officers interviewed patients and assisted with discharge planning processes. The pilot project identified a need to improve access to mainstream health care services for ethnic groups and to provide cross-cultural awareness training for health care workers.

## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

### Mental health services

The Queensland Transcultural Mental Health Centre was reorganised to focus on transcultural mental health promotion and prevention, professional development and training and clinical consultation. It continued important work on policy implementation, research, resource development and consumer and carer participation. The key activities during this period are outlined below.

A Professional Development and Training Program for mental health staff provides train-the-trainer modules and in-service training, lectures and tutorials. A contract was developed with Southbank Institute of TAFE for accredited 'Interpreting in Mental Health Settings' and with the University of Queensland for a postgraduate elective subject in 'Transcultural Mental Health'.

The Centre also provides specialist consultation including direct clinical intervention by bilingual sessional workers through the Transcultural Clinical Consultation Service.

A number of projects and programs were initiated or supported under the Mental Health Promotion and Prevention Program. Several mental health programs in the non-government service sector continued to receive significant levels of funding, including the Ethnic Mental Health Program and the Queensland Program of Assistance to Survivors of Torture and Trauma (see Appendix E).

### Supporting inclusive public health services

In 1999–2000, the Southside Public Health Unit developed inclusive health promotion and illness, injury and disease prevention programs as follows:

- The Head Lice in Primary Schools Pilot Project included strategies for the largest six language groups in the area, developed with close community consultation;

- The Public Health Needs of Refugees in Brisbane South Project documented the findings of a community consultation and is providing a forum for the coordination of existing services;
- The Brisbane Southside Food Safety for Consumers Campaign implemented strategies specifically designed for ethnic minority groups. These included conducting information sessions, radio interviews and the active distribution of multilingual resources;
- The Child Injury Prevention Project included strategies to meet the needs of selected ethnic minority groups. Information is provided on the Queensland Health website; and
- A campaign raised awareness among tobacco retailers from non-English-speaking backgrounds about the *Tobacco Products (Prevention of Supply to Children) Act 1998*.

The unit also produced and distributed the third edition of the *Directory of Services for Ethnic Minority Groups in Queensland: A resource for health professionals* in March 2000.

### Australian South Sea Islander health liaison

In the Mackay Health Services District an Australian South Sea Islander project worker is employed to assist eligible Australian South Sea Islander people to access services through the Home and Community Care (HACC) program. The project worker develops and maintains links between the Australian South Sea Islander community and mainstream health services. This is the only full-time government health service position specifically dedicated to work with Australian South Sea Islanders in Australia. Specific developments in 1999–2000 include a newsletter on health issues, *HACC 'n' South Sea Island Style* and a South Sea Island-specific diabetes booklet, *Good Fella Kai Kai (Healthy Food)*.





## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

New disability department committed to responding to cultural diversity

**Disability Services Queensland** is a new government department established in December 1999. In June 2000, the Queensland Government endorsed the *Disability Services Queensland Strategic Plan 2000–2005*. Included in the plan is a commitment to provide services that respond to the cultural and linguistic diversity of the community. The plan specifically identifies a strategy to work with the community to develop a culturally appropriate response to the needs of people with a disability from culturally and linguistically diverse backgrounds.

Commitment to the *Multicultural Queensland Policy* is also reflected in the strategic plan of **Families, Youth and Community Care Queensland** and will be implemented in both departments through:

- Language, communication and consultation strategies designed to be responsive to cultural diversity amongst the agencies' client groups;
- Professional development and training strategies for staff of the agencies to enable them to be more responsive to cultural diversity amongst the agencies' client groups; and
- Data collection strategies to identify the cultural diversity of the agencies' target groups, to better inform the planning process.

Access and equity project for the Supported Accommodation Assistance Program (SAAP)

The Homelessness Support Unit, which administers SAAP managed by **Families, Youth and Community Care Queensland**, is undertaking a project to enhance access to services by improving responsiveness to cultural diversity issues. The project will result in an access and equity policy and guidelines for services funded under SAAP.

Support for accessible community-based disability services

**Disability Services Queensland** provides funding to numerous non-Queensland Government agencies to provide services to people with a disability. The department funds generalist services, which work with people from diverse backgrounds. Additionally, the Islamic Women's Association receives funding under the Moving Ahead Program (see Appendix E).

Queensland's Framework for Ageing 2000–2004

In December 1999, the Premier and the Minister for **Families, Youth and Community Care** and Minister for Disability Services launched the framework, which is the government's blueprint for addressing the needs of older Queenslanders. The framework includes strategies that will benefit older people from ethnic backgrounds, including some strategies specifically targeted at this group. The framework can be accessed on the department's website.

Ethnic communities and vocational education and training issues

The **Department of Employment, Training and Industrial Relations** provides training programs that directly assist members of ethnic communities in gaining qualifications and skills for employment.

In 1999, 57,800 participants (18 per cent) in funded vocational education and training stated they were born outside of Australia and 35,184 (11 per cent) reported they were from non-English-speaking countries. Five per cent of participants (16,000 people) accessing training and vocational education indicated they spoke a language other than English at home and participated in 3.3 million annual curriculum hours. This equates to 7 per cent of the total activity.

# Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

ACCESS

25

## Identifying community training needs

The Community Training Identification Project is a Queensland-managed initiative, funded by the Australian National Training Authority, to facilitate the development of training plans with specific equity groups. The training plans focus on migrants from non-English-speaking backgrounds who have completed the Adult Migrant English Program but are still having difficulty accessing vocational education, training or employment.

In 1999, four community training plans were developed and completed with ethnic communities in North Queensland and Gold Coast Regions, the Hmong community in Far North Queensland region, and the Australian South Sea Islanders community in the Wide Bay region. Outcomes included access to training and employment opportunities tailored to community needs and greater responsiveness from training organisations to address the needs of equity groups.

## Work preparatory training

The **Department of Employment, Training and Industrial Relations** recognises that people from non-English-speaking backgrounds who are job-seekers are at risk of long-term unemployment. To address this, funding for the delivery of Certificate II in *Work Access for Ethnic Communities* has been tendered for North and Central Queensland, Wide Bay and Sunshine Coast, Brisbane South and Gold Coast.

## Vocational language, literacy and numeracy programs

The **Department of Employment, Training and Industrial Relations** coordinates programs related to English language, literacy and numeracy issues. While many of these programs include students of non-English-speaking backgrounds, the following programs have specifically catered to their needs.

- The Responsive Priorities Language, Literacy and Numeracy Program developed many programs tailored to meet the needs of ethnic communities, including the Hmong, Horn of Africa, Vietnamese, Samoan and Iranian communities. These programs were delivered at Goodna, Gatton, Inala, Gold Coast and Cairns. The program responds to unmet need in the provision of English language, literacy and numeracy programs. Community needs are identified through the Queensland Adult English Language, Literacy and Numeracy Regional Networks, which include ethnic community representatives.
- The Community Literacy Program develops literacy and numeracy skills for disadvantaged groups in the community. These programs are delivered to adults in an informal setting. In 2000, four programs were delivered directly to ethnic communities and a further 14 programs were delivered to groups where people from a non-English-speaking background were a major client group.

## Work experience program breaking down barriers

As reported on page 12, **Multicultural Affairs Queensland (MAQ)**, the **Office of the Public Service Commissioner** and **Southbank Institute of TAFE** are coordinating a Work Experience Pilot Program for migrants which provides valuable on-the-job training within the Queensland public sector.

All Queensland Government agencies were invited to participate in the program by offering a placement for the first intake of students. More than twenty placement offers were made and placement agencies included:

- Anti-Discrimination Commission Queensland;
- Children's Commission of Queensland;
- Department of Communication and Information, Local Government, Planning and Sport;

## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

- Department of Emergency Services;
- Department of Employment, Training and Industrial Relations;
- Department of State Development;
- Education Queensland;
- Families, Youth and Community Care Queensland;
- MAQ;
- Queensland Health (QEI Hospital);
- Queensland Police Service; and
- Queensland Treasury.

Although the focus of the pilot program is the provision of work experience and training, it has produced employment-related outcomes. To date, seven graduates have been offered public sector traineeships at the following agencies:

- Anti-Discrimination Commission Queensland;
- Children's Commission of Queensland;
- Department of Emergency Services;
- Families, Youth and Community Care Queensland;
- Logan Institute of TAFE;
- Queensland Health – Inala Community Health; and
- Queensland Police Service.

The second intake of participants will commence in October 2000, after which time the program will be evaluated and consideration given to its implementation on a long-term basis.



*Work experience participants with Southbank TAFE teacher Liz Birch, Department of the Premier and Cabinet Director-General, Dr Glyn Davis, Office of the Public Service Commissioner Executive Director, Hal Morris, and Multicultural Affairs Queensland Executive Director, Uri Themat.*

### Breaking the unemployment cycle

The Community Jobs Plan and the Community Employment Assistance Program are two projects managed by the Employment Taskforce, **Department of Employment, Training and Industrial Relations**, under the government's Breaking the Unemployment Cycle Initiative. Both projects identify unemployed people from a non-English-speaking background as an 'at-risk' group.

#### *Community Jobs Plan*

The Community Jobs Plan provides funding to organisations to provide three to six months employment to long-term unemployed people and those at risk of experiencing long-term unemployment. Employment activities provided by this initiative range from public works to community and environmental projects.

## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

ACCESS

27

As an awareness initiative and to encourage participation on Community Jobs Plan projects, departmental employment staff have addressed migrant forums and ethnic and multicultural community organisations.

Whilst there are other Community Jobs Plan projects throughout Queensland which include clients of non-English-speaking backgrounds, as at 21 June 2000, three organisations were funded through this initiative to specifically employ people from a non-English-speaking background (see Appendix E).

### *Community Employment Assistance Program*

The Community Employment Assistance Program funds organisations to assist long-term unemployed people, or those at risk of long-term unemployment, to find work. Projects funded may include literacy and numeracy assistance, living skills, vocational training, job search and job placement assistance.

Applications from ethnic and multicultural community organisations are encouraged and projects have been funded which specifically target people from a non-English-speaking background. As at 21 June 2000, five organisations received grants through this initiative to specifically assist migrants (see Appendix E).

### *Working for You Traineeships*

The Working for You Traineeship Program, managed by **Education Queensland**, is another strategy under the government's Breaking the Unemployment Cycle Initiative to assist unemployed people into the workforce by gaining vocational qualifications and work experience. In 1999–2000, over 6 per cent of trainees recruited to the program were from a non-English-speaking background, compared to 5 per cent recruited in 1998–1999.

### *Assistance for displaced workers*

Workers displaced as a result of large-scale retrenchments can receive assistance to make the transition to alternative employment from

- the **Department of Employment, Training and Industrial Relations** through the Worker Assistance Program. Persons from a non-English-speaking background are identified as one of the target groups for the program.
- Removing discriminatory provisions
- The **Anti-Discrimination Commission Queensland** works with other agencies to assist them in identifying and removing discriminatory provisions which may limit access to employment. An example of this is the Commission's ongoing work with the Department of Employment, Training and Industrial Relations in ensuring the removal of discriminatory provisions from awards. This project will be completed by June 2001.
- Service delivery
- The Government Service Delivery Project aims to improve the level of community satisfaction of government services through the integration of services to respond to people, places and issues in a more holistic way. The **Department of the Premier and Cabinet** coordinates this project.
- An Innovation and Service Improvement Framework has been developed with a key theme being accessibility by all Queenslanders to government services. It aims to improve the responsiveness of agencies to the needs and special requirements of the community and specific community groups. Cultural diversity is a key dimension that needs to be considered when engaging with communities throughout Queensland.
- The department is also currently developing a five-year plan for the community services sector. The plan aims to improve community access to services delivered by government, increase participation of the community and develop a strong partnership between the community and government. Consultation took place with peak bodies and organisations that represent the interests of people from culturally and linguistically diverse backgrounds.



## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

### 'A Fair Go'

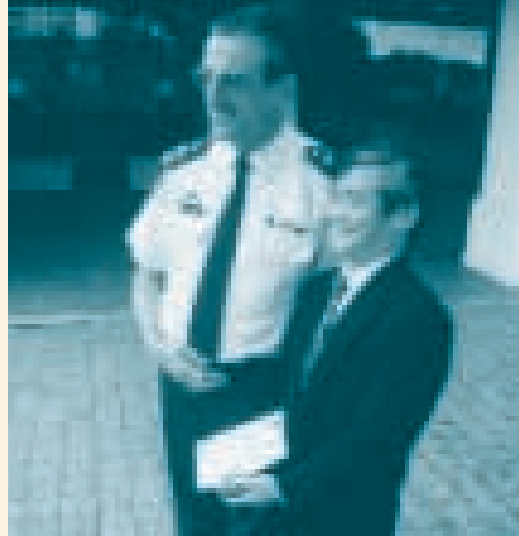
The **Department of Communication and Information, Local Government, Planning and Sport** has developed a program for Queensland's sporting and recreational organisations to raise the awareness of issues surrounding under-representation of certain community groups in sport and recreational activities. This program, 'A Fair Go', includes an awareness kit that provides practical strategies to assist organisations become more accessible to certain communities, including those from non-English-speaking backgrounds.

### Working with the Asian community

The **Queensland Police Service** has appointed a liaison worker, based in the Police Beat Shopfront at Sunnybank Shopping Centre, to provide assistance to people of a Chinese background either in reporting crime or giving information. The Asian Taskforce provides awareness lectures to members of the Vietnamese and Chinese communities on a regular basis. These initiatives support the *Multicultural Queensland Policy* by ensuring that all Queenslanders have access to assistance from the Queensland Police Service, irrespective of their ethnic background.

The Queensland Police Service also coordinated a project in consultation with key stakeholders from the Vietnamese community to address the involvement of Vietnamese youth with alcohol and violence. Significant outcomes of the project included:

- An enhanced level of communication and interaction between police and the Vietnamese community through workshops, conferences and meetings;
- The translation of the booklet *You, the Law and Society* into Vietnamese; and
- The delivery of a Vietnamese cultural awareness training session to police officers in City Division.



*Commissioner of Police Jim O'Sullivan and President of the Vietnamese Community in Australia, Queensland Chapter, Viet Tran at the launch of You, the Law and Society*

### Police Liaison Officers

Police Liaison Officers are unsworn officers whose role is to foster communication and cooperation between ethnic and Indigenous communities and the **Queensland Police Service**. They do not have the power of arrest and are required to assist police with incidents involving members of their own communities and other minority community members.

Police Liaison Officers also work with Cross Cultural Liaison Officers to identify strategies to resolve cross-cultural issues and address problems arising between police and Indigenous or ethnic communities.

Most of the 118 Police Liaison Officers throughout Queensland work with Aboriginal and Torres Strait Islander communities, although several officers are designated to work with the Vietnamese and Samoan communities. In 1999–2000, a third Vietnamese Police Liaison Officer was appointed and the position of a Police Liaison Officer to work with the Chinese community was advertised.



## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

by Arts Queensland and MAQ with an annual contribution of \$20,000 from each agency. In 1999–2000, 13 applications for funding of materials, artistic development and cultural events and projects were approved (see Appendix E).

Additionally, in 1999–2000, 17 applications from ethnic organisations were funded under the Arts and Museums Development Program, representing 13 per cent of the successful applications.

### Cross-cultural awareness training

Cross-cultural awareness refers to an understanding of cultural differences in social interaction, including attitudes, values and prejudices, and how these can influence communication styles and non-verbal behaviour. It is important for staff to develop cross-cultural skills to more effectively provide services to clients from diverse linguistic and cultural backgrounds. This supports this *Multicultural Queensland Policy* by ensuring equitable access to services.

A number of Queensland Government agencies are involved in the development and delivery of training programs that include cross-cultural awareness modules which have a broader focus than Indigenous issues. These agencies include:

- Department of Employment, Training and Industrial Relations (Workplace Consulting);
- Department of Primary Industries (including Queensland Boating and Fisheries Patrol);
- Public Trust Office;
- Queensland Ambulance Service;
- Queensland Health;
- Queensland Police Service;
- Queensland Rail; and
- Queensland Treasury (Office of State Revenue).

The **Queensland Police Service** completed the review of the Cultural Awareness Education and Training Programs in August 1999. The report highlighted the future cultural awareness training and education needs of the Service. The Human Resources Development Branch is currently considering the report's recommendations.

In addition to agencies' own training programs which incorporate cross-cultural awareness issues, an increasing number of public sector staff access the training delivered by MAQ. In 1999–2000, staff attending these training sessions represented the following agencies:

- Anti-Discrimination Commission Queensland;
- Arts Queensland;
- Board of Teacher Registration;
- Department of Corrective Services;
- Department of Emergency Services;
- Department of Employment, Training and Industrial Relations;
- Department of Equity and Fair Trading (including Women's Infolink);
- Department of Justice and Attorney-General;
- Department of Natural Resources;
- Department of Tourism and Racing (including Queensland Racing Industry Training Centre);
- Education Queensland;
- Institutes of TAFE (South Brisbane, Cairns, Brisbane, Gold Coast, Wide Bay, Central Queensland);
- Queensland Health;
- Queensland Police Service;
- Queensland Rail; and
- Queensland School Curriculum Council.

## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

ACCESS

31

It is significant to note over 20 per cent of staff from the Passenger Services Section of the Citytrain Division of **Queensland Rail** attended cross-cultural skills training.

Providing information in languages other than English

The provision of information about services in languages other than English is a key strategy adopted by many agencies to enhance access for clients from diverse cultural and linguistic backgrounds.

Details of multilingual publications (fact sheets, brochures, booklets and posters) produced by Queensland Government agencies are provided at Appendix F. Most are available free of charge and many are available on the Internet.

Some specific multilingual information strategies undertaken by agencies included:

*Housing pilot project*

The Multilingual Information Services Pilot Project was initiated by the **Department of Housing** in response to community representations for improved production of departmental information sheets in English and other languages. The project involves production of five departmental fact sheets in four languages (English, Samoan, Spanish and Vietnamese). The five fact sheets provide information on the following topics:

- An overview of products available from the Department of Housing;
- Bond loans;
- Bond loan eligibility;
- Public housing eligibility; and
- Wait times and wait areas (in relation to public housing).

The fact sheets will be launched in September 2000 and disseminated through the Internet, the departmental Intranet and in kit form.

*Increasing access to child care for children with special needs*

The Child Care Access and Equity Strategy aims to improve the sector's responsiveness to children with special needs, including children from culturally diverse backgrounds. The strategy is coordinated through the Office of Child Care, in **Families, Youth and Community Care Queensland**. Under the strategy, one-off grants are provided to services or organisations to undertake projects with an access and equity focus.

In 1999–2000, \$14,900 was provided for the development and dissemination of information in languages other than English about various disabilities. The project aims to increase understanding among parents and care providers from non-English-speaking countries (Ethiopia and Eritrea, the former Yugoslavia, Vietnam, Colombia, Lebanon and Greece) and lead to the provision of more appropriate child care services.

*Spreading the message about domestic violence*

Domestic Violence Prevention Week is an annual event coordinated through **Families, Youth and Community Care Queensland** in collaboration with the Queensland Domestic Violence Council. The aim of the week is to raise community awareness about domestic violence in Queensland. The Domestic Violence Prevention Week 2000 campaign included information about the issue of domestic violence in several community languages. This material was distributed widely across Queensland.

*Outreach to factory workers*

Through its Women's Legal Aid service, **Legal Aid Queensland** is involved in an outreach service that provides information to women who are overseas-born and who work in factories in the Brisbane region. As part of the Factory Information Project, Legal Aid



## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

Queensland produced a poster encouraging women from non-English-speaking backgrounds to use its legal services. The Queensland Council of Unions funded the printing of the poster, which will be distributed in the near future to all factories and agencies that provide services to migrant women.

### *Induction into correctional centres*

One privately operated correctional centre translated information required by offenders at their point of entry into the prison system into Vietnamese and Chinese. The information includes helpful details outlining the process of court appearances, how to access medical assistance in that centre, how to make telephone calls and how to organise visits. It is anticipated that the translation of induction booklets for all correctional centres into languages other than English will commence this year. This will be a state-wide project, coordinated by the **Department of Corrective Services**.

### *Information about national parks*

The **Queensland Parks and Wildlife Service** established a partnership with a Japanese language newspaper, whereby information about Queensland's national parks and protected flora and fauna is translated into Japanese for distribution within the parks.

### *Fishing regulations*

Officers of the Queensland Fisheries Service in the **Department of Primary Industries** worked with the Vietnamese community to promote laws and regulations regarding fishing by running fisheries and habitat education programs, producing radio segments, facilitating radio talkback sessions, developing communication signposts in Vietnamese and articles in newspapers.

### *Corporate video*

Recently, a Mandarin version of the **Department of Primary Industries'** corporate video was produced to enable greater interactions with visiting Chinese delegations. Copies of this video are available from the Rural Market Development Unit within the department.

### *Queensland Beef Industry Institute*

Queensland Beef Industry Institute coordinates with the Rural Market Development Unit of the **Department of Primary Industries** the development and delivery of culturally-inclusive presentations to trade delegations and communities. Several multi-medium presentations have been translated and prepared for delivery to specific trade delegations and organisations.

### *Improving community safety awareness*

With assistance from the Chinese community in Brisbane, the **Queensland Fire and Rescue Authority** launched an animated fire safety video in Cantonese. The video emphasises the importance of smoke alarms, how to make an evacuation plan and what to do in the case of a fire. The animated video features the Queensland Fire and Rescue Authority's mascot Blazer the fire safety Koala and is part of a community safety van, which contains realistic lounge room and kitchen settings to help illustrate the importance of fire safety in the home. Firefighters travel with the van to shopping centres, schools, festivals and shows.

There are plans to translate the video into Mandarin and other languages in the future.

In addition, a translation and interpretation flow chart kit, developed to allow firefighters to communicate quickly and effectively with non-English speaking witnesses on scene at structural fires, was trialled in the Oxley area. As a result of the trial, the kit was revised and the range of languages was extended from 23 to 27. The kit will soon be made available to firefighters across the state.

## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

ACCESS

33



*Launch of the Queensland Fire and Rescue Authority's community safety van in Fortitude Valley, Chinese New Year 2000*

### Language Services Policy

It is recognised that each agency has its own distinct operating environment and client needs. Therefore, the *Queensland Government Language Services Policy*, launched in March 1999, encourages relevant agencies to develop specific policies and procedures for providing language services to clients.

Following the launch in June 1999 of the **Queensland Police Service's** revised Language Services Strategy, **Queensland Health** launched its own language services policy in March 2000. The **Department of Emergency Services** is in the final stage of developing a similar policy and procedures document, while the **Department of Main Roads** has incorporated the principles of the policy into the department's public consultation policy, standards and guidelines.

In recognition that a sizeable proportion of the **Department of Housing's** clients or potential clients does not speak English, the department is considering the development of a Language Service Policy Framework in 2000–2001.

### Using interpreters

The *Queensland Government Language Services Policy* requires all Queensland Government agencies to provide and pay for professional interpreters in situations where clients' difficulty in communicating in English may impede their access to services.

In Queensland, the majority of interpreting services is purchased by Queensland Government agencies from the Commonwealth Government's Translating and Interpreting Service (TIS).

In 1999–2000, Queensland Government agencies reported a total expenditure on TIS interpreting services of more than \$730,000. The three major users of interpreting services were **Queensland Health** (\$623,691), **Department of Justice and Attorney-General** (\$68,245) and **Queensland Police Service** (\$35,000).

The Courts Division of the Department of Justice and Attorney-General reported a 70 per cent increase in interpreter payments during the year, demonstrating the department's commitment to providing equitable access to services for all Queenslanders.

More comprehensive data on agency usage of and expenditure on interpreting services will be available in 2000–2001, in accordance with the reporting requirements specified in the Memorandum of Understanding relating to interpreting services, which was signed with the Commonwealth Government in October 1999.

Staff of the following agencies demonstrated their commitment to providing interpreting services to clients, by attending specific training delivered by MAQ on effective procedures for working with interpreters:

- Department of Corrective Services;
- Department of Emergency Services;
- Department of Employment, Training and Industrial Relations;
- Department of Justice and Attorney-General;

## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

- Department of Natural Resources;
- Department of Primary Industries;
- Department of State Development;
- Department of the Premier and Cabinet;
- Department of Tourism and Racing;
- Disability Services Queensland;
- Queensland Ambulance Service;
- Queensland Health;
- Queensland Parks and Wildlife Service;
- Queensland Police Service; and
- Women's Infolink.

It is significant to note that 123 staff from Princess Alexandra Hospital received training on working with interpreters.

Also, more than 50 police negotiators from around the state attended working with interpreter training sessions delivered by MAQ. The sessions were part of a series of seven-day intensive *Advanced Negotiating* courses organised by the **Queensland Police Service** for officers involved in high-risk negotiations including situations of domestic violence, suicide prevention and hostage hold-ups. The training also formed a part of the overall police preparation strategy for Olympic activities in Queensland.

### Ongoing initiatives

Language and cultural program for youth in detention

#### **Families, Youth and Community Care**

**Queensland** continued to fund the program run by Te Kohanga Ote Whenua Hou Association at the John Oxley and Sir Leslie Wilson Youth Detention Centres. The program is designed for Maori, Polynesian and New Zealand-born young people and is educative in format and structure. Modules in the program include language, visual art and dance. The program aims to assist the reintegration of the young people upon their release from detention (see Appendix E).

Supporting community-based services

#### **Families, Youth and Community Care**

**Queensland** continued to fund community-based services that provide assistance to the community through community development, preventative strategies, community education, information and referral. Funding is provided under the Community and Individual Support Program. Three services with an ethnic or multicultural focus were again funded under this program (see Appendix E).

The Community and Individual Support Program incorporates an Integrated Skills Development Strategy, which involves provision of training for organisations funded by the department. Access and equity and cultural awareness training are available to all funded services under this strategy.

Supported Accommodation Assistance Program (SAAP)

SAAP, managed by **Families, Youth and Community Care Queensland**, funds community-based organisations to provide supported accommodation services for homeless people and those at risk of homelessness. IWSS continued to be funded under SAAP and specifically responds to the needs of homeless people from culturally diverse backgrounds in south-east Queensland (see Appendix E). The service also assists other SAAP services to respond better to this client group.

Improving access to information and services for young people

In April 1999, the Minister for **Families, Youth and Community Care** and Minister for Disability Services approved funding of \$30,000 per annum for three years, to enable the continuation of the Non-English-Speaking Background Youth Issues Network Project, conducted by Youth Affairs Network of Queensland. MAQ provided matching funds of \$30,000.

## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

ACCESS

35

These funds have enabled the ongoing employment of a coordinator to address youth issues and improve access to youth services for young people from diverse cultural backgrounds.

### English as a Second Language (ESL) Program

The ESL Program, administered by **Education Queensland**, operates in Queensland's state schools and provides specialist teaching and learning support to students from language backgrounds other than English. Developing the English language competence of these students enhances their participation in mainstream education activities and improves their educational opportunities and outcomes.

State and Commonwealth governments fund the program. Around 180 ESL teachers (some part-time) are currently employed across 32 districts to support 6620 students with identified ESL needs. Approximately 80 per cent of these students attend school in south-east Queensland.

### Milpera State High School

For many years Milpera State High School has been providing intensive ESL programs for newly arrived immigrant students of secondary school age in the Brisbane metropolitan and surrounding area.

At any point in time there are approximately 150 students at Milpera State High School. Following intensive tuition over 5-6 weeks, students are often transferred to other state high schools. In a 12-month period, Milpera State High School supports approximately 400 students.

In addition to an intensive ESL program, Milpera also offers:

- An intensive English language, settlement and preparation for school program. This incorporates curriculum, pedagogy and assessment as well as transition to schools;

- Adult English classes for parents of students;
- A Home Liaison teacher;
- Bilingual staff who support students in the classroom and assist in non-complex school interpreting and translating of reports, permission letters and other school communiqués;
- Queensland Program of Assistance for Survivors of Torture and Trauma Counselling/Intervention Settlement program for refugee young people who have experienced trauma;
- CONTACT Youth Theatre program to promote racial harmony between newly arrived students and Indigenous students; and
- Anti-racist and gendered violence programs focus on recognising and appropriately responding to various forms of harassment and discrimination.

In 1999, a Vietnamese Bilingual Program enabled students to access a basic communicative skills program before school in their own language. The confidence and motivation of all students to learn and ask questions in English improved considerably.

Milpera State High School was awarded a Multicultural Service Award for its outstanding achievement in incorporating multicultural principles into policy, planning, curriculum, organisational culture and community relations.



*Milpera Principal Adele Rice with decorated masks of the students' own faces and symbols of their diverse cultures*



## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

### Community Languages Program

The Community Languages Program continued to be coordinated by **Education Queensland** in liaison with the Ethnic Schools Association of Queensland. The program supports more than 60 languages other than English spoken in Australian society, through funding to ethnic schools. Ethnic schools are voluntary, out-of-hours community schools that teach languages and culture. Education Queensland supports ethnic schools in developing curriculum and assisting with assessment and evaluation reports as well as budget requirements. In 1999, MAQ provided \$150,000 funding to ethnic schools, matching the contribution of the Commonwealth Government (see Appendix D).

### Multilingual seminars for the clothing industry

Most outworkers in the Queensland textile clothing and footwear industry are of non-English-speaking backgrounds, mainly Vietnamese, Chinese and Cambodian. Evidence exists of factory and home worker exploitation in the industry and compliance with award wages, workplace health and safety and WorkCover requirements is apparently low.

The Private Sector Industrial Relations Unit in the **Department of Employment, Training and Industrial Relations** is actively addressing these issues through a number of strategies. One strategy involves continuing to deliver seminars for the clothing industry which provide information on recent legislative changes. Interpreters were engaged to assist in the delivery and question time of the seminars in Vietnamese, Cantonese, Mandarin and Khmer (Cambodian).

Industry workers and Textile, Clothing and Footwear Union members promoted these seminars and events were publicised through Vietnamese community radio, the department's Internet website and through the database managed by MAQ. The seminars were well attended and provided free of charge as part of

the government's campaign to promote the new *Industrial Relations Act 1999*.

### Policing for cultural diversity

The Cultural Advisory Unit, comprised of seven full-time officers, is attached to the Office of the Commissioner, demonstrating the high-level commitment of the **Queensland Police Service** to the delivery of culturally inclusive services. Initiatives that the Cultural Advisory Unit has continued to be engaged in include:

- The annual review of the strategies contained in the *Strategic Directions for Working with Ethnic Communities* document;
- The Cross Cultural Liaison Officer scheme which aims to increase the involvement of Aboriginal and Torres Strait Islander and ethnic communities in addressing police-related issues;
- Participation in the Police Ethnic Advisory Group;
- Disseminating information on multicultural policy issues through *Accord*, the newsletter of the Cultural Advisory Unit;
- Providing operational police and other personnel with up-to-date information on interpreting issues through the Queensland Police Service Intranet; and
- The Police Ethnic Youth Partnership project at Inala, which aims to improve relations between police and youth.

### Access to justice

**Legal Aid Queensland** continues to employ initiatives to promote awareness of and enhance access to legal aid services for people from non-English-speaking backgrounds. These include:

- The provision of confidential and free legal information and referral to Vietnamese- and Spanish-speaking communities through the Bilingual Information Service. The service assists in civil, criminal and family law



## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

ACCESS

37

matters. As a part of Legal Aid's Client Service Centre, the bilingual staff also conduct community education activities.

- Funding of a part-time Vietnamese-speaking solicitor at Legal Aid's Inala Office to provide legal information and advice to members of the Vietnamese community.

### Art for all

Arts Queensland continues to employ a full-time Cultural Diversity Consultant to ensure that the principles of the *Multicultural Queensland Policy* are implemented within Arts Queensland and the arts industry.

Initiatives that demonstrate Arts Queensland's ongoing commitment to providing equitable access to all Queenslanders, regardless of cultural background, include:

- The *Programs of Assistance Handbook* is produced with information about available translating and interpreting services provided in languages other than English.
- Application forms for funding programs are developed with the help of focus groups including artists of culturally diverse backgrounds.
- Arts Queensland accepts funding applications in languages other than English and has these translated during the assessment process.
- A Cultural Diversity Consultative Committee reviews applications received under the Arts and Museums Development Program to ensure that cultural diversity issues are treated appropriately and sensitively.
- A database of artists, arts workers and organisations from culturally diverse backgrounds is maintained and utilised to ensure that information about Arts Queensland's services and programs reaches this client group.
- Arts Queensland delivers information sessions specifically designed for artists, arts workers

and community organisations from culturally diverse backgrounds which discuss arts funding and the Multicultural Communities Arts Program.

### State Library of Queensland – Community Language Collection

The Community Language Collection of the Queensland State Library's Public Libraries Division allows access to reading material for all people who wish to read a language other than English. The collection consists of approximately 100,000 books in more than 55 languages. Large print and taped books are available. The collection is provided for loan to the community through the state's public library network.



## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

### PARTICIPATION

All Queenslanders enjoy equal rights, responsibilities and opportunities to participate in, contribute to and benefit from all aspects of life in Queensland.

#### Major highlights:

- **International Business Diversity Summit, Cairns**
- **Centenary of Federation – grants to ethnic communities**
- **Queensland State Library – Multicultural Protocol for Consultation**

### New initiatives

#### Participation in the arts

The Marketing Cultural Diversity Research Project is an initiative designed to give culturally diverse producers and consumers of cultural product equitable access to and participation in Queensland's cultural industries. In 1999–2000, the project delivered several tangible outcomes.

The first of these was the development of a publication to critically debate cultural diversity and the arts issues. With support from **Arts Queensland** and publishing assistance from Multicultural Affairs Queensland (MAQ), two issues of *Mosaic* have been published to date. Depending on community response, it is planned for *Mosaic* to become an independent publication in the future.

The second outcome is the result of a pilot project that commenced in 1998 to increase participation rates at the **Queensland Museum** by developing and building long-term relationships with the Chinese community. A reference group comprising high-profile members of the Chinese community has been formed to act as an advisory panel to the Museum and provide a networking role within their communities. In addition, Chinese experts deliver weekend workshops on subjects such as calligraphy, tai chi and Chinese art. These workshops are held on a quarterly basis and are open to the public.

## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

### PARTICIPATION

39

#### Participation in heritage projects

The Cultural Heritage Unit within the **Environmental Protection Agency** administers the Queensland Community Heritage Incentive Program. Since the program was established in 1994, projects that identify and conserve the history of ethnic communities in Queensland have been encouraged through targeted distribution of grant application packages to ethnic community organisations. Three projects received funding in 1999–2000.

In addition, projects that pay tribute to the contribution that ethnic communities have made to Queensland society received more than \$730,000 from Centenary of Federation Queensland, **Department of the Premier and Cabinet**, in 1999–2000.

Details of successful project applications under both of these programs are provided at Appendix E.

#### Maximising export potential through ethnic businesses

The **Department of State Development** developed and implemented programs that tap into the overseas knowledge, experience and networks of Queensland's ethnic business communities to increase exports from the state.

Following upon the success of the first Queensland International Business Diversity Summit held in Brisbane, a second Summit was held in Cairns in November 1999 to bring together ethnic business leaders and the broader export community.

The department is also working with the Taiwanese Australian Business Association and the Taiwanese business community in Queensland to ensure business migrants from Taiwan can access government services available to support business start-ups, enterprise development and, ultimately, exports.

The first of these workshops took place in Brisbane on 30 May 2000. Participants judged it a success and the department has been

requested to hold additional workshops in Brisbane, Ipswich and the Gold Coast in 2000–2001. This approach will be broadened to other ethnic business communities in the future.



*Parliamentary Secretary Gordon Nuttall delivers the introduction speech at the Cairns summit*

#### International students working with Queensland exporters

The **Department of State Development**, in partnership with the Queensland University of Technology, is developing a pilot program that will provide international students in business and other related faculties with opportunities to work closely with Queensland exporters as part of their studies. As well as providing hands-on experience to the students, this approach will expose them to Queensland goods and services and encourage them to promote these products in their home market through their existing networks.

This program will be complemented by a more systematic effort to take advantage of links with overseas alumni of Queensland tertiary institutions to support the state's export effort.

#### Productive diversity in the Department of Primary Industries

The **Department of Primary Industries** and many of its business units were particularly active in utilising cultural and linguistic skills of staff, consultants and networks to provide Queensland primary industry products a competitive advantage in the trade and export markets. The following examples highlight the department's successful initiatives:



## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

- Chinese New Year Apple

The Queensland Horticulture Institute developed a new apple variety which will be supplied at Chinese New Year directly to the Singapore and Hong Kong markets.

At Chinese New Year, fruit is widely used as gifts and as offerings on altars. Apples feature strongly in the Chinese culture, while the colour red and the freshness of product are particularly important for festival times.

The development of the Chinese New Year Apple is a prime example of recognising and understanding the particular cultural issues associated with a market, and developing a product and system to meet these cultural requirements.

The product will be managed through direct linkage between retailers in these overseas markets and a coordinated group of Queensland producers. This will improve the ability of Queensland producers to deliver a product which meets market requirements, not only for this particular product but also for further products exported into these markets.

- Marketing primary industries for trade

Staff of the Rural Market Development Unit organised cultural awareness and etiquette briefings for businesses prior to their participation on the trade missions to the Middle East. The unit specifically engaged a consultant with culturally and linguistically appropriate skills to provide these essential pre-mission briefings.

- Agribusiness breakfast

The department coordinated a breakfast function to showcase Queensland foods, inviting delegates from Consuls-General and ethnic businesses. The aim of the function was also to tap into the guests' networks and knowledge so as to open up possible export opportunities with associated countries of origin.

- Foshan Feedlot project

The Agency for Food and Fibre Sciences worked with the **Department of State Development** to reach an agreement for the development of a model feedlot operation in the Chinese province of Foshan.

Australian-Chinese employees from the Department of State Development and associated networks assisted in arranging necessary meetings and developing briefings on protocols.

This work culminated in the signing of an agreement between the Queensland Government and Foshan Delux during the highly successful Beef 2000 exposition in Rockhampton. This agreement will see the Department of Primary Industries providing technical support to China in the establishment of this model feedlot while Queensland producers will benefit through the supply of live cattle, exported to Foshan to meet the feedlot demand.

- International business relations

The **Department of Public Works** made use of the talents, networks, cultural knowledge and the linguistic skills of staff to maximise advantages, market opportunities and profits available through its international business relationships.

Some examples of international markets and projects that involved staff using their cultural diversity productively to maximise the Department of Public Works' competitive advantage include:

- Supply and export of educational resource materials and promotions to schools and colleges in Papua New Guinea;
- Supply of stationery and furniture to schools in Vanuatu and to a teachers' college in Vanuatu;
- Supply of stationery and consumables to a Brisbane company for schools in Papua New Guinea; and
- AusAID-funded technical assistance study tour to Brisbane by the National Department of Public Works, South Africa.



## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

### PARTICIPATION

41

#### Valuing language skills

Queensland Government agencies are increasingly recognising the value of staff with languages other than English skills to assist in communications with clients from non-English-speaking backgrounds. Bilingual staff are used, where appropriate, for referral purposes and to convey basic information. The *Queensland Government Language Services Policy* stipulates that bilingual staff should not be utilised in place of an accredited interpreter.

The following agencies reported establishing databases of staff with bilingual skills:

- Courts Division, Department of Justice and Attorney-General;
- Department of Emergency Services;
- Department of Public Works;
- Department of State Development;
- Division of Workplace Health and Safety, Department of Employment, Training and Industrial Relations;
- Office of State Revenue, Queensland Treasury; and
- Queensland Government Call Centre, Department of Communication and Information, Local Government, Planning and Sport.

Similarly, the **Public Trust Office** maintains a register of translators in the workplace to assist with gaining a basic understanding of documents written in languages other than English. The office uses accredited translators for the drafting of all legal documents.

Additionally, the Office of State Revenue, **Queensland Treasury**, designed a reference card displaying the flags of various countries, which is used by non-English-speaking clients to indicate their country of origin. Once this is established, the database is utilised to identify if an officer is available to assist.

The cultural and linguistic skills of staff from the **Department of State Development, Department of Primary Industries and Department of Public Works** were frequently

used to further each agencies' trade, business and management outcomes.

Placing strategic importance on diversity in the workplace

While still maintaining the current Indigenous Specific Cultural Awareness Program, the **Department of Employment, Training and Industrial Relations** endorsed the establishment of a departmental cross-cultural awareness program to include the full range of cultures in Queensland. The aim of the program is to assist in:

- creating an organisational culture and environment that promotes cooperation, understanding, communication and positive relationships between all staff members;
- accurately reflecting the diverse and rich culture of Australian society enabling a quality client service and the achievement of business outcomes; and
- positioning the department as a lead agency of diversity initiatives in the Queensland Government.

To achieve long-term organisational behaviour change in relation to cultural diversity, the marketing and delivery of this program will be aimed at all staff, including management and target group members.

#### Managing for Diversity

The **Department of the Premier and Cabinet** implemented a 'Managing for Diversity' program that is designed to maximise the contribution of the department's diverse workforce to achieve quality performance and outcomes for staff and clients. This diversity takes into account differences in age, gender, religious and cultural background and work and life responsibilities of employees.

The program is closely linked with the department's priorities and commitments under Equal Employment Opportunity and anti-discrimination legislation. The department set up a reference group to improve access to departmental recruitment by people from a



## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

non-English-speaking background. The program is also looking at more flexible work practices, career management and organisational climate.

Recruiting a workforce to reflect community diversity

Targeted recruitment of staff from non-English-speaking backgrounds supports the *Multicultural Queensland Policy* in a number of ways. It enhances access to employment for people from culturally and linguistically diverse backgrounds, which allows them to participate more fully in Queensland's society. It also improves the responsiveness of service delivery to the needs of clients from diverse cultural and linguistic backgrounds.

In Far North Queensland, Q-Build, **Department of Public Works**, employs approximately 25 local staff to provide building and asset management services to Torres Strait Islander communities. These communities include people from Aboriginal, Torres Strait Islander and Japanese cultures. Q-Build also regularly rotates apprentices to develop an appreciation of the needs of clients from the Torres Strait.

Data collected by the **Office of the Public Service Commissioner** for the period 1998–1999 (latest available data) shows that across the Queensland public sector workforce, people from a non-English-speaking background constituted 10.4 per cent of all employees. This includes people who have migrated to Australia and whose first language is a language other than English, and the children of those people.

A combination of new and ongoing initiatives were undertaken by agencies to actively encourage recruitment of people from non-English-speaking backgrounds and help to identify barriers to recruitment.

*Public Sector Employment Initiative*

The **Department of Employment, Training and Industrial Relations** holds information sessions quarterly to promote the Public Sector

Employment Initiative, which was launched in 1998 with the aim of creating an additional 6000 traineeships and 500 apprenticeships over three years within public sector agencies and Aboriginal and Torres Strait Islander Community Councils. The program targets school leavers and unemployed people to create employment and training opportunities.

Time is allocated at these information sessions for presentations to encourage agencies to recruit people of non-English-speaking backgrounds into traineeship positions. In relation to public sector agencies, the Jobs Policy Council established a minimum target of 5 per cent employment of people from a non-English-speaking background. Agencies are encouraged to exceed this target wherever possible and the achievement of this target has been variable across the Queensland Government.

*Addressing issues for teachers from non-English-speaking backgrounds*

**Education Queensland** conducted specific focus groups with supply teachers and employed teacher aides from non-English-speaking backgrounds to identify recruitment and career development issues. Information from the focus groups will inform Education Queensland's Equal Employment Opportunity (EEO) strategies for staff and the sector-wide EEO framework for people from a non-English-speaking background.

Education Queensland also continued to provide orientation programs for overseas-trained teacher applicants from culturally and linguistically diverse backgrounds. The programs address key issues including recruitment and selection, communication and language difficulties and student behaviour management. The initiative involves collaboration with the **Board of Teacher Registration** and tertiary institutions regarding overseas-trained teachers' qualifications and English language standards requirements for teacher registration and employment.

# Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

PARTICIPATION

43

## *Recruitment and selection procedures*

A working group within the **Queensland Ambulance Service** developed broad strategies and actions for recruiting persons from a non-English-speaking background. The service has also undertaken targeted advertising for base grade recruits through ethnic radio.

The **Department of Justice and Attorney-General** continued to monitor recruitment and selection procedures to ensure that persons from a non-English-speaking background can equitably compete for appointment and/or promotion within the department.

## *Non-English-speaking background public sector employment project*

The **Office of the Public Service Commissioner** is developing a sector-wide employment equity framework for people of non-English-speaking backgrounds focusing on recruitment and career development strategies

Eight focus group interviews were held with non-English-speaking background employees from Queensland Treasury (administrative and professional staff), Q-Build (cleaners), Princess Alexandra Hospital (clinical and operational staff), Queensland Education (overseas trained teachers/teacher aides), and Queensland Police (recruits at Oxley Academy and general staff).

Focus group participants suggested strategies for Queensland Government agencies to draw more effectively on the skills and talents of existing and future non-English-speaking background employees. The Office of the Public Service Commissioner will incorporate these strategies into the sector-wide employment equity framework.

## *Involving ethnic communities in crime prevention strategies*

In December 1999, the Queensland Government launched the Queensland Crime Prevention Strategy – Building Safer Communities. The strategy supports the *Multicultural Queensland*

- *Policy's goal of a cohesive and harmonious society.*
- The strategy recognises that responses to address the causes of crime must be designed and implemented in ways that recognise the differences between people – including cultural, ethnic and linguistic diversity.
- Under the Crime Prevention Strategy, coordinated by the **Department of the Premier and Cabinet**, the Queensland Government has established a community crime prevention fund. As part of the 1999–2000 funding round, negotiations commenced for a Crime Prevention Planning Project focusing on Darra, Vietnamese, Laotian and Samoan communities, which comprise a large proportion of the population in Darra, will be involved in the development of the project. The aim is to identify the specific crime problems experienced by the community and then develop responses to these problems in accordance with the established principles of crime prevention.

## *Community Access Schools*

- The Community Access Schools Project is a three-year pilot undertaken by **Education Queensland** which commenced in June 1998. The program is part of the Queensland Government's Crime Prevention Strategy and focuses on disadvantaged areas, particularly where crime and community safety are seen as major problems.
- The project aims to build partnerships between the school, community, business, government and non-government organisations, which will aid community development and community renewal. There are currently eight Community Access School sites across the state, including the culturally diverse school communities of Woodridge and Kingston. At Kingston College, the focus of the project is on providing flexible, alternative educational and vocational learning options to community members from diverse backgrounds and young people outside the school system with skills and access to educational options.



## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

### Consumer education

The Office of Fair Trading administers a grants program to fund community education programs. Under this program, a grant was provided in February 2000 to the Townsville Migrant Resource Centre for a full-time project worker for two years. The worker will coordinate and run community education workshops for 10 different ethnic communities on purchasing motor vehicles, associated financial services and buying/renting a property. This will assist people from the target ethnic communities to participate confidently as consumers of goods and services.

### Gaming Machine Community Benefit Fund

The Gaming Machine Community Benefit Fund, administered by Families, Youth and Community Care Queensland, provides non-recurrent grants to community organisations across Queensland to assist with the purchase of equipment to carry out activities, minor capital works, community development projects such as research and volunteer training, and special one-off events including festivals.

In 1999–2000, the fund provided \$601,918 to 54 organisations for projects with a multicultural or ethno-specific focus. (see Appendix E for details) This represented 2 per cent of all grants distributed to community organisations.

### Valuing the contribution of Queensland's seniors

The annual Premier's Awards for Queensland Seniors recognise the outstanding voluntary contributions of older people in Queensland. The Office of Ageing, within Families, Youth and Community Care Queensland, administers the event on behalf of the Premier. The distribution and media strategy for the awards targets people from ethnic backgrounds by sending information about the awards to ethnic and multicultural organisations and media outlets. As a result, the number of nominations from people from ethnic backgrounds increased from 35 in 1999 to 41 in

2000. Three of these nominees received an award. This provides a way of publicly recognising the valuable contributions of older people from ethnic communities.

### Queensland Seniors Week

**Families, Youth and Community Care Queensland** coordinates Queensland Seniors Week each year, in collaboration with the Australian Pensioners' and Superannuants' League Queensland. The week aims to increase older people's participation in community activities and to challenge stereotypes about older people and ageing.

Information about the week is distributed to organisations representing people from diverse cultural backgrounds, to encourage broad participation in activities. The state-wide organising committee also includes people from ethnic backgrounds.

### Youth suicide prevention

Under the Queensland Government Youth Suicide Prevention Strategy, an information paper was developed which focuses on the issue of suicide and self-harm amongst young people from ethnic and refugee backgrounds.

The paper will inform the development of a seminar for workers to raise awareness of, and encourage professional development on, issues affecting young people from ethnic backgrounds in the area of suicide and self-harm.

### Participation in the International Year of Older Persons (1999)

One of the key aims of the International Year of Older Persons was to improve the social participation of older people from a wide range of backgrounds. This was facilitated through a funding program administered by Families, Youth and Community Care Queensland. \$259,500 was distributed to organisations throughout Queensland. Of this, \$14,329 was provided to fund projects that targeted older

# Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

## PARTICIPATION

45

people from diverse cultural backgrounds (see Appendix E for details). This was complemented by MAQ's special \$150,000 grants program targeting issues of ageing in a multicultural society.

### Ethnic disability networking and advocacy

**Disability Services Queensland** is supporting the non-government sector to develop an appropriate model for providing networking and advocacy services within the ethnic disability sector. Staff from the department provided assistance and guidance for workers in the non-government ethnic disability sector to investigate how disability organisations can better respond to disability needs in ethnic communities. This will foster improved access to disability services for people from ethnic communities and encourage broader participation in decision making and advocacy processes.

### Volunteer Friends

**Disability Services Queensland** runs the Volunteer Friends Program, which assists people to develop and maintain friendships with people who have an intellectual disability. Friends are carefully matched according to personal interests, locality, cultural background, age and the person's expressed wishes. This provides an opportunity for people with an intellectual disability to participate in the broader community. The program successfully matched a number of clients from ethnic backgrounds with volunteer friends.

### Participating in consultations

#### *Multicultural Protocol for Consultation*

The **Queensland State Library's** Multicultural Services Consultative Committee, in collaboration with the Ethnic Communities' Council of Queensland, developed and launched a *Multicultural Protocol for Consultation*. The protocol provides advice to librarians on the most appropriate strategies for communicating

with different cultural groups in the community. The protocol ensures that public libraries undertake community consultation strategies that are inclusive of different cultural groups in the community.

The Public Libraries Division also conducts meetings of a Multicultural Interest Group. The interest group consists of State and Public Library staff, various members of multicultural organisations and interested individuals who work towards improving access to libraries through discussions and projects.



*Library Board of Queensland member and Chair of the Board's Multicultural Services Consultative Committee Jackie Huggins charring proceedings at the launch of the Multicultural Protocols for Consultation*

### Encouraging the participation of women

The **Office of Women's Policy** conducted community outreach forums throughout Queensland. The forums provided women with an opportunity to bring key issues to the attention of the government in a supportive environment. Issues raised by women are being addressed through information, referrals and direct action where possible. The forums were organised in partnership with local community organisations to ensure that participation in the forums is representative of the local community. As a result, women from ethnic communities participated in the forums.



## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

### *Youth Participation Charter and Strategy*

In March 2000, the Queensland Government endorsed the development and implementation of a Youth Participation Charter and Strategy, as part of its commitment to ensuring that young people are heard in government and in their communities. The proposed charter and strategy recognises the diversity of young people in Queensland.

In August and September 1999, state-wide consultations were held in relation to the proposed charter and strategy. These consultations specifically targeted young people aged 12–25 from diverse cultural backgrounds and the organisations that represent them.

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

In October 1999, the Children's Commissioner addressed the Annual General Meeting of the Ethnic Communities' Council of Queensland. The Commissioner spoke about the *Commission for Children and Young People Bill* to ensure that people from ethnic communities were aware of the future direction of the **Children's Commission of Queensland** and had the opportunity to provide input to the development of the draft legislation for the new commission.

### *Having a say on changes to the industrial relations legislation*

Staff members from the Private Sector Industrial Relations Unit within the **Department of Employment, Training and Industrial Relations** sought broad community input when preparing amendments to the *Industrial Relations Act 1999* which was passed by Parliament in June 2000.

As a result of inclusive consultation practices, the Act is now designed to better address issues facing disadvantaged workers in industries with a high concentration of workers from non-English-speaking backgrounds.

Importantly, the Act also requires that the needs

of people from non-English-speaking backgrounds be addressed at all stages of the industrial relations process. All of the department's seminars and publications on the new Act have highlighted the requirements in relation to protecting vulnerable workers and explained employers' obligations to meet non-English-speaking people's needs when conducting their industrial relations practices in the workplace.

### *Female offenders*

The **Department of Corrective Services'** Women's Policy Unit, established in 1999 to review and advise on policy, programs and services to female offenders, conducted a comprehensive needs analysis to ascertain the needs of female offenders who are managed and supervised within the correctional system. As part of this process, a focus group was convened which centred on the needs of culturally and linguistically diverse offenders within the system. As a result, the unit was provided with valuable information to inform the development of long-term strategies for female offenders of ethnic background.

### *Assessing customer satisfaction*

Qleave, part of the **Building and Construction Industry (Portable Long Service Leave) Authority** has implemented a Client Relationship Framework designed to review Qleave services by seeking client information and feedback on how services provided can better meet needs.

Qleave has a diverse clientele including levy payers and employers and workers in the building and construction industry, many of whom come from non-English-speaking backgrounds. Inclusive consultation practices with all clients through focus group meetings have been conducted in the Brisbane metropolitan area and regional areas.

This review process will take place over two years and aims to improve how Qleave does business.

## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

PARTICIPATION

47

### *Input to vocational education and training matters*

The Division of Training with the **Department of Employment, Training and Industrial Relations** established formal advisory processes to include ethnic communities in consultations and data gathering about vocational education and training needs to improve access to programs and services. Some of these advisory mechanisms include:

- The Queensland Adult English Language, Literacy and Numeracy Council (QAELLN) was reconstituted in 1999 to oversee the implementation of the QAELLN Policy. The policy focuses on the provision of English language and literacy training to improve the opportunities for adults in employment, training and community activities. Six regional networks, which include representatives of ethnic communities, contribute to the identification of training needs and barriers to training across Queensland.
- Ethnic community members are also represented on the Adult Community Education Advisory Committee which has been developing an Adult Community Education Policy. Adult Community Education includes informal and formal training opportunities delivered by many agencies and offers settings that may appeal to people who need additional support and ancillary services.

### *Consultation on resource management*

Prior to consulting with the local community in the Cattle Creek catchment area of the Mareeba Dimbulah Irrigation Area on irrigation management issues, staff from the **Department of Natural Resources** conducted a social profile analysis. This analysis was undertaken in recognition of the cultural diversity of the community and, therefore, the need to develop an inclusive consultation strategy.

- The social profile identified Italian, Albanian and Indian stakeholders whose first language was not English. The planning and consultation process was redesigned to allow for local residents of non-English-speaking backgrounds with English language and literacy difficulties to participate and contribute to the development of improved irrigation management and Land and Water Management Plans for the region.

### *Community profiles*

- The **Department of Main Roads** developed district community profiles based on Australian Bureau of Statistics 1996 data. The profiles include information about the cultural diversity of the local population and enable staff to better identify community stakeholders in district projects.

### *Anti-Discrimination Commission Queensland*

- The **Anti-Discrimination Commission Queensland** sought stakeholder feedback through focus groups both as a mechanism for facilitating improved access to services and for ensuring that key stakeholder groups inform the Commission's planning. At a focus group involving leaders of ethnic communities, positive feedback was received in relation to complaint handling and cultural sensitivity issues. The Commission plans to increase its profile in relation to ethnic community activities in the future.

- Participation in advisory and decision-making forums

### *Council for Older Persons*

- The Council for Older Persons was established in June 2000 to provide advice on ageing issues to the Minister for **Families, Youth and Community Care** and Minister for Disability Services. The Council comprises 12 community members from backgrounds, including the Chair of the Ethnic Communities' Council of Queensland. This ensures that a multicultural perspective is brought to the Council.

## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

### *Advising on housing and support*

The Supported Accommodation Assistance Program/Crisis Accommodation Program Ministerial Advisory Arrangement was appointed in March 2000. The arrangement provides simultaneous advice to the Ministers responsible for these programs (the Minister for **Families, Youth and Community Care** and the Minister for **Housing**). The arrangement acts as a key advisory body on housing and support for people who are homeless or in crisis and comprises 22 community representatives, including two members from non-English-speaking backgrounds.

### *Advising on access to emergency services*

The Emergency Services Advisory Council is a non-policy-making, community-based advisory body which provides advice to the Minister for **Emergency Services** on the extent to which the services provided by ambulance, fire and emergency service delivery are meeting community needs. The council was recently given the specific task of providing advice on multicultural service delivery issues.

## Ongoing initiatives

### Funding for cultural diversity and the arts

**Arts Queensland** continued to provide \$30,000 under its Cultural Partnership Program for the position of Arts Development Officer at the Ethnic Communities' Council of Queensland. The Arts Development Officer performs an advocacy role within the community sector for ethnic arts and artists.

Under the Multi-Year Funding Program 1999-2001, funding of \$190,000 is allocated annually to the Brisbane Ethnic Music and Arts Centre (BEMAC). BEMAC provides support services, advocates for and implements development processes and produces and presents ethnic art and cultural product.

- A number of the state's major performing arts companies deliver programs that have a cultural diversity focus, engaging directly with culturally diverse communities, touring overseas, employing artists from ethnic backgrounds or presenting the work of ethnic artists. These companies include BEMAC, Ausdance, Expressions, La Boite and the Queensland Ballet.

- The state's major festivals, including the Energex Brisbane Festival, Woodford Folk Festival and the Australian Festival of Chamber Music frequently engage local and international culturally diverse artists to perform. The Asia-Pacific Triennial, an art exhibition held at the Queensland Art Gallery from 9 September 1999 to 26 January 2000, specifically showcased vibrant contemporary art from Asia and the Pacific.

- Working to reduce social isolation of older people

- In 1999-2000, the Office of Ageing within **Families, Youth and Community Care Queensland**, continued to fund the Ethnic Communities' Council Gold Coast to address social isolation amongst older people from diverse ethnic backgrounds who live on the Gold Coast. This is one of nine social isolation projects located throughout Queensland under the Older Persons' Action Program.

### Yungaba

- The management of the Yungaba complex at Kangaroo Point by the **Department of the Premier and Cabinet** is pursued with the aim of facilitating and supporting ethnic community development activities, as well as broader cultural and intercultural activities.

- The provision of rent-free office space at Yungaba enables a number of ethnic community organisations and bilateral chambers of commerce to devote their limited resources to activities that allow them to participate more fully in Queensland society.

# Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

## PARTICIPATION

49

Additional office space is provided on a rental basis to various non-government organisations operating in the field of multicultural and ethnic affairs. These include Austcare (an organisation devoted to the awareness of refugee issues), BEMAC, the Jewish Communal Centre, the National Accreditation Authority for Translators and Interpreters, and Com.It.Es (an advisory body to the Italian Consulate in Brisbane).

Accommodation services for overseas tertiary students continue to be provided. Since January 2000, Yungaba was also used to accommodate some of the Temporary Protection Visa holders who arrive in Brisbane.

In 1999–2000, in-kind support provided for the benefit of community groups and certain tenant groups was estimated to be valued at \$150,000.

A review of the future use of Yungaba was completed during 1999–2000 and management responsibility passed from the Department of the Premier and Cabinet to **Department of Public Works**. A feasibility study is about to be undertaken by the Department of Public Works in consultation with the Department of the Premier and Cabinet on the redevelopment of Yungaba into a major multicultural centre.

### Register of Women

The **Office of Women's Policy** continues to maintain the Register of Women, which is a database of names of women with a range of backgrounds, experience and interests. It is used when nominations are sought for membership to government boards and authorities. The register includes women from cultural and linguistic backgrounds.

The Office of Women's Policy also seeks diverse membership on all its key advisory groups. A representative from the Ethnic Communities' Council of Logan sits on the Office's Employment and Reference Group.

### Local Ambulance Committees

Local Ambulance Committees play a key role in assisting the **Queensland Ambulance Service** provide its critical service to the community. Members of Local Ambulance Committees are volunteers who provide information to the communities about their local service, provide information and advice to the Queensland Ambulance Service at all levels and raise funds for vital equipment in their communities. There are more than 160 Local Ambulance Committees throughout Queensland and participation by members of ethnic communities is actively sought.



## Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

### COHESION

All Queenslanders share responsibility for the continuing development of Queensland as a cohesive and harmonious society.

#### Major highlights:

- Queensland State Education – 2010
- Racism in schools strategies
- Community Renewal

### New initiatives

Queensland State Education – 2010 (QSE – 2010)

*QSE – 2010* was developed to provide the strategic direction for state schools over the next 10 years. It is within this context that more specific and in-depth departmental strategies are being developed and implemented.

*QSE – 2010* identifies the purpose of education as creating:

*'A safe, tolerant and disciplined environment within which young people prepare to be active and reflective Australian citizens with a disposition to lifelong learning. They will be able to participate in and shape community, economic and political life in Queensland and the nation. They will be able to engage confidently with other cultures at home and abroad.'*

**Education Queensland's** long-term strategic direction, which focuses on preparing students for a multicultural society, will have a significant impact on the educational outcomes of students over the next 10 years.

One of the key elements within *QSE – 2010* is a focus on curriculum and pedagogy. The *New Basics Framework* aims to achieve this by providing students with the knowledge and skills necessary to function in the new global economies in Australia and overseas. Students will learn the significance of principles such as cultural respect, social equity and productive diversity as they experience different cultures in school and everyday life. They will also develop the necessary high-level interpersonal and cross-cultural communication skills using old and new technologies.

# Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

COHESION

51

## Combating racism in Queensland schools

As a result of the increasing frequency and intensity of student-on-student racism occurring in the schoolyard, the **Anti-Discrimination Commission Queensland** made a major commitment to exploring the impact of racism in schools. This type of discrimination is not generally covered by the *Anti-Discrimination Act 1991*.

Under the supervision of a reference group on which **Education Queensland** is represented, the Commission commenced work with nine schools to develop case studies and practical examples of successful strategies to combat racism in school communities.

The resulting report will be a practical guide for use by educators, school communities and parents in dealing with racism. It will include snapshots of the schools and themes such as student initiatives, community issues and involvement, behaviour management, school and curriculum issues and teacher-related issues. When the work is finalised, it is hoped that a three-phase process of awareness raising, a launch of the text and a conference to discuss the issues will provide an impetus for the project to continue.

## Building partnerships with the community

The Logan Police/Ethnic Communities Project is a joint initiative of the Logan City Multicultural Neighbourhood Centre and Logan Police, which received funding from Multicultural Affairs Queensland.

The project aims to build positive relations between ethnic communities and the police in the Logan area, by holding a series of information-sharing workshops focusing on six ethnic community groups – Islamic, former Yugoslavian, Polynesian, Spanish-speaking (mainly from El Salvador), South East Asia (mainly from Cambodia) and Filipino.

Workshop participants discuss cultural values and aspects, the experience of the community with police in Australia and also feature a

presentation by the **Queensland Police Service** on policing and the law. The first workshop, focusing on the Islamic community, was held in June 2000. The workshops will culminate in a one-day forum to be attended by representatives of all ethnic communities. A report recommending strategies to improve relationships between police and ethnic communities will also be produced.

The Inala Police Division of the Queensland Police Service has undertaken research on strategies being used in Western Sydney to foster good relations between the police and the Vietnamese community. The research will be used to develop a model for policing partnerships with ethnic communities.

## Living in Harmony

The **Anti-Discrimination Commission Queensland** is participating in a **Queensland Police Service** project entitled Living in Harmony. The project is designed to raise the awareness of serving police officers of potential discriminatory incidents that may or may not result in criminal charges being laid. The Commission is actively involved in ensuring the program's relevance to Queensland's anti-discrimination legislation.

## Community renewal

The Community Renewal Program seeks to address the causes of crime and disadvantage at the local area level and is administered by the **Department of Housing**. Thirteen locations throughout the state are currently target areas for community renewal funding – Caboolture, Deception Bay, Eagleby, Garbutt, Goodna, Inala, Kingston, Leichhardt, Loganlea, Manoora, Riverview and Woodridge.

The community renewal process involves consulting with communities in terms of their desires and aspirations for the future of the area. As many of these areas have culturally diverse communities, consultative mechanisms are developed that are appropriate for particular cultures, enabling people from diverse

## Multicultural Queensland Policy initiatives -

*responses from Queensland  
Government agencies*

backgrounds to contribute to the future planning of the area.

Community Reference Groups are established in each of the renewal areas, with an emphasis on ensuring a diverse and representative membership. This ensures that all sections of the community have the opportunity to endorse their local Community Action Plan and its implementation.

The Community Renewal Program funded several projects within the target renewal areas, which have a multicultural focus or component. Details of these are provided at Appendix E.

### Hosting overseas government delegations

During 1999–2000, the **Office of the Public Service Commissioner** hosted three overseas government delegations, two from Thailand and one from China. Key speakers from other agencies such as Queensland Treasury and the Criminal Justice Commission also participated. Interpreters were engaged for the meetings.

The delegations received information on Queensland public sector reform including the management and operations of the Senior Executive Service, legislative developments in managing public sector employment, remuneration and performance management, implementation of the public sector ethics framework and leadership and development initiatives.

The delegations serve to enhance relations with overseas countries and with migrants from those countries residing in Queensland.

### Queensland Museum – Cross-Cultural Studies Section

The Cross-Cultural Studies Section at the **Queensland Museum** promotes cross-cultural understanding by preserving, documenting and interpreting the cultural diversity of Queensland.

The Cross-Cultural Studies Section collects data in the form of objects, documents, photographs

(archival and contemporary) and oral histories with the full support of different cultural groups and individuals.

During 1999–2000, the Cross-Cultural Studies Section prepared the content for an exhibition in the 'People's Gallery' at the new Museum of Tropical Queensland in Townsville. *Sugar, Shops and Pearls in the 'Alien' North* examined the significant migrant contribution to the development of North Queensland and told of people's experiences using their own words. To develop the exhibition, staff carried out fieldwork in Ayr, Townsville, Ingham, Innisfail, Tully, Atherton, Cairns and Thursday Island. Thirty-five people from Basque, Chinese, Finnish, German, Italian, Japanese and Malay backgrounds were interviewed about their involvement in pearl-diving, cane farming, running businesses and aspects of living in North Queensland.

The interpretative projects developed from these collections encourage a broader and more equitable access to Queensland Museum public programs and promote a better understanding of Queensland's cultural diversity.

### Recognising the contribution of ethnic communities to building Queensland

The *Queensland Heritage Act 1992* established the Queensland Heritage Register. The Queensland Heritage Council enters heritage sites into the register either on its own nomination or after receiving applications from members of the public.

The Cultural Heritage Unit within the **Environmental Protection Agency** maintains a separate inventory of heritage sites that are evidence of the contribution of ethnic communities to the development of Queensland.

In 1999–2000, the Yungaba Migrant Hostel in Rockhampton (as distinct from the Yungaba Migrant Hostel at Kangaroo Point, Brisbane) was entered into the inventory. Yungaba Migrant Hostel is important in demonstrating the evolution of Queensland's history, reflecting

# Multicultural Queensland Policy initiatives -

*responses from Queensland Government agencies*

COHESION

53

the Commonwealth Government's postwar initiatives to increase immigration to boost the economy. The hostel was a primary place of reception, temporary accommodation and guidance for sponsored migrants arriving in Rockhampton during the postwar period.

## Celebrating Queensland's diversity

As part of Queensland Day activities, the Racecourse Road Festival was held to celebrate Queensland's unique cultural diversity. A crowd of 80,000 enjoyed activities and experiences from diverse cultures.

The Energex Australia Day Parade also had a multicultural flavour, with various ethnic communities contributing floats to the parade.

The Events Coordination Unit within the **Department of the Premier and Cabinet** coordinated elements of both events.

## Public commitment to multiculturalism

More than 5000 people experienced a range of multicultural dance, food and singing at the Multicultural Carnivale hosted by Radio 4EB. The **Department of Main Roads** was a sponsor of the Carnivale, held on 18 June 2000, and provided assistance for various aspects of the day.

The **Department of Main Roads** also presented a *Road to Reconciliation* number plate to Radio 4EB as a demonstration of the department's commitment to the contribution of the radio station to enhancing multiculturalism. Main Roads' participation in this event is part of repositioning the department's image in the community and as an organisation concerned in building cohesive communities. Participation by Main Roads in other similar events will continue.

## Police community function

The Croatian community, in conjunction with the **Queensland Police Service** and the Ethnic Communities' Council of Queensland hosted a function in July 1999. Cultural functions such as this one serve to promote goodwill and to enhance understanding between the police service and the diverse community that it serves.

## Peace and harmony

### The Anti-Discrimination Commission

**Queensland** joined the Cairns community, the Cairns City Council and many other local organisations in celebrating peace in a week of festivities, events and workshops which commenced with the opening of a peace garden at the Cairns City Council chambers. Peace Week commemorates United Nations Torture and Trauma Awareness Day. This day is designated by the international community to raise awareness of the plight of the millions of people throughout the world who have experienced the horrors of war and other traumatic events, such as separation from their families.

The collaboration between the many organisations which worked together to make Peace Week a success was an example of how local communities can work together to promote an understanding and acceptance of diversity in our communities.

The Townsville Cross Cultural Liaison Unit within the **Queensland Police Service** lent its support to the development by the Townsville Migrant Resource Centre of a multicultural garden named 'Harmony Park', which was officially opened in June 2000. This is just one activity that demonstrates the excellent working relationship that has developed between the Cross Cultural Liaison Unit and the Migrant Resource Centre.

## Reconciliation and community relations

The **Department of Aboriginal and Torres Strait Islander Policy and Development** is involved in initiatives to support reconciliation between Aboriginal and Torres Strait Islander people and non-Indigenous Australians.

The department contributed to the development of the Queensland Government's *Community Relations Plan* and is also represented on the State Reconciliation Committee.



## Ongoing initiatives

### Under the Skin

**Education Queensland** continued to progress the Under the Skin Program, which seeks to explore issues surrounding racism. The professional development package targets teachers, administration teams and other departmental staff in developing strategies to combat racism. The initiative supports the *Multicultural Queensland Policy* through:

- Valuing cultural diversity and promoting a culturally inclusive approach at the policy, operational and curriculum level of the department; and
- Assisting in the development of whole-school approaches that combat racism.

Education Queensland is currently developing good practice exemplars of curriculum to address racism.

### Cultural tourism

**Tourism Queensland**, in conjunction with the tourism industry and **Arts Queensland**, continued to implement the Cultural Tourism Strategy, developed to promote Queensland's cultural diversity in response to a growing demand from domestic and international visitors.

The strategy, launched in 1997, is helping to enhance community relations and development across Queensland. Tourism Queensland committed \$100,000 to implementing the Cultural Tourism Strategy in 1999–2000.

Tourism Queensland also currently provides marketing support to multicultural events that either impact on or have the potential to impact on tourism.

## Future Directions

### FUTURE DIRECTIONS

This section of the report presents the direction in which the Queensland Government intends to guide the implementation of the *Multicultural Queensland Policy* in the next 12 months. Community views on the progress of the policy and on specific issues related to the policy inform the ways in which government will move forward.

Views from the community on multicultural and ethnic affairs issues were expressed to government in forums over the past 12 months. These included:

- Community Cabinet Meetings;
- Regional Communities' Forums;
- Community Monitoring Group on the Multicultural Queensland Policy, chaired by the Parliamentary Secretary to the Premier, Mr Gordon Nuttall MP;
- Interdepartmental Community Relations Working Group; and
- The consultation and planning process across all community renewal areas.

A number of research reports which identified specific issues of need and concern were also examined.

In addition to seeking information from these sources, Multicultural Affairs Queensland (MAQ) conducted approximately 35 meetings with peak and umbrella community organisations and with community workers engaged directly in the management of multicultural programs and services. The Ethnic Communities' Council of Queensland assisted in this process by facilitating a meeting of members and affiliate organisations on 4 August 2000. The Queensland Council of Social Services also assisted in extending the scope of the consultation by conducting an e-mail survey of its members.

MAQ also conducted a very extensive, separate program of consultation with the Australian South Sea Islander community as part of the Queensland Government's decision to recognise the community as a distinct cultural group.



*Principal Policy Officer Warren McMillan at the Townsville consultation meeting with Terry Egmolesse and Phillipa Cole*

- A schedule of consultations and meetings conducted by MAQ is provided at Appendix C.
- Information from all these sources generally acknowledges that the framework that has been developed to manage the implementation of the *Multicultural Queensland Policy* within government, including the interdepartmental committee, working groups and reporting requirements of the policy, is coherent and appropriate.
- The allocation of resources to support the promotion of multiculturalism through the Cultural Diversity Support Strategy is also identified as a key success.
- There is also broad acknowledgment of specific initiatives by the government in multicultural affairs. For example, the Work Experience Pilot Project for migrants has been universally identified as a useful initiative and there are calls for a program based on this pilot to be implemented on an ongoing basis.
- Nonetheless, feedback suggests that, despite the appropriateness of its direction and many achievements to date, the *Multicultural*



*Queensland Policy* is yet to be fully implemented across the three core principles of the policy: access, participation and cohesion.

Some important issues that the community perceives still need to be more fully addressed include:

- Improved translation of the policy into outcomes at the agency level;
- More effective dissemination of information about services;
- Improved interpreting services;
- Cultural insensitivity and discrimination;
- Delivery of ethno-specific services;
- Improved employment outcomes;
- Isolation of women;
- Isolation of older people;
- Increased allocation of resources;
- Better treatment of refugees;
- Australian South Sea Islander community needs;
- Improved community relations;
- Greater use of the skills and expertise inherent in ethnic communities; and
- Community development.

Many of these issues are consistently raised by the community as matters of concern and were documented in the *Report to the Premier on the Implementation of the Multicultural Queensland Policy 1998–1999*. Community feedback acknowledges significant progress by government in addressing the majority of these issues, but, given the scope of the *Multicultural Queensland Policy*, its breadth of application and recency of implementation, MAQ acknowledges there is still considerable work to be done.

The way in which the government is addressing these issues is detailed below.

## ACCESS

### Policy implementation

The community acknowledges that the reporting requirement of the *Multicultural Queensland Policy* provides a stimulus to agencies to incorporate multicultural principles into their planning process. However, it is felt that this is not always translated into resource allocation decisions that result in equitable service delivery outcomes for diverse groups in the community.

The community sees the need for dedicated funding for particular activities such as cross-cultural training, interpreter usage, community development work with small communities and specific responses to community needs.

While there is considerable room for improvement, there are, in fact, many examples of this type of dedicated funding and it is clear that improved communication is needed to convey information about these initiatives to the community.

At the same time, it is acknowledged that many initiatives being undertaken by agencies in support of the *Multicultural Queensland Policy* still occur on an adhoc basis. Only a small number of agencies have developed coordinated, systematic approaches to the incorporation of the *Multicultural Queensland Policy* into their policy development and service delivery in the first phase of the implementation of the policy. However, at the time of reporting, most agencies were moving in this direction and considerable progress is expected in 2000–2001.

Over the next reporting year, MAQ will devote more resources to providing input to departmental strategic planning and fiscal cycles to ensure that the principles of multiculturalism are reflected in corporate plans and integrated into agency business.

MAQ will continue to monitor the delivery of services and work together with agencies to

ensure that statements of commitment to multiculturalism in corporate documents result in tangible outcomes at the policy and program level, particularly with regard to funding.

MAQ, in consultation with other Queensland Government agencies, will also look at ways in which multicultural policy principles can be integrated into whole-of-government performance measures. As with the requirement for agencies to report on implementation of the *Multicultural Queensland Policy* in their annual reports, this will help to raise the profile of multicultural issues in strategic planning and outcomes reporting.

Some community input suggested that ethnicity data collection should become part of agency planning and be utilised to profile the use of, and satisfaction with, a service by different groups in the community. This is an issue that the Interdepartmental Committee on Multicultural Affairs plans to consider in the next reporting year.

MAQ will also liaise with other states and territories to examine the feasibility of convening a national multicultural policy forum for policy practitioners. The forum would provide an opportunity for discussion of key emerging issues in the field of multicultural and ethnic affairs and facilitate an exchange of information on policy approaches in different jurisdictions to ensure that Queensland is at the forefront of policy implementation.

### Information about services

As outlined in last year's report, the delivery of information about services to communities remains one of the most significant barriers to ensuring accessible service delivery.

Whilst significant efforts have been made in this regard (see Appendix F), reports from the community suggest that information about services is not being effectively distributed to groups who most need access, such as smaller and new and emerging communities.

- There were many calls for information from agencies to be developed and disseminated in such a way as to ensure that they reach these groups. Suggestions included the better use of language-specific radio, newspapers and newsletters and funding outreach programs that take information about government services to places where communities work and meet.
- The Factory Information Project which has taken multilingual information on services into factories throughout the state (see page 31) was identified as an example of an effective strategy.
- The provision of culturally and linguistically appropriate information is a key priority for many Queensland Government agencies, as demonstrated by the agencies that have already developed, or are planning to develop, agency-specific language services policies.
- The wider provision of multilingual information is planned by many Queensland Government agencies, including the **Department of Housing, Department of Employment, Training and Industrial Relations** (WorkCover Queensland), **Department of Emergency Services** and **Department of Corrective Services**. These efforts will be complemented centrally through the establishment of a Queensland Government Multilingual Publication Register on the MAQ website.
- It is acknowledged that the increasing reliance on the Internet to disseminate information about government services has advantages and disadvantages. A consultation report by **Families Youth and Community Care Queensland** on its *Youth Participation Charter and Strategy* noted that Internet access was limited for people with poor literacy skills and with limited English. In addition, not all groups have immediate access to the technology nor the skills to utilise it. This is perceived to be the case particularly for older members of some communities and for groups that are only just establishing themselves in Australia. On the other hand, the potential of the Internet to provide information in languages other than English or to offer connections through to language service sites is also noted.



### Interpreting services

Access to interpreting services also continues to feature as a key issue in consultations with community organisations and service providers.

The community generally acknowledged improvements relating to the use of interpreters by Queensland Government agencies, however, there are still reports of some officers not implementing the government's policy in this regard. This was attributed to either a lack of awareness of the policy or a lack of cultural sensitivity by agency staff to individuals who have difficulty communicating in English. These problems were experienced in contact with all agencies involved in service delivery.

The performance of the Commonwealth Government's Translating and Interpreting Service (TIS) was also the subject of continued criticism. While some improvements have been made over the past 12 months, the service still does not adequately meet the interpreting needs of agencies and their non-English-speaking clients.

Most criticism of TIS refers to the lack of availability of on-site interpreters in regional areas of the state; the lack of specialist interpreters in highly sensitive areas of service delivery such as legal and health issues; the lack of Queensland knowledge by New South Wales administrators; and the waiting time for connection to a telephone interpreter.

There were also concerns expressed about confidentiality and privacy issues in interpreting. These concerns particularly relate to small ethnic communities where interpreters are likely to be known to the client.

MAQ, the Interdepartmental Working Group on Language Services and the Queensland Migrant Settlement Planning Committee Taskforce on Interpreting Issues will continue to develop strategies to address these issue at a number of levels.

Prior to the expiry in October 2000 of the Memorandum of Understanding with the Commonwealth Government on interpreting

services, an assessment will be undertaken of TIS's performance against the service standards specified in the memorandum. The memorandum will be reviewed and amended where necessary to ensure that Queensland Government agencies receive, and pass on to clients, the highest possible standard of interpreting services.

As mentioned elsewhere in the report, improvements in the standard of service delivered by TIS are already being evidenced with the reduction in average waiting time for connection to an operator. Other areas of TIS performance will continue to be monitored by the Interdepartmental Working Group on Language Services.

The Interdepartmental Working Group on Language Services will also continue to promote the *Queensland Government Language Services Policy* across the Queensland public sector, to ensure that all staff are aware of the government's policy with regard to providing interpreters for clients who have difficulty communicating in English.

These central efforts will be complemented by the development of agency-specific language services policies in the **Department of Emergency Services, Department of Justice and Attorney-General, Department of Housing, Department of Main Roads and Department of Corrective Services.**

These policies, in combination with the language needs of new and emerging communities in Queensland, will result in increased use of interpreter services across a range of languages. This will pose an additional challenge for Queensland's limited pool of professional interpreters.

In response to this challenge and as a means of increasing the number of professional interpreters in Queensland who will be able to deliver these vital interpreting services, MAQ, in conjunction with other Queensland Government agencies, will examine the feasibility of developing a training course for non-accredited, practising interpreters and bilingual speakers.

This community interpreter training course would also provide non-accredited interpreters with training and skills which will assist them to gain accreditation from the National Accreditation Authority for Translators and Interpreters (NAATI).

As a short-term measure, MAQ will consider the extension of the pilot program conducted in conjunction with NAATI in 1999–2000 to encourage more bilingual speakers to become accredited as professional interpreters through subsidising accreditation fees (see page 12).

### Ethno-specific service delivery

The call for ethno-specific service delivery to meet community needs is a frequently raised issue in multicultural affairs and highlights the challenges faced by mainstream service providers in delivering flexible and responsive services to a culturally diverse society.

There is an expressed need for workers to work with specific communities or on specific issues across communities. In the latter case, the most requested support is for workers addressing youth issues and women’s issues. Other areas where there are strong community calls for ethno-specific responses include health, aged care, disability care and gambling.

MAQ and other Queensland Government agencies will continue to liaise with specific ethnic communities, where appropriate, to enhance the capacity of communities to address issues affecting them. An example of this is the work currently being undertaken with Pacific Islander communities in the Ipswich area to address issues affecting young people. This work is now being progressed by the Ipswich Community Relations Officer funded by MAQ (see page 15).

The government has also responded to a specific request for assistance from the Vietnamese community in Inala to address the impact of drug culture on young people in the community.

## PARTICIPATION

Community input suggests that opportunities to participate in, contribute to, and benefit from all aspects of life in Queensland are not universally enjoyed regardless by all Queenslanders. It suggests that while equal participation may be a reality for many groups, especially those who have been established in Australia for some time, difficulties are experienced particularly by new and emerging groups, by the unemployed, by vulnerable groups such as refugees and women from ethnic communities and by groups such as the Australian South Sea Islanders who still suffer the effects of past discriminatory practices.

### Employment

Participation in employment is consistently identified as a key issue impacting on the life chances and opportunities for people from all backgrounds.

The Queensland Government will continue to address issues of employment of people from non-English-speaking backgrounds within the labour market, including the Queensland public sector.

The results of a research project currently being undertaken by the **Department of Employment, Training and Industrial Relations** and MAQ (see page 12), will be used to inform future policy settings and develop funding submissions for specific ethnic communities under the Queensland Government’s Breaking the Unemployment Cycle Initiative.

Across Queensland Government agencies, a more systematic approach will be pursued to achieve the 5 per cent minimum target for employment of people from non-English-speaking backgrounds into the Public Sector Traineeship Program established by the Jobs Policy Council.

In particular, efforts will be directed to providing greater awareness within the workplace about cultural and linguistic issues and increasing the



recruitment and promotional opportunities across all levels and employment streams.

In addition, the second intake of participants in the Work Experience Pilot Program for migrants will commence in October 2000. Pending a positive evaluation of the entire pilot program, the program may be implemented on an ongoing basis, as a means of raising the employment rate of people from non-English-speaking backgrounds in the Queensland public sector.

#### Community resources and development

Government funding programs are traditionally under-utilised by ethnic communities as a result of lack of awareness of grants programs; language barriers in accessing grants programs; or lack of knowledge and skills to successfully develop applications. This limits the ability of ethnic communities to access opportunities for participation in society.

MAQ will work to address this issue by funding the employment of a community-based Grant Access Worker. The worker will assist ethnic community organisations to improve their knowledge and skills to enable them to compete for grant funds. Training will also be delivered to communities at no cost to participants.

The worker will also liaise with existing funding programs managed by Commonwealth, state and local governments to raise awareness of the needs of ethnic communities and ensure that their community education initiatives are inclusive.

Revised funding categories available under the 2000–2001 Multicultural Assistance Program will allow greater flexibility for smaller communities to showcase their skills and culture, thereby assisting their development, while also allowing for larger allocations of funding for community development projects. In addition, \$300,000 will continue to be made available to peak ethnic community organisations to support community development within the sector.

At the same time, MAQ will continue to work with agencies and funding bodies to ensure that agency programs and funding are inclusive of this aspect in their plans.

Members of ethnic communities living in regional areas of the state continue to report a sense of isolation from the initiatives and programs of government, despite the allocation of significant funding to regional initiatives. There is a call for increasing support to diverse groups in regional areas where it is argued the double impact of lack of access to services with the higher levels of insensitivity to cultural diversity combine to limit opportunities for participation.

Under MAQ's Local Area Multicultural Partnership program, 13 of the 15 workers are placed in regional Queensland. The full impact of this program had not been felt in the reporting year as the last workers were employed only in June 2000. Early indications in areas with workers who have been in place for longer periods are that this program will have a very significant impact on promoting an acceptance and awareness of diversity in the community.

At a fundamental level, the impact of English proficiency on participation is also noted. There are calls by the community for greater resources to support English as a Second Language programs so that people are not trapped into cycles of exclusion because of low levels of English proficiency.

At the close of the reporting year, **Education Queensland** had commenced a review of the provision of English as a Second Language programs in south-east Queensland.

#### Australian South Sea Islanders

Consultations held with the Australian South Sea Islander community over the past 12 months have consistently called for the recognition of Australian South Sea Islanders as a distinct cultural group.

The Queensland Government plans to table the Australian South Sea Islander Recognition Statement in Parliament in September 2000. Following this, the government will move the process beyond symbolic recognition toward the development of strategies that deliver tangible outcomes to address the long-standing needs of this disadvantaged community.

A whole-of-government action plan will be developed in close consultation with the community. Strategies addressing issues of lack of knowledge and understanding within Queensland Government agencies and the general community of the history, identity, art and culture of Australian South Sea Islanders; community development; access to services and discrimination will be incorporated into the action plan. Specific strategies by individual agencies to address areas of particular disadvantage, such as access to housing, training, employment and education, will also be developed.

MAQ will publish a brochure and poster on the Australian South Sea Islander community as the first step in a communication, education and awareness-raising strategy. It will be distributed extensively throughout the state, including relevant government departments, schools and community groups.

### Refugee claimants

As mentioned on page 9 of the report, the Commonwealth Government recently decided to create a Temporary Protection Visa (TPV) for refugees whose arrival in Australia is unauthorised. The TPV allows these refugees to stay in Australia for only three years and excludes them from accessing basic and specialist settlement services normally available to refugees. The Commonwealth Government has also requested that state governments provide only restricted services to TPV holders, as it considers that this combined approach will deter further unauthorised arrivals.

Whilst the Queensland Government agrees that unauthorised arrivals should be discouraged, it does not agree that this will be achieved by disadvantaging those arrivals who are recognised as genuine refugees. Further, the Queensland Government considers the Commonwealth Government's policy is inhumane, because people issued with the visa are traumatised and have been recognised as having grounds to fear persecution if they return to their country of origin.

As at 30 June 2000, 149 TPV holders had arrived in Brisbane. All were males from Afghanistan and Iraq and included four unaccompanied minors. Several hundred more TPV holders are expected to arrive in 2000–2001.

The arrival of TPV holders in Queensland poses a significant issue for the Queensland Government in terms of the provision of equitable access to services, in line with its commitment to multiculturalism. As TPV holders do not have permanent resident status (unlike other refugees), the capacity of Queensland Government agencies to offer services is currently constrained by eligibility criteria that require them to be permanent residents. This applies to training programs provided at TAFE Institutes, public rental housing and bond and rent assistance.

The Queensland Government recognises that failing to deliver settlement services to TPV holders will only create larger problems in the long term, especially since they will, in all likelihood, be granted permanent residency upon expiration of the temporary visa, given the history of protracted problems in the source countries of TPV holders.

The TPV also creates, for the first time, two classes of refugees in Australia, each with different residency status and entitlements. This is already leading to community relations problems at the local level.



The Queensland Government plans to respond to this challenge and address these issues, before they become a serious problem, by providing TPV holders with access to services as if they were permanent residents. The government's response will also allow agencies to provide additional services to this group of refugees, within available resources.

In addition to a whole-of-government approach to TPV holders, a number of agencies will continue to develop specific strategies. For example, the **Department of Housing**, in conjunction with **Families, Youth and Community Care Queensland**, will explore options to provide long-term housing for unaccompanied minors arriving in Queensland with TPVs.

Findings from the research project currently being undertaken to track the progress and experiences of TPV holders settling in Queensland (see page 13) will also guide the way in which the Queensland Government further responds to this group of refugees.

MAQ plans to stimulate debate on the topic of asylum seekers by preparing a discussion paper on Australia's overall response to this important policy issue. The discussion paper will look in particular at another group of asylum seekers who, as a result of existing policy provisions, receive no benefits at all and are generally not allowed to work, unlike those who have been issued TPVs or arrived under the offshore refugee program.

Currently in Queensland, there are up to 100 people affected by this policy. These asylum seekers generally arrive in Australia either on a visitor visa or a student visa but subsequently apply for a Protection Visa. Unless they make an application for a Protection Visa within 45 days of arrival in Australia, they are granted only a bridging visa with a 'no work' condition attached until such time as their claim for protection is assessed against the United Nations' Refugee Convention definition. They are also denied access to Medicare. This places considerable strain on charity and community organisations to provide for their basic needs.

#### Isolation of women

The experience of isolation is reported as an issue for some women from ethnic backgrounds. Isolation can be caused by a range of factors, such as lack of opportunities to learn English, family and care-giving responsibilities, or relationships where women's right to equality is not recognised. In some circumstances, this can lead to life-harming experiences, such as domestic violence.

The Queensland Women's Roundtable identified the specific plight of migrant victims of domestic violence. In some cases, the ineligibility of these women for social security income support forces them to return to the situation of domestic violence. The need to provide appropriate domestic violence services for women from ethnic backgrounds was also identified in the *Report of the Review of Responses to Domestic Violence in Queensland*, launched in 2000. The issue was again raised at a state-wide domestic violence conference held in June 2000 and coordinated by the Office of Domestic Violence Prevention (ODVP), **Families, Youth and Community Care Queensland**. These issues may be addressed at the policy level in the whole-of-government domestic violence policy which is being coordinated by ODVP and is expected to be finalised by the end of the year.

Suggestions raised by the community to provide assistance to, and enhance the participation of, these isolated women included:

- Ensuring that women are not excluded from access to legal aid on the basis of their partner's income or on the basis that their partner is already in receipt of legal aid;
- The provision of emergency accommodation for women in situations other than domestic violence;
- The provision of resources to support networking and esteem-building opportunities for women, particularly in the context of linking their skills to professional development and employment opportunities;

- A holistic approach to family support so that men can also be engaged in embracing the opportunities of fuller participation from all members of the family.

It was suggested that any programs that are designed to be inclusive of women and to encourage their participation need to address childcare, safety and transport concerns to reach those women who are most isolated.

The **Office of Women's Policy** and **MAQ** will explore ways to address some of the issues raised through these consultation processes. One strategy already developed is a new grants program, which will respond to some of the needs of regional, rural and remote women, including immigrant women.

### Older People

There are also issues limiting the participation opportunities for older people from ethnic backgrounds. It has been noted that there has been a lack of financial and retirement planning amongst older people from ethnic backgrounds because many have worked in poorly paid industries and factories. Coupled with other factors such as decreased competence in English as ageing occurs and experiences of racism and discrimination, this leads to an increasing isolation for many people.

The 2000–2001 Multicultural Assistance Program includes a funding component under the International Year of Older Persons initiative. This funding is available for projects that address the issue of social isolation amongst older people in ethnic communities. The guidelines for this round of funding will be refocused to address some of the other issues identified as limiting participation opportunities for older people.

### Productive diversity

Consultation raised the need to shift the perception of the community away from viewing diversity as a problem towards seeing

it as a social and economic asset which benefits the entire state and all its residents. Many suggested the need for a concerted strategy that taps into and promotes an awareness of the skills and expertise that people from ethnic backgrounds bring to Queensland.

The benefits of productive diversity – that is, using the skills, knowledge, contacts and expertise inherent in Queensland's ethnic communities to economic advantage – will be demonstrated in a booklet to be developed by MAQ. The booklet will highlight productive diversity initiatives undertaken across the Queensland public sector.

The **Department of State Development** will continue to pursue a productive diversity agenda by holding workshops with specific ethnic communities to ensure that business migrants can access government services available to support business establishment, development and, ultimately, exports.

In addition to the benefits to the economy, an emphasis on productive diversity is likely to lead to a greater acceptance of diversity.

## COHESION

### Community relations

Community input suggests that there is still a task ahead to support the vision of Queensland as a cohesive and inclusive society. The funding of community relations projects, multicultural festivals and the work of the Local Area Multicultural Partnership program are broadly acknowledged as successful initiatives designed to promote positive community relations.

However, personal attitudes of racism, bigotry and prejudice are identified as a major barrier to the achievement of a cohesive and harmonious society. While it is generally acknowledged that most public servants strive to provide quality outcomes for their clients, there is considerable anecdotal evidence of unhelpful and unfriendly front-of-office staff and some resistance to multicultural policy requirements.

The experience of discrimination in the private sector also appears to be a common experience for some. For example, a 1999 report into newly arrived migrant and refugee housing found that whilst real estate agents could not be accused of direct discrimination, indirect discrimination frequently occurred through the 'sudden' withdrawal of houses from the rental market.<sup>2</sup>

These kinds of experiences frequently lead to calls for cross-cultural training to be mandatory across the public sector and to be included as part of the core curriculum of professional development courses. It is also noted that there is very limited access to cross-cultural training opportunities by community groups.

Through the *Community Relations Plan*, the Queensland Government has already established a foundation for concerted action across Queensland Government agencies to promote acceptance and understanding of diversity in the community. The Interdepartmental Working Group on Community Relations will continue to promote awareness of the plan within government and in the community and also link the plan with other key community and government partnerships.

There will be an increase in the delivery of cross-cultural training by MAQ. This will be accompanied by plans to enhance awareness of the need for cross-cultural training.

Also, in recognition that local government is a key partner in promoting positive community relations, efforts will be directed towards the delivery of cross-cultural training to local government workers to ensure that they have the necessary understanding of cross-cultural issues to effectively work as 'agents of change' in community relations.

### Media

Community input drew attention to the need for a strategy to engage the media in a more positive portrayal of diversity in the community. It was suggested that such a

strategy might include professional development for journalists in cross-cultural issues, and awards and recognition for journalistic excellence in making informed contributions to the public discussion of diversity.

Communities also raised the need for the media to be aware that there are frequently people in Australia with family and friends caught up in different sides of international conflicts and crises. The experience of jingoistic reporting that vilifies entire communities is identified as a cause of concern and distress.

Favourable feedback was received on Logan City Council's *Celebration of Diversity* campaign. It is noted, however, that such efforts are normally driven by government funding or by socially aware community groups. It is seen as necessary to promote the adoption of such strategies by a broader range of institutions and organisations, including the private sector.



Billboard campaign spotlights diversity

The *Community Relations Plan* identifies the critical role of the media to the broader understanding of our culturally diverse society and multicultural principles. To address this issue at one level, the Premier will introduce a Queensland Multicultural Media Award to encourage media reporting which has a positive effect on community relations.

The inaugural award, which will be presented at the 2001 Multicultural Service Awards ceremony, will promote more balanced and fairer reporting by the media and raise awareness within the media of their social obligation to set an example in promoting positive community relations.

2 Luxford, Lyn. *Newly Arrived Migrant and Refugee Housing Issues Paper*. Brisbane: Queensland Shelter, 1999.

### Schools

A key to building positive community relations in the future is to equip new generations of Australians with a more complete understanding of who we are and of the contributions of all groups in our community. Consequently, there are many calls by the community for the school curricula to embrace a multicultural approach that focuses on developing the capability of students to communicate and work in a culturally diverse society.

As mentioned elsewhere in the report, **Education Queensland** has recently developed a strategic framework for state schools over the next 10 years that will shape school curricula and prepare students for a multicultural society.

There are also calls for school-based initiatives to address racism in schools. Community feedback identifies that some children from diverse backgrounds experience schoolyard racism on a daily basis and that a number of teachers from diverse backgrounds endure racially-based harassment from senior level students.

**Education Queensland** and the **Anti-Discrimination Commission Queensland** will continue to develop specific information and awareness products relating to racism in schools (see pages 51 and 54).

### Public forums

One concern identified through community consultation as impacting on community relations is the limited extent to which community leaders engage in and promote informed discussion around multicultural issues. There were calls for public forums to be held on issues such as temporary protection visas, immigration, settlement, inclusive citizenship and racism to influence community debate with better-informed contributions about diversity issues.

MAQ intends to commence community leadership forums, starting with a forum

- focusing on the reconciliation process. Members from Indigenous and ethnic communities will be engaged in the forum to promote the significant role ethnic communities play in reconciliation.

### Community renewal and crime prevention

- The Queensland Government's Crime Prevention Strategy is also contributing to the vision of Queensland as a cohesive and harmonious society by addressing diversity issues.

- As mentioned elsewhere in the report, negotiations for a crime prevention planning project have commenced in Darra to address issues faced by culturally diverse communities which may contribute to the causes of crime. If the pilot project is undertaken and subsequent evaluation proves successful, the crime prevention planning model developed in Darra may be extended to other culturally diverse communities.

- Community renewal is also a key element of the Crime Prevention Strategy. It is anticipated that the Community Renewal Program will fund further projects in target renewal areas that have a multicultural focus or component and promote a broader acceptance of diversity.

### Centenary of Federation

- It will be possible for the community to obtain a broader understanding of Queensland's multicultural community when *Multicultural Queensland 2001* is published next year. To be launched in conjunction with the Centenary of Federation, the publication will profile Queensland's ethnic and Indigenous communities. This project is funded by MAQ.

- Other Centenary of Federation projects that received funding in 1999–2000 (see Appendix E) will also take place, contributing to a greater understanding of the contribution that ethnic communities have made to Queensland society.

- As part of Centenary of Federation, a major multicultural festival will be held in Brisbane in March 2001.



### Yungaba

A feasibility study will be undertaken by the **Department of Public Works** in cooperation with the **Department of the Premier and Cabinet** on the redevelopment of Yungaba into a major multicultural centre. This may develop Yungaba as a centre of excellence or best practice in inter-cultural communication in areas such as arts, media, trade, community relations and other fields of endeavour.

## CONCLUSION

The second year of implementation of the *Multicultural Queensland Policy* marks a period of consolidation and substantial progress.

On the whole, agencies have shown a heightened response to the *Multicultural Queensland Policy* and have become more aware of the needs of clients from diverse cultural and linguistic backgrounds. Numerous agencies are looking to incorporating the principles of access, participation and cohesion into corporate documents; the result will be a more strategic approach to the implementation of the policy. A major highlight in this regard in 1999–2000 was the development of the *Queensland Health Multicultural Policy Statement*.

A blueprint for sustaining positive community relations was developed and community worker infrastructure in local councils across Queensland was completed. Considerable work was undertaken in formally recognising the Australian South Sea Islander community as a first step in rectifying past injustices.

The Work Experience Pilot Program for recently arrived migrants was another success story.

While significant progress has been made in the two years since the government launched the *Multicultural Queensland Policy*, it is clear, as highlighted by consultation with the community, that more needs to be done to achieve the goal of a cohesive and harmonious society.

In accordance with government priorities and community concerns relating to multicultural and ethnic issues, Multicultural Affairs Queensland will undertake the following activities in the coming year:

- Continue to liaise with Queensland Government agencies to ensure that the policy is translated into outcomes;
- Strategically use the Cultural Diversity Support Program to promote multiculturalism in Queensland;

- Continue to strengthen networks and partnerships at the community level which contribute to positive community relations;
- Help build the capacity of ethnic communities to address issues affecting them;
- Review the Memorandum of Understanding relating to interpreting services and continue to address other interpreting issues;
- Expand cross-cultural training;
- Consider the introduction of the Work Experience Pilot Program for Migrants on an ongoing basis;
- Develop a whole-of-government action plan for the Australian South Sea Islander community; and
- Instigate a coordinated response to the needs of Temporary Protection Visa holders.



## Appendix A

### *Forums in which Multicultural Affairs Queensland participated*

- Community Capacity Building Cluster
- Community Relations and Cultural Diversity Advisory Group, Brisbane
- Drug Use among Vietnamese Young People Steering Committee
- Ethnic Communities' Council of Logan Reference Committee
- Ethnic Issues in Vocational Education, Training, and Employment Advisory Group
- Funding Advisory Committee
- Interdepartmental Committee on Community Renewal
- Interdepartmental Committee on the International Year of Volunteer
- Interdepartmental Subgroup on International Year of Older Persons
- Interdepartmental Working Group on Ageing
- International Women's Day 2000 Interdepartmental Reference Committee
- Local Area Multicultural Partnership Program Network
- Local Area Multicultural Partnership Program Reference Group
- Milpera State High School Advisory Group
- Multicultural Community Development Advisory Committee, Logan
- Multicultural Development Association Advisory Newsletter Committee
- Multicultural Health Network
- Multicultural Health Policy Working Group
- National Accreditation Authority for Translators and Interpreters Regional Advisory Committee
- Pacific Islander Youth Action Group
- Police Ethnic Advisory Group
- Queensland Government Community Liaison Group on International Year of Volunteer
- Racism in Schools Project Steering Committee
- Red Cross Living Skills Steering Committee
- Refugee Week Media Committee
- Regional Education Advisory Council
- Research Advisory Committee (University of Queensland Research Project on Older People)
- State Government Communication Group
- Taskforce on Crime Prevention
- Volunteering Queensland International Year of Volunteer Planning Group



## Appendix B

*Recent reports and publications*  
(available from Multicultural Affairs Queensland)

### APPENDIX B

69

#### *Multicultural Queensland Policy*

The policy outlines the Queensland Government's commitment to multiculturalism.

#### *Multicultural Queensland Policy – Guidelines for Agency Planning and Reporting*

The document provides Queensland Government agencies with guidelines for implementing the *Multicultural Queensland Policy* into agency business. Copies are available through Multicultural Affairs Queensland.

#### *Queensland Government Language Services Policy*

The policy outlines the Queensland Government's commitment to responding to the language services needs of clients, and in particular, to providing an interpreter in situations where clients have difficulties communicating in English.

#### *Queensland Interpreter Card*

Distributed in a multilingual brochure, the card was designed to assist non-English speakers inform government agency staff that they require an interpreter.

#### *Queensland Interpreter Card Kit*

Designed for use by government agency staff, the kit contains an interpreter card; poster; helpful tips for engaging an interpreter and working with on-site and telephone interpreters; a summary of TIS clients service charges; a TIS request form for on-site interpreters; and a list of community languages spoken in Queensland.

#### *Community Relations Plan*

The plan aims to sustain positive community relations in Queensland by promoting a broader acceptance and understanding of diversity across the community and by removing barriers to a positive community relations environment. The plan identifies ten key areas for strategic intervention in community relations: access to services; community participation; cultural celebration; education; employment and training; information; media; partners in leadership; specifically targeted anti-racism strategies; and symbolic representation.

#### *Diversity – A Queensland Portrait*

The book was published in conjunction with the Office of Economic and Statistical Research, **Queensland Treasury** and presents an overview of Queensland's population and how it has changed over time. It includes personal reflections by first and second generation migrants.

#### *Diversity Figures*

The publication, undertaken by Multicultural Affairs Queensland and the Office of Economic and Statistical Research, **Queensland Treasury**, uses data from the 1996 ABS Census to highlight Queensland's cultural diversity. The map was distributed widely, particularly to government service providers who can use it in the planning of service delivery.

#### *Diversity Matters*

Multicultural Affairs Queensland produces a quarterly publication, *Diversity Matters*, which provides updates on the implementation of the *Multicultural Queensland Policy*, news of Queensland Government initiatives relating to multiculturalism, and input from the ethnic community sector. The magazine is distributed to Queensland Government agencies and within the community.



## Appendix B

*Recent reports and publications  
(available from Multicultural Affairs Queensland)*

*Queensland Ethnic and Multicultural Resource Directory 2000*

The directory provides contact details for ethnic community organisations in Queensland, interstate peak bodies, government services and multicultural programs; bilateral business associations, ethnic media contacts and other related information. It is available in hard copy and on Multicultural Affairs Queensland's website.

*New and Emerging Communities in Queensland*

The report identifies recently arrived and emerging communities in Queensland and will be used to inform policy and planning priorities across government.

*Queensland Government Position Statement on Immigration*

The statement supports an immigration policy that is non-discriminatory, flexible and balances skilled, regional, family and humanitarian immigration. It explicitly recognises the economic benefits of temporary, skilled, business and talented migration, the social and community benefits of family migration, and the imperatives of meeting humanitarian obligations.

## Appendix C

### Consultations

### APPENDIX C

71

#### *Consultations with the Australian South Sea Islander community*

Prior to formal consultations with the community, informal discussions were conducted between 20 September and 14 October 1999. Thirteen meetings were held in Cairns, Innisfail, Bowen, Mackay, Keppel Sands, Hervey Bay, Bundaberg and Brisbane.

The details of formal consultations are as follows:

#### First Round

Date	Location
8 November 1999	Cairns
9 November 1999	Innisfail
10 and 11 November 1999	Townsville (two meetings)
11 November 1999	Ayr, Mackay (three meetings)
12 November 1999	Mackay (three meetings)
14 and 15 November 1999	Rockhampton (two meetings)
16 November 1999	Brisbane (two meetings)
19 November 1999	Hervey Bay (two meetings)
25 November 1999	Bowen (two meetings), Sunshine Coast
27 November 1999	Bundaberg

#### Second Round

Date	Location
4 March 2000	Bundaberg
6 March 2000	Cairns
7 March 2000	Innisfail
8 March 2000	Townsville
9 March 2000	Ayr
10 March 2000	Bowen
13 March 2000	Mackay
14 March 2000	Rockhampton, Hervey Bay
15 March 2000	Gladstone, Sunshine Coast
17 March 2000	Brisbane

*Consultation meetings held with peak and umbrella community organisations and with community workers engaged directly in the management of multicultural programs and services*

Date	Region	Organisation/Workers
13 July 2000	Brisbane	Community workers at Ethnic Communities' Council of Queensland, Ethnic Communities' Council of Logan, Multicultural Development Association and Australians for Reconciliation
20 July 2000	Brisbane	Community worker, Australians for Reconciliation
21 July 2000	Brisbane	Manager, Ethnic Communities' Council of Queensland
26 July 2000	Cairns	Migrant Settlement Services LAMP worker at Cairns City Council
27 July 2000	Innisfail	LAMP worker at Johnstone Shire Council Australian Sugar Industry Museum
28 July 2000	Townsville	LAMP worker at Townsville City Council Ethnic Community Care Links Townsville-Thuringowa Migrant Resource Centre Ltd Townsville Multicultural Support Group
31 July 2000	Logan Hervey Bay	Community worker at Ethnic Communities' Council of Logan Hervey Bay Neighbourhood Centre
1 August 2000	Brisbane	Community worker at Multicultural Development Association
3 August 2000	Brisbane	Multicultural Counselling Services (Kinectons)
	Brisbane	South Brisbane Immigration and Community Legal Services

*Consultation meetings held with peak and umbrella community organisations and with community workers engaged directly in the management of multicultural programs and services continued ...*

Date	Region	Organisation/Workers
4 August 2000	Brisbane	Multicultural Development Association
	Brisbane	Australian Red Cross
	Logan	Ethnic Communities' Council of Logan
5 August 2000	Brisbane	Ethnic Communities' Council of Queensland
		Ethnic Communities' Council of Logan
		Multicultural Community Council Sunshine Coast
		Ethnic Communities' Council - Gold Coast
		St Johns Community Care Cairns
		Greek Orthodox Church, Mt Gravatt
		Women's Ethnic Network Logan City Multicultural Neighbourhood Centre
7 August 2000	Brisbane	Queensland Program of Assistance for Survivors of Torture and Trauma
	Brisbane	Centre for Multicultural Pastoral Care
	Darra	Vietnamese Community in Australia (Queensland Chapter)
	Brisbane	National Multicultural Advisory Board
8 August 2000	Gold Coast	Ethnic Communities' Council of Gold Coast
		Gold Coast City Council
		Migrant Workers Resource Centre
		Multicultural Families Organisation
		Gold Coast Ethnic Association
	Brisbane	Transcultural Mental Health Unit
	Logan	Logan/Beenleigh - Inala/Ipswich Regional Strategy
10 August 2000	Sunshine Coast	Multicultural Community Council of the Sunshine Coast Inc
	Gympie	Multicultural Information Network Service Inc
11 August 2000	Goodna	West Moreton Migrant Resource Centre
	Inala	Inala Community House
	Brisbane	Islamic Women's Association of Queensland
14 August 2000	Brisbane	Youth Affairs Network Queensland
15 August 2000	Goodna	The Peace Centre
	Logan	Logan and Beenleigh Migrant Resource Centre
16 August 2000	Mackay	Mackay Regional Council for Social Development
	Mackay	Filipino-Australian Community Association of Mackay and District Inc
17 August 2000	Mackay	Mackay Base Hospital
18 August 2000	Mackay	Local government LAMP/Community Relations workers from Cairns, Innisfail, Townsville, Mackay, Rockhampton, Caboolture, Gold Coast, Ipswich, Gladstone, Logan, Maroochy and from the Local Government Association of Queensland

## Appendix D

### Multicultural Affairs Queensland – funding allocation 1999–2000

#### APPENDIX D

73

#### Local Area Multicultural Partnership Program 1999–2000

Organisation	Amount
Local Government Association of Queensland	\$81,332
Brisbane City Council	\$58,000
Cairns City Council	\$52,000
Caboolture City Council	\$58,000
Ipswich City Council	\$56,000
Mackay City Council	\$52,000
Hervey Bay City Council	\$55,800
Gladstone City Council	\$52,152
Gold Coast City Council	\$53,000
Johnstone Shire Council	\$52,186
Logan City Council	\$53,000
Maroochy Shire Council	\$53,000
Rockhampton City Council	\$53,000
Toowoomba City Council	\$53,000
Townsville City Council	\$53,000

#### Multicultural Assistance Program – Community Worker Funding

Organisation	Amount
Ethnic Communities' Council of Queensland	\$100,000
Australians for Reconciliation	\$36,400
Ethnic Communities' Council of Logan	\$50,000
Townsville Multicultural Support Group Inc	\$33,600
Multicultural Development Association	\$50,000
Youth Affairs Network of Queensland	\$30,000

*Multicultural Assistance Program – Community Development Projects*

Organisation	Amount	Project
Belyando Shire Council, Moranbah	\$3,000	Regional Cross-Cultural Training for Service Providers
Blue Nursing Service – Ipswich Community, Raceview	\$3,627	Community Care Packages Promotion Project
Board of Teacher Registration, Toowong	\$6,955	Coming to Teach in Qld – Resources to Assist Overseas Trained Teachers
Brisbane City Council, Brisbane	\$10,000	'Getting to Know Brisbane'
Coorparoo Community Association Inc, Coorparoo	\$7,000	Establishment of the Coorparoo Multicultural Drop-In Centre
Council on the Ageing Queensland, Nundah	\$9,560	COTA Q – Vision for Diversity
George Street Neighbourhood Centre Association Inc, Sth Mackay	\$5,000	'The Migrant Voice'
Gin Gin and District Schools ASSPA Committee, Gin Gin	\$310	Renovation of Native Food Garden
Giru Dala Council of Elders Aboriginal Corporation, Bowen	\$2,630	'Elders Information Leaflet'
Inala Community House, Inala	\$7,500	Multicultural Inclusion Expo
Ipswich Hospice Care Inc, Eastern Heights	\$2,800	Hospice within a Multicultural Community
Isis Multicultural Group, Childers	\$2,200	Isis 'Reaching Across Communities' Program
Multicultural Association of Caboolture Shire Inc	\$4,000	Building a Community
Multicultural Development Association Inc (MDA), West End	\$9,670	Newsletter – MDA
Noah's Ark Resource Centre, Coorparoo	\$10,000	Cross-Cultural Resources for Early Childhood Environments
Qld Fruit and Vegetable Growers, Brisbane Markets	\$9,500	Communication for the Adoption of Best Practices by NESB Vegetable Growers in Qld
Qld Program of Assistance to Survivors of Torture and Trauma, Woolloongabba	\$500	'Focusing the Blur' – A Photography Project
Radio 4EB – Ethnic Broadcasting Assn of Qld Inc, East Brisbane	\$10,000	'Looking Back' Moving Forward' – A Celebration of 21 Years of Ethnic Broadcasting in Brisbane
SPK Housing Group Ltd, Earlville	\$2,100	Organisational Development
The Karuna Hospice Service Ltd, Windsor	\$9,450	Karuna Multicultural Participation
Toowoomba Multicultural Association, Meringandan	\$5,000	Organisational Development
Wide Bay Volunteer Resource Agency, Bundaberg	\$6,600	'Volunteering – A Pathway to Community Enrichment' Workshops

## Appendix D

### Multicultural Affairs Queensland – funding allocation 1999–2000

#### APPENDIX D

75

#### Multicultural Assistance Program – Community Relations Projects

Organisation	Amount	Project
ACCESS Inc, Woodridge	\$11,000	'Building New Relationships Through Understanding Ourselves and Understanding Our Community'
Annerley and District Community Centre Inc., Annerley	\$10,000	3rd African and Latin American Festival
Austcare, Woolloongabba	\$15,000	Austcare – Refugee Week Year 2000
Australian Italian Festival Association, Ingham	\$10,000	Italian Adventure
Brisbane Ethnic Music and Arts Centre, East Brisbane	\$10,000	Harmony Day Celebration
Brisbane Valley Multicultural Association Inc, Esk	\$5,650	2000 Multicultural Festival
Buddha's Light International Association, Priestdale	\$5,000	Buddha's Birthday Festival
Bundaberg State High School, Bundaberg	\$7,500	Rhythms Alive
Cairns Migrant Resource Centre Inc, Cairns	\$7,500	MULTiculturalARK 'Lark in the Park' Festival
Caloundra Community Centre Inc, Currimundi	\$10,000	'Bridges to Understanding'
Ethnic Communities' Council Gold Coast Inc, Southport	\$7,000	Carnival of Nations
Ethnic Communities' Council of Queensland Inc, South Brisbane	\$7,000	'Life and Loves of 100 Years'
Fraser Coast Cultural Consultative Group, Hervey Bay	\$11,000	Fraser Coast Partners Against Racism
Gladstone Multicultural Association Inc, Gladstone	\$7,000	Gladstone Multicultural Festival
Greek Orthodox Community of St Theodores Inc, Townsville	\$5,735	Dual Exhibition – 'Greek Migration and Settlement in Australia' and 'Olympic Heritage from Beginnings to Present Day'
Indigenous Information Service Assn Inc, South Brisbane	\$14,500	Mass Media Guide for Multicultural Affairs Reporting in Qld
Ipswich City Council, Ipswich	\$9,000	Link Up! Ipswich Festival 2000
Jirrawich Aboriginal Cultural Training Association Inc, Hervey Bay	\$2,100	Celebrating our Cultural Diversity and Community Spirit
Logan City Multicultural Neighbourhood Centre Inc, Woodridge	\$15,000	Logan Police/Ethnic Partnership Project
Mackay and District Filipino-Australian Community Assn Inc., Mackay	\$11,000	Barrio Festival Project – Mackay 2000
Maitreya Tibetan Friendship Society Inc, Manunda	\$8,200	Losar 2000 Art and Culture of Tibet
Mareeba Festival Committee, Mareeba	\$6,500	'Building Bridges' – Mareeba Multicultural Festival
Maryborough-North Rotary Club Inc, Maryborough	\$10,000	Multicultural Festival 'Interfest 2000'
Migrant Education and Cultural Development Association, Spring Hill	\$7,500	METAMORPHOSES: A showcase of Brisbane's ever-changing and diverse arts.
Millennium Celebration of Migration Committee, Earlvile	\$6,000	Millennium Celebration of 50 Years Migration
Milpera State High School Community Youth Arts Team, Chelmer	\$9,800	'Speaking with One Voice We Recognise the Gift of One Another'

*Multicultural Assistance Program – Community Relations Projects continued ...*

Organisation	Amount	Project
Multicultural Association of Caboolture Shire, Caboolture	\$2,000	'Promoting Unity in Diversity' Festival
Multicultural Community Centre, Fortitude Valley	\$10,000	Enhancing Self-Esteem and Cultural Enrichment Program for Women
NESB Parents' Support Group, Nambour	\$10,000	Festuri 2000: a Multicultural Celebration for All Ages
Outrigger Whitsunday Canoe Club Inc, Airlie Beach	\$9,500	'Paddling Through History'
Peace Lutheran College, Freshwater	\$2,500	Rainbow Ribbon Day
Queensland Folk Federation Inc, Woodford	\$10,000	Folklines Multicultural Program – Woodford Folk Festival
Radio 4EB – Ethnic Broadcasting Assn of Qld Inc, East Brisbane	\$7,000	Reporting from the Olympic Games in Sydney 2000
Refugee Claimants Support Centre, West End	\$6,800	Multicultural Community Arts Project
St John's Community Care Ltd, Redlynch	\$10,000	The Greek Festival
Sunrise Rotary Club of Bundaberg Inc, Bundaberg	\$6,515	Bundaberg Multicultural Food and Wine Festival
Townsville-Thuringowa Ltd Migrant Resource Centre, Townsville	\$10,000	Cultural Fest 2000
West Moreton Migrant Resource Service Inc, Goodna	\$15,000	Diverse Cultures – Understanding 'Who We Are'
YWCA of Toowoomba Inc, Toowoomba	\$9,000	'Women at the Well' Conference

*Sponsorships*

Organisation	Amount	Project
Queensland Biennial Festival of Music	\$5,000	Lagoons Project
Townsville-Thuringowa Ltd Migrant Resource Centre	\$2,500	Cultural Fest '99
Focus Publishing	\$25,000	'A Fair Go' – Portraits of the Australian Dream
Australian Multicultural Foundation	\$2,500	Religion and Cultural Diversity Conference
Exodus Youth Services	\$15,000	Student of the Year Awards
Multicultural Community Centre	\$330	Opening of the Multicultural Community Centre
The Parkin Project Group	\$4,000	The First Park Road Annual Street Party
Queensland Folk Federation	\$5,000	'Traditional Devotional Music in Australia' CD
National Police Ethnic Advisory Bureau	\$1,000	A Practical Guide to Religious Diversity for Operational Police



## Appendix D

### Multicultural Affairs Queensland – funding allocation 1999–2000

#### APPENDIX D

77

#### International Year of the Older Person Projects

Organisation	Amount	Project
Atherton Shire Council, Atherton	\$6,450	Spring Multi-Fest
Australian Chinese Writers' Assn Inc, Highgate Hill	\$10,000	'Who is Who in the Chinese Community of Qld'
Ethnic Community Care Links Inc, Kirwan	\$7,650	Olympic Games 2000 Mural for IYOP
Far North Qld Rural Division of General Practice, Malanda	\$14,180	Aged-Multicultural Health and Allied Service Promotion
King's Christian Centre Inc, Burleigh	\$15,000	'Ageing in a Multicultural Millennium'
Munda Goala Research Aboriginal Corporation, Bowen	\$15,000	Mogari and Kuya Books Project
Mutual Assistance for Indo-Chinese Inc, West End	\$10,000	'Links through Communication'
Netherlands Ex-Servicemen and Women's Assn, Loganholme	\$6,300	Newsletter
Paroo Shire Council, Cunnamulla	\$15,000	'Paroo Rejuvenated Seniors of Y2K'
Serbian-Australian Pensioner Association Inc, Arundel	\$12,500	'Older Serbian People: Active and Healthy Living'
Stanthorpe Apple and Grape Harvest Festival Assn, Stanthorpe	\$5,800	'Apple and Grape 2000 Recognises IYOP'
Taskforce for Seniors Festival 2000, Mermaid Beach	\$10,600	'Project EL'D-Arts'
Thursday Island State High School P and C, Thursday Island	\$15,000	Bush Tucker Botanical Gardens of the Torres Strait

*Ethnic Schools Funded (2000 Calendar Year)\**

School	Amount
Miaomiao Chinese School	\$5,810
Sacred Heart Chinese School	\$34,038
Westside Chinese School Inc.	\$2,870
Brisbane Finnish School	\$770
Brisbane German Language School	\$2,537
Greek Ethnic School of St George	\$30,170
Greek Orthodox Southside Parish	\$8,470
Gurjarati Language School	\$2,870
CO.AS.IT Italian-Australian Welfare Association Inc	\$3,220
Korean Language School, Brisbane	\$5,863
Gold Coast Korean Language School	\$4,900
Persian (Farsi) Language School of Brisbane	\$700
The Filipino School of Queensland, Inc.	\$2,100
Gladstone and District Filipino-Australian Association Inc.	\$2,100
Logan Spanish Multicultural School	\$1,330
Swedish Saturday School Inc	\$1,260
Brisbane Tamil Ethnic School	\$2,310
Vietnamese Ethnic School Association in Qld Inc.	\$38,412
Ethiopian Multicultural Association of Qld Inc.	\$1,120
Cairns and District Chinese Association Inc	\$910
University of Queensland Chinese School	\$1,540
Chinese Language Centre of Queensland	\$8,750
Hindustani Language School	\$5,075
Persian Language School, Gold coast	\$420
Polish Saturday School	\$8,803
Congregational Christian Church in Samoa, Australia (Ipswich)	\$6,230
Spanish Teaching Programs in Australia (Escuela Espanola)	\$9,275
School of Bosnian Language, Literature and Culture	\$3,062
Asian Pacific Institute Language Department	\$3,290
Chung Tian Chinese School of Queensland	\$22,820
Hoa-Binh Vietnamese Language School	\$39,900
Trung Vuong Vietnamese School	\$18,550
Les Petits Princes	\$2,100
Filipino Language School, Gold Coast	\$1,050
<b>TOTAL</b>	<b>\$282,625</b>

*\*Multicultural Affairs Queensland provided funding of \$150,000.*



## Appendix E

### Queensland Government funded multicultural and ethno-specific projects

#### APPENDIX E

79

Organisation/Project name	\$ funded	Project description
<b>Department of Employment, Training and Industrial Relations</b>		
<i>Community Jobs Plan</i>		
SPK Housing Group Ltd, North Queensland	\$99,889	The project aims to employ eight Hmong community members in the Innisfail and Cairns areas and train them in the maintenance and repair work of houses owned by SPK. The workers will learn the different aspects related to housing and building standards, workplace health and safety, as well as expectations of employees within the Australian workforce.
Kings Christian Centre Inc. Brisbane South and Gold Coast	\$205,256	Gum Forest Campsite Development Project involves improving road access, land clearing to provide access to water, parking, BBQ facilities, disability access to toilets and drainage and storm weather cover for campers. Twenty people are expected to be employed through this project, including people from a non-English-speaking background.
Logan City Multicultural Neighbourhood Centre	\$113,664	This project incorporates two work sites, Logan City Multicultural Neighbourhood Centre and Logan City Special School. The sites have a variety of work to be completed such as landscaping and general carpentry. Ten people will be employed through this initiative.
<i>Community Employment Assistance Program</i>		
Centacare Cairns	\$60,000	To coordinate a Migrant Access project to improve the prospects of migrant job seekers. Up to sixty people will be assisted through the project with an anticipated thirty people getting jobs as a result.
Migrant Resource Centre Townsville	\$55,420	The Learning through Working project is designed to specifically meet the employment needs of culturally and linguistically diverse clients and to assist clients find employment. The project provides assistance in a number of areas including: numeracy and literacy skills, thinking and reasoning skills, presentation and interview skills, resume writing, addressing selection criteria, skills, knowledge of workplace culture, and computer skills. Up to 28 people will be assisted through the project with an anticipated 20 people getting jobs as a result.
Annerley District Community Centre	\$59,986	To develop the Migrant Employment Information Referral and Advocacy Service primarily to assist long-term unemployed and migrants at risk of long-term unemployment to access employment and training organisations. Fifty people will be supported by this initiative and it is expected that 30 will get jobs.
Access Inc. Logan	\$60,000	The Migrant Employment Support Project aims to provide a variety of work preparatory skills to migrants and refugees living within the Logan area. The program will assist approximately 70 people with an anticipated 35 people finding employment.
Migrant and Workers' Resource Centre	\$53,815	To establish a Migrant Employment Program targeting people of non-English-speaking background who would like to work or have worked in the hospitality industry. The program assists clients to gain job search skills for the Australian workplace, prepare appropriate job seeking documents and it

Organisation/Project name	\$ funded	Project description
Migrant and Workers' Resource Centre continued		provides vocational training in Certificate 1 Hospitality/Kitchen and Certificate 1 in Food Handling. The program will cater to 30 people with half of the group expected to find employment as a result.

## Arts Queensland

### Multicultural Communities Arts Program

Annerley and District Community Centre	\$5,000	3rd African and Latin American Festival
Brisbane Valley Multicultural Association Inc.	\$2,700	2000 Multicultural Concert
Bundaberg District Australian Filipino Assoc. Inc.	\$600	Artistry in Rhythm
Croatian Folkloric Group 'Velebit'	\$4,175	'Velebit' Folkloric CD
Federation of Hmong National Culture	\$360	Traditional Hmong Costumes
Greek Orthodox Community of St Theodore Inc	\$4,195	Greek Fest 2000
Maitreya Tibetan Friendship Society Inc	\$1,000	Losar 2000 – Art and Culture of Tibet
Migrant Education and Cultural Development Assoc.	\$5,000	Metamorphoses
Multicultural Community Centre	\$4,970	Multicultural Art – Unity in Diversity
Spanish Assoc. of Senior Citizens of Qld Inc.	\$600	Costumes
Surviving Together Reconciliation Group	\$4,900	'Recognition'
Te Tutakitanga Maori Cultural Group	\$1,500	Sharing Maori Culture
The Evergreen Taoist Church of Australia Inc	\$5,000	2000 Chinese Lunar New Year Fest

### Other

Ethnic Communities' Council of Queensland	\$30,000	Employment of Arts Development Officer (part-time)
Brisbane Ethnic Music and Arts Centre	\$190,000	To provide a support and advocacy service and present ethnic art and cultural product

## Department of the Premier and Cabinet

### Centenary of Federation

Dr Arratta Memorial Museum Association Inc	\$75,000	Development of Muttaborra's Dr Arratta Memorial Hospital Museum and Cassimati's Store and House, in recognition of the contribution of migrants to regional communities.
Croydon Shire Council	\$81,395	Preservation of a Chinese temple site in Croydon which contains significant archaeological evidence of Chinese occupation around the time of Federation.
Cairns City Council	\$43,500	Development of an integrated history of diverse ethnic groups, including Anglo-Celtic, Chinese, South Sea Islander, Malay, Javanese, Japanese, Scandinavian and Italian, that settled in the Cairns district around the time of Federation.
Ethnic Communities' Council Gold Coast	\$100,000	Establishment of a Multicultural Federation Theme Park, to acknowledge the efforts of traditional land owners, migrants and refugees who have settled on the Gold Coast.
Chinese Cultural Mapping Reference Group	\$61,500	Expansion of the Chinese Cultural Mapping Project currently being undertaken with Brisbane Chinese communities through an art competition, inviting interpretation of experiences, journeys, memories, images and perceptions of people who have a connection with the Chinese community.

## Appendix E

### Queensland Government funded multicultural and ethno-specific projects

#### APPENDIX E

81

Organisation/Project name	\$ funded	Project description
CONTACT Inc	\$59,435	Further development of work with young people within Brisbane, focusing upon issues relating to Brisbane's heritage and the involvement of Indigenous and ethnic communities.
Ethnic Communities' Council of Queensland	\$41,670	A season of performances at The Powerhouse, celebrating 100 years of migratory experiences, through large-scale dance and drama production involving numerous ethnic cultural groups and artists.
Multicultural Association of Caboolture Shire Inc	\$11,335	Six performances at festivals or events within Caboolture Shire that celebrate cultural diversity.
Opera Queensland	\$70,000	Production and touring of a new opera written in Queensland on the theme of migration over the past 100 years (\$70,000).
Queensland Chinese Forum for Society of the Chinese community in Queensland	\$80,000	One hour television documentary which recounts the history Chinese Australian Academics.
Bundaberg South Sea Islander Action Group	\$86,500	Promote recognition for Australian South Sea Islanders through the restoration of the church, meeting hall and cemetery, which are significant heritage sites in Queensland.
Isis Shire Council	\$20,000	The 'Isis Kanaka Story' will relate the unique contribution made by Australian South Sea Islanders in the early years of the sugar industry in Queensland.

### Environmental Protection Agency

#### Queensland Community Heritage Incentive Program

Brisbane Synagogue	\$30,000	Continuing conservation work at Brisbane Synagogue.
Bianka Vidonja Balanzategui and Barbara Debono	\$2,500	A research project into the Pelota Mano Handball Court at Trebonne to reveal the history and physical evidence of the Basque community in Queensland.
Burdekin Shire Council	\$8,600	A research project on the cultural heritage of Australian South Sea Islanders in the Burdekin Shire.

### Department of Housing

#### Community Renewal Program

Cairns City Council	\$10,000	Significant Rites Multicultural Arts Program in Manoora involving 10 multicultural arts projects developed through a community consultation process.
Department of Housing	\$75,000	The Inala Festival, incorporating components targeted at groups such as the youth, aged, ethnic and Indigenous communities over a period of 6 months.
Brisbane City Council	\$220,000	The Inala Gallery / Richlands Community Cultural Development Strategy piloting a three year cultural development strategy in and around the Inala Richlands area.
Logan City Council	\$30,000	A Youth Arts Space Research Project in Logan City Council which will undertake a needs assessment with regard to opportunities for a multi-purpose Youth Arts and Cultural Facility to be developed in Logan City.
Families, Youth and Community Care Queensland	\$125,000	The Goodna Place Making Project, which will involve employment of a part-time community development worker and a part-time project worker to establish a site for recreational activities including youth space, community gardens and a multicultural arts and crafts village.

Organisation/Project name	\$ funded	Project description
<b>Queensland Health</b>		
<i>Multicultural Health Grants Program</i>		
Ethnic Cancer Health Orientation Project	\$7,180	This project recruits, trains and supports bilingual women in Bundaberg, Gin Gin and Childers as bilingual educators on the prevention and early detection of breast and cervical cancer.
Australian South Sea Islander Health Promotion Project	\$10,000	This project involves the production of culturally appropriate health information on a range of issues affecting the health of Australian South Sea Islanders.
Horn of Africa Parenting Project	\$5,790	The Horn of Africa Parenting Project will develop a culturally appropriate parenting support program for refugees from the Horn of Africa with a high level of community involvement.
<i>Home and Community Care Program *</i>		
Mackay District Health Service	\$57,606	Australian South Sea Islander Project, Mackay – Increasing access for Australian South Sea Islander people in Mackay to local HACC services.
Greek Orthodox Community of St George	\$499,388	Greek Respite Centre – Provision of community options, which includes case management and a flexible range of community care type services. Also centre based respite in south and north Brisbane area.
Ethnic Communities' Council of Qld	\$58,366	Community Liaison Officer for Ethnic Aged – Coordination, community liaison and development for people from culturally and linguistically diverse backgrounds with a state-wide focus.
Diversicare	\$1,130,610	HACC Resource Centre and Community Options – Providing education, information and training with a state-wide focus and centre-based respite and community options in the Brisbane north and south area.
Italian Australian Welfare Assoc Inc	\$460,919	Italian Australian Access and Support Program – Providing a range of services which includes respite care, in-home and centre-based, Allied Health Services, domestic assistance, social support and food services in the Brisbane north and south area.
The Australian Finnish Rest Home Assoc Inc	\$188,708	Finnish Home Care Service – Domestic assistance to the identified client group in the south Brisbane area.
Polonia Polish Assoc of Qld	\$10,601	Polish Social Welfare – Transport services to the identified client group in the north Brisbane area.
Italian Australian Welfare Assoc	\$52,529	Granite Belt Ethnic Health Liaison Service – Linking and (Granite Belt) Inc bridging mainstream services and client access in the Darling Downs area.
Ethnic Community Care Links Inc	\$367,788	Provision of community options, which include case management and a flexible range of community care type services in the Townsville area.
The Cathay Club Ltd	\$309,980	Provision of community options, which include case management and a flexible range of community care type services in the Brisbane north area.
Blue Care Ipswich – Uniting Church Property Trust	\$64,204	Multicultural Liaison Project – Improving access for people from culturally and linguistically diverse backgrounds to HACC services across West Moreton and south-east Queensland.

## Appendix E

### Queensland Government funded multicultural and ethno-specific projects

#### APPENDIX E

83

Organisation/Project name	\$ funded	Project description
St Lukes Nursing Service (Multicultural Project)	\$69,681	Multicultural Officer Project Brisbane North/South – Improving access for people from culturally and linguistically diverse backgrounds to HACC services across the Brisbane area.
Ethnic Communities' Council Gold Coast Inc	\$75,676	Multicultural In-Home Respite Program – South Coast – Assisting HACC services to understand and respond to the care needs of people from culturally and linguistically diverse backgrounds. Provision of case management and respite care in the south coast area.
Islamic Women's Association of Queensland Inc.	\$38,740	Islamic Community HACC Service – The provision of culturally appropriate home and personal care, and centre-based respite care in the south Brisbane area.
Hervey Bay Neighbourhood Centre	\$73,636	Fraser Coast Multicultural Respite Service – Centre-based and non centre-based respite care for people from culturally and linguistically diverse backgrounds in the Fraser coast area.
Greek Orthodox Community of St George	\$26,208	Greek Respite Centre of the Gold Coast – Culturally appropriate centre-based respite care in the South Coast area.
Ethnic Communities' Council Queensland	\$79,476	Sunshine Multicultural HACC Project – This is a newly funded service. Initial stage will be to establish the project and provide information and training of mainstream HACC services. The second phase will include case management, assessment and referral to mainstream HACC services in the Sunshine Coast area.
Ethnic Communities' Council Gold Coast Inc	\$59,914	Multicultural Aged/Disability Respite – Centre-based culturally appropriate aged care and disability respite services in the South Coast area.
St Johns Community Care Ltd	\$75,670	Far North Queensland HACC NESB Access Service – Access service to assist people from culturally and linguistically diverse backgrounds to access established HACC services. Provide cultural training to existing services in the area.

\* HACC is a jointly funded Commonwealth (64 per cent) and State (36 per cent) Government Program. Queensland Health administers the HACC Program.

\* HACC services are provided to eligible clients only and not the broader community.

#### Mental Health Funding\*

University of Queensland	\$7,500	For the development of a postgraduate course in transcultural mental health.
Youth Affairs Network of Queensland	\$92,000	To undertake a qualitative mental health needs assessment of young people from non-English-speaking backgrounds.
Brisbane Inner South Division of General Practice	\$82,786	To establish a shared care program for people of non-English-speaking backgrounds exhibiting early signs and symptoms of mental illness.
Australian Red Cross	\$5,000	To develop information and guidelines for service providers working with newly arrived refugees from the Horn of Africa.
Griffith University	\$115,715	To enable an anxiety prevention program [the Friends Program] to be used more successfully in a culturally diverse setting. Funds were also provided to develop an anxiety prevention program especially for newly arrived children from non-English-speaking backgrounds.
Centacare Cairns	\$25,000	To develop an interpreting preparation course to prepare people with bilingual skills to gain professional accreditation as translators and interpreters in demand languages in Far North Queensland.

Organisation/Project name	\$ funded	Project description
Ethnic Mental Health Program (core service)	\$225,240	This program is recurrently funded and involves bilingual workers providing a range of mental health services to clients from non-English-speaking backgrounds.
Croatian Mental Health Program (core service)	\$54,240	This service is co-located with the Ethnic Mental Health Program and provides a similar service for the Croatian community.
Townsville Migrant Resource Centre, mental Health Program (core service)	\$41,580	To provide mental health education and promotion and increase access to mental health services for people from non-English-speaking background.
Queensland Program of Assistance to Survivors of Torture and Trauma	\$169,790	This program provides support, advocacy and counselling services to refugee survivors of torture and trauma.

*\*Some of the above programs also attracted funding from the Commonwealth Government*

### **Families, Youth and Community Care Queensland**

#### ***Supported Accommodation Assistance Program***

Immigrant Women's Support Service	\$130,603	This service specifically responds to the needs of homeless people from culturally diverse backgrounds in south-east Queensland.
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#### ***Community and Individual Support Program***

• CO.AS.IT – Italian Australian Welfare	\$65,064	To provide assistance to the community through community-development, preventative strategies, community education, information and referral.
• Logan City Multicultural Neighbourhood Centre	\$64,337	
• Vietnamese Community in Australia (Queensland Chapter)	\$64,337	

#### ***Other***

Te Kohanga Ote Whenua Hou Association	\$6,057	This program is designed for Maori, Polynesian and New Zealand-born young people at the John Oxley and Sir Leslie Wilson Youth Detention Centres and aims to assist the reintegration of the young people into society upon their release from detention.
Child Care Access and Equity Strategy: State-wide Training and Resourcing Program (auspiced by Diversity in Child Care Queensland Inc.)	\$14,900	For the development and dissemination of multilingual information about various disabilities.
Non-English-Speaking Background Youth Issues Network Project	\$30,000 (matched by MAQ)	This project involves the ongoing employment of a coordinator to address youth issues and improve access to youth services for young people from diverse cultural backgrounds.
Ethnic Communities' Council – Gold Coast	\$30,827	To address social isolation amongst older people from diverse ethnic backgrounds who live on the Gold Coast.

## Appendix E

### Queensland Government funded multicultural and ethno-specific projects

#### APPENDIX E

85

Organisation/Project name	\$ funded	Project description
<i>International Year of Older Persons Grants Program</i>		
Australia-Japan Society Queensland Inc.	\$2,659	Cross-cultural exchange and healthy ageing project
Redcliffe Neighbourhood Centre Association	\$5,000	Multicultural fair for all ages
CO.AS.IT Italian Australian Welfare Association	\$3,600	Choir and theatre performance
Migrant Resource Centre (Ingham and Cardwell)	\$1,400	'A Step in Time' program of activities
Migrant Resource Centre (Townsville)	\$1,670	'Once Upon a Time' project to combat social isolation
<i>Gaming Machine Community Benefit Fund*</i>		
Brisbane Ethnic Music and Arts Centre Inc	\$10,000	Computer and audio visual equipment
Vietnamese Community In Australia – Queensland Chapter	\$10,000	Purchase two computers, printer and scanner
Woodridge Rodelu (Uruguay) Sports and Social Club Inc	\$10,000	Upgrade clubhouse facilities
Australian-Italian Festival Association Inc	\$6,000	Purchase photocopier/fax
Migrant Resource Centre (Townsville) Ltd	\$10,000	Promote cultural festival- august 2000
Spk Housing Group Ltd	\$13,019	Purchase office equipment
Townsville Greek Orthodox Community Of Saints Theodore Inc	\$5,000	Towards Greek Fest 2000 – March 2000
Gold Coast Phoenicians Multicultural Association Inc	\$7,500	Purchase computer and office equipment
Italian School Committee Inc	\$10,000	Upgrade teaching equipment and resources
Anglican Refugee and Migrant Ministry	\$25,041	Volunteer project
Ethnic Communities' Council Of Logan Inc	\$10,000	Purchase office equipment
Ethnic Communities' Council Of Logan Inc	\$10,000	Costs towards multicultural festival
Ethnic Communities' Council Gold Coast Inc	\$4,683	Purchase computer and office equipment
Deception Bay North State School Parents and Citizens Assoc	\$7,489	Cost to establish rainforest project
Filipino-Australian Association Of North Queensland Inc	\$2,638	Purchase catering equipment
Qld Program Of Assistance For Survivors Of Torture and Trauma	\$15,000	Purchase furniture and equipment
Vietnamese Senior Citizens Association Queensland Inc	\$14,631	Purchase audio-visual, computer equipment
South West Economic Development Network Inc	\$9,722	Purchase automotive equipment
South West Economic Development Network Inc	\$8,795	Purchase computer equipment
Artesanos -Artists and Craftspeople Association Inc	\$10,000	Purchase and renovate workshop space
Vietnamese Senior Citizens Association Queensland Inc	\$14,631	Purchase audio-visual, computer equipment
South West Economic Development Network Inc	\$9,722	Purchase automotive equipment
South West Economic Development Network Inc	\$8,795	Purchase computer equipment

## Appendix E

Queensland Government funded  
multicultural and ethno-specific projects

Organisation/Project name	\$ funded	Project description
<i>Gaming Machine Community Benefit Fund* continued ...</i>		
Artesanos -Artists and Craftspeople Association Inc	\$10,000	Purchase and renovate workshop space
Voice Of Samoa In North Queensland Association Inc.	\$4,365	Fax, copier and music equipment
Logan and Beenleigh Migrant Resource Centre	\$1,500	Multicultural Christmas festival
Logan and Beenleigh Migrant Resource Centre	\$2,500	Learn to swim classes
Logan and Beenleigh Migrant Resource Centre	\$5,060	Provide education and mediation support
Logan City Multicultural Neighbourhood Centre Inc	\$5,123	Purchase computer and office equipment
Logan City Multicultural Neighbourhood Centre Inc	\$8,100	Purchase photocopier
Ingham Cross Cultural Centre	\$4,318	Purchase photocopier
Logan Spanish Multicultural School	\$4,500	Purchase computer and office equipment
Vietnamese Buddhist Church Association	\$10,000	Purchase photocopier
Cook Islands Queensland Association Inc	\$4,819	Computer, printer, software and scanner
Czechoslovakian Club In Queensland Inc	\$7,500	Purchase and install air-conditioning
Philippine Language And Cultural School	\$7,500	Purchase office and computer equipment
Hungarian Cultural And Welfare Association Inc	\$14,500	Construct bell tower
Talofa Samoa	\$6,000	Purchase musical instruments and equipment
Far North Buddhist Association Inc	\$5,502	Computer equipment and photocopier
Polish Ex-Servicemen's Assoc In Aust Sub-Branch 8 Brisbane Inc	\$12,443	Replace roof; security; chairs
Logan Maori Resource Society	\$5,000	Purchase computer equipment
Hindu Ahlaya Sangam Queensland Inc	\$10,000	Purchase sound equipment and photocopier
Thai-Australian Association Of Queensland Inc	\$9,910	Fit out office
Congregational Christian Church In Samoa-Ipswich-Youth Group	\$3,750	Purchase marquee
Salvadorean Association Of North Queensland Inc	\$6,358	Food preparation equipment
Malayalee Association Of Queensland Inc	\$8,600	Purchase sound and lighting equipment
Millenium Celebration Of 50 Years Migration To Australia	\$5,000	Costs toward June 2000 celebration event
Multicultural Association Of Caboolture Shire Inc	\$3,489	Purchase computer equipment
Lao Ethnic Communities Of Queensland Inc	\$7,085	Purchase office and computer equipment
Hungarian Friendship Society Inc	\$3,755	Purchase computer equipment
Hindu Society Of Qld Inc	\$8,000	Purchase photocopier
Avom Association	\$1,499	Purchase photocopier
Federal Council Of Polish Associations In Australia Inc	\$7,500	Purchase office equipment and furniture
Sisters Of Mercy – Mercy Family Services	\$9,900	Research carer support needs
Gold Coast Multicultural Arts	\$7,034	Purchase computer and office equipment



## Appendix E

### Queensland Government funded multicultural and ethno-specific projects

#### APPENDIX E

87

Organisation/Project name	\$ funded	Project description
<i>Gaming Machine Community Benefit Fund* continued ...</i>		
West End Partisans Sporting And Cultural Association Inc	\$2,884	Mower, linemarker, sport equipment
Hmong Queensland Association Inc	\$8,842	Purchase computer equipment and furniture
Te Aitanga O Te Ao Association Inc	\$1,050	Purchase musical equipment
* From 1 July 2000, administrative responsibility for the Gaming Machine Community Benefit Fund transferred from Families, Youth and Community Care Queensland to Queensland Treasury.		
<b>Disability Services Queensland</b>		
Moving Ahead Program – Islamic Women’s Association	\$17,400	To provide an ethno-specific disability service
<b>Department of Equity and Fair Trading</b>		
<b>Auctioneers’ and Agents’ Fidelity Guarantee Fund</b>		
Townsville Migrant Resource Centre	\$43,620	To employ a full-time project worker for two years to coordinate and deliver comminute education workshops for ten ethnic communities on purchasing motor vehicles, associated financial services and buying/renting a property.

**Anti-Discrimination  
Commission Queensland**

*Anti-Discrimination Commission  
Queensland – Your Guide*

*Description:*  
Brochure

*Languages other than English:*  
Arabic, Bosnian, Chinese, Croatian,  
Serbian, Spanish and Vietnamese

*Available from:*  
Phone 1300 130 670 (State-wide) or  
1300 130 680 (State-wide TTY)

*Racial Discrimination – Your Rights  
and Responsibilities*

*Description:*  
Brochure

*Languages other than English:*  
Arabic, Bosnian, Chinese, Croatian,  
Serbian, Spanish and Vietnamese

*Available from:*  
1300 130 670 (State-wide) or 1300  
130 680 (State-wide TTY)

*Sexual Harassment – Your Rights  
and Responsibilities*

*Description:*  
Brochure

*Languages other than English:*  
Arabic, Bosnian, Chinese, Croatian,  
Serbian, Spanish and Vietnamese

*Available from:*  
1300 130 670 (State-wide) or 1300  
130 680 (State-wide TTY)

**Department of Employment,  
Training and Industrial Relations**

*A Quick Start to the Workplace  
Health and Safety Act 1995*

*Description:*  
Chinese, Croatian, Japanese,  
Serbian, Spanish, Vietnamese

*Available from:*  
www.detir.qld.gov.au  
(click on 'Health and Safety')

*A Worker's Guide to Workplace  
Bullying*

*Description:*  
Chinese, Croatian, Japanese,  
Serbian, Spanish, Vietnamese

*Available from:*  
www.detir.qld.gov.au

(click on 'Health and Safety')

*An Employer's Guide to Workplace  
Bullying*

*Languages other than English:*  
Chinese, Croatian, Japanese,  
Serbian, Spanish, Vietnamese

*Available from:*  
www.detir.qld.gov.au  
(click on 'Health and Safety')

*Workplace Health and Safety in the  
Fast Food, Café and Restaurant  
Industry*

*Languages other than English:*  
Chinese, Croatian, Japanese,  
Serbian, Spanish, Vietnamese

*Available from:*  
www.detir.qld.gov.au (click on  
'Health and Safety')

**Department of Housing**

*Bond loan eligibility*

*Description:*  
Fact sheet

*Languages other than English:*  
Samoan, Spanish, Vietnamese

*Available from:*  
www.housing.qld.gov.au

*Bond loans*

*Description:*  
Fact sheet

*Languages other than English:*  
Samoan, Spanish, Vietnamese

*Available from:*  
www.housing.qld.gov.au

*Overview of products available from  
the Department of Housing*

*Description:*  
Fact sheet

*Languages other than English:*  
Samoan, Spanish, Vietnamese

*Available from:*  
www.housing.qld.gov.au

*Public housing eligibility*

*Description:*  
Fact sheet

*Languages other than English:*  
Samoan, Spanish, Vietnamese  
www.housing.qld.gov.au

*Wait times and wait areas*

*Description:*  
Fact sheet

*Languages other than English:*  
Samoan, Spanish, Vietnamese

*Available from:*  
www.housing.qld.gov.au

**Department of Justice and  
Attorney-General**

*Are you a victim of domestic  
violence?*

*Description:*  
Fact sheet

*Languages other than English:*  
Aboriginal English, Arabic, Bosnian,  
Chinese, Croatian, Filipino, Italian,  
Polish, Serbian, Spanish, Thai,  
Torres Strait Islander Creole,  
Turkish, Vietnamese, Wik Mungkan

*Available from:*  
www.justice.qld.gov.au/public.html  
or from Magistrates Courts

*Are you accused of domestic  
violence?*

*Description:*  
Fact sheet

*Languages other than English:*  
Aboriginal English, Arabic, Bosnian,  
Chinese, Croatian, Filipino, Italian,  
Polish, Serbian, Spanish, Thai,  
Torres Strait Islander Creole,  
Turkish, Vietnamese, Wik Mungkan

*Available from:*  
www.justice.qld.gov.au/public.html  
or from Magistrates Courts

*Bail Form and Conditions Guide*

*Description:*  
Form

*Languages other than English:*  
Turkish, Japanese, Filipino, Spanish,  
Vietnamese

*Available from:*  
Court houses

*Making a Victim Impact Statement*

*Description:*  
Brochure

*Languages other than English:*  
Spanish, Serbian, Chinese,  
Vietnamese, Bosnian

*Available from:*

## Appendix F

### Queensland Government multilingual publications

#### APPENDIX F

89

Phone 3239 6840

#### *The Work of the Office of the Director of Public Prosecutions*

*Description:*  
Brochure

*Languages other than English:*  
Spanish, Serbian, Chinese,  
Vietnamese, Bosnian

*Available from:*  
Phone 3239 6840

#### *Violent Crimes: The Legal Process Information for Victims of Crime*

*Description:*  
Brochure

*Languages other than English:*  
Spanish, Serbian, Chinese,  
Vietnamese, Bosnian

*Available from:*  
Phone 3239 6840

#### **Department of Mines and Energy**

#### *Access to Queensland Mineral and Energy Resources – An Introduction*

*Description:*  
Fact sheet

*Languages other than English:*  
Hindi, Thai, Chinese, Japanese,  
Korean

*Available from:*  
www.dynamics.com.au/qtherm

#### *Queensland High Energy Coals for the PCI Market: Advantages of Low Volatile Coal*

*Description:*  
Brochure

*Languages other than English:*  
Chinese, Japanese, French, German,  
Korean

*Available from:*  
www.dynamics.com.au/qtherm

#### *Summary from 'Exploring and Developing Minerals, Coal and Petroleum in Queensland, Australia – A Guide for Investors'*

*Description:*  
One-page summary

*Languages other than English:*  
Chinese, Korean, Japanese

*Available from:*  
www.dynamics.com.au/qtherm

#### *Summary from 'Utilisation of the Walloon Coals of Southern Queensland for Power Generation'*

*Description:*  
One-page summary

*Languages other than English:*  
Chinese, Korean, Japanese, German

*Available from:*  
www.dynamics.com.au/qtherm

#### *Utilisation Potential of Queensland's Thermal Coals*

*Description:*  
Brochure

*Languages other than English:*  
Chinese, Japanese, French, German,  
Korean

*Available from:*  
www.dynamics.com.au/qtherm

#### **Department of Natural Resources**

#### *Community Living in Queensland*

*Description:*  
Brochure on property rights and  
responsibilities of lot owners in  
community title schemes.

*Languages other than English:*  
Chinese, German, Greek, Italian,  
Spanish and Vietnamese

*Available from:*  
www.dnr.qld.gov.au/land/landservic  
es/communityliving

#### **Department of Primary Industries**

#### *Don't Get Hooked*

*Description:*  
Brochure

*Languages other than English:*  
Vietnamese

*Available from:*  
Phone 3224 2281

#### *Fisheries Information*

*Description:*  
Pens and rulers

*Languages other than English:*  
Vietnamese

*Available from:*  
Phone 3224 2281

#### *Japanese Consumer Co-operatives and Direct Transactions*

*Description:*  
Booklet

*Languages other than English:*  
Japanese

*Available from:*  
DPI Library: Phone 3239 3124

#### *Corporate video*

*Description:*  
Video

*Languages other than English:*  
Mandarin

*Available from:*  
Rural Market Development Unit:  
Phone 3239 6723

#### **Department of Tourism and Racing**

#### *Many Colours of Queensland*

*Description:*  
Brochure

*Languages other than English:*  
French, Italian, German, Spanish  
(also published in Singapore, Japan,  
Hong Kong and China)

*Available from:*  
Phone 3406 5400

#### **Education Queensland**

#### *About Our Universities*

*Description:*  
A promotional brochure

*Languages other than English:*  
French, German, Indonesian, Malay,  
Mandarin, Spanish, Korean, Thai,  
Portuguese and Japanese

*Available from:*  
www.aqu.qld.edu.au

#### *Living and Studying at Our Universities*

*Description:*  
A promotional booklet

*Languages other than English:*  
French, German, Indonesian, Malay,  
Mandarin, Spanish, Korean, Thai,  
Portuguese and Japanese

*Available from:*  
www.aqu.qld.edu.au

**Environmental Protection Agency**

**RAMSAR Wetlands**

*Description:*  
Brochure

*Languages other than English:*  
French, Spanish

*Available from:*  
Phone 3227 8185

**Turtles of Raine Island**

*Description:*  
Brochure

*Languages other than English:*  
Spanish

*Available from:*  
Phone 3227 8185

**Legal Aid Queensland**

**Bilingual Services**

*Description:*  
Fact sheet

*Languages other than English:*  
Spanish, Vietnamese

*Available from:*  
Phone 1300 65 11 88

**Domestic Violence – Help for Perpetrators**

*Description:*  
Fact sheet

*Languages other than English:*  
Spanish, Vietnamese

*Available from:*  
Phone 1300 65 11 88

**Domestic Violence – Helping Victims**

*Description:*  
Fact sheet

*Languages other than English:*  
Spanish, Vietnamese

*Available from:*  
Phone 1300 65 11 88

**Legal Aid Services – Client Information**

*Description:*  
Fact sheet

*Languages other than English:*  
Arabic, Bosnian, Chinese, Croatian, Serbian, Spanish and Vietnamese

*Available from:*  
Phone 1300 65 11 88

**Women's Legal Aid**

*Fact sheet*

*Languages other than English:*  
Spanish, Vietnamese

*Available from:*  
Phone 1300 65 11 88

**Ombudsman's Office**

**Role of the Ombudsman**

*Description:*  
Brochure

*Languages other than English:*  
Vietnamese, Italian, Chinese, Greek, Spanish

*Available from:*  
Ombudsman's Office –  
Phone 3229 5116 or Multicultural

Development Association –  
Phone 3844 6080

**Queensland Ambulance Service**

**Queensland Ambulance Service**

*Description:*  
Brochure on subscription and what to do in the event of an emergency.

*Languages other than English:*  
Arabic, Bosnian, Chinese, Croatian, Farsi, Japanese, Serbian, Spanish, Vietnamese

*Available from:*  
Phone 3247 8321

**Queensland Building Services Authority**

**Seven Easy Steps to Building or Renovating**

*Description:*  
Fact sheet

*Languages other than English:*  
Vietnamese

*Available from:*  
Phone 3225 2824

**Queensland Fire and Rescue Authority**

**Backpackers – Fire Safety is Important**

*Description:*  
Brochure

*Languages other than English:*  
Chinese, Dutch, French, German, Japanese, Korean, Spanish  
[www.fire.qld.gov.au](http://www.fire.qld.gov.au)

**Smoke Alarms Protect Your Family**

*Description:*  
Brochure

*Languages other than English:*  
Arabic, Chinese, Vietnamese, Serbian, Spanish, Samoan, Lao, Italian, Greek, Croatian

*Available from:*  
Phone 3247 8155

**Queensland Health**

**Answers to questions from Hepatitis B Carriers**

*Description:*  
Brochure

*Languages other than English:*  
Chinese, Khmer, Lao, Polish, Spanish, Turkish, Vietnamese

*Available from:*  
Phone 3000 9148

**Child Safety: around 6 months**

*Description:*  
Info Sheet

*Languages other than English:*  
Vietnamese, Chinese, Spanish

*Available from:*  
[www.health.qld.gov.au](http://www.health.qld.gov.au)

**Child Safety: around one year of age**

*Description:*  
Info Sheet

*Languages other than English:*  
Vietnamese, Chinese, Spanish

*Available from:*  
[www.health.qld.gov.au](http://www.health.qld.gov.au)

## Appendix F

### Queensland Government multilingual publications

#### APPENDIX F

91

#### Child safety: Your New Born

*Description:*  
Info Sheet

*Languages other than English:*  
Vietnamese, Chinese, Spanish

*Available from:*  
www.health.qld.gov.au

#### Food Safety

*Description:*  
Info Sheet

*Languages other than English:*  
Italian, Vietnamese, Chinese

*Available from:*  
www.health.qld.gov.au

#### Healthy Eating Plan

*Description:*  
Brochure and A3 poster (Samoan).  
Leaflet (Spanish)

*Languages other than English:*  
Samoan, Spanish

*Available from:*  
Phone 3000 9100

#### Hepatitis B – The Facts

*Description:*  
Brochure

*Languages other than English:*  
Chinese, Khmer, Lao, Polish,  
Spanish, Turkish, Vietnamese

*Available from:*  
Phone 3000 9148

#### Information about your rights (Mental Health)

*Description:*  
Brochure

*Languages other than English:*  
Italian, Chinese, Vietnamese,  
Serbian, Arabic, Croatian, Spanish,  
Greek, Bosnian

*Available from:*  
Phone 3234 0697

#### Making the most of a visit to your healthcare service

*Description:*  
Brochure

*Languages other than English:*  
Arabic, Bosnian, Cambodian,  
Chinese, Creole, Croatian, Italian,  
Greek, Spanish, Vietnamese,  
Hmong, Farsi, Polish, Serbian,  
Romanian, Japanese

*Available from:*  
Phone 3234 0693

#### Pregnancy: Stages of Pregnancy and Labour

*Description:*  
Leaflet

*Languages other than English:*  
Arabic, Chinese, Croatian, Khmer,  
Lao, Serbian, Spanish, Vietnamese

*Available from:*  
Phone 3000 9100

#### Sleeping: Older Babies and Toddlers

*Description:*  
Brochure

*Languages other than English:*  
Arabic, Vietnamese, Chinese, Lao,  
Samoan, Croatian, Romanian,  
Spanish

*Available from:*  
Phone 3000 9100

#### Sleeping: under 6 months

*Description:*  
Brochure

*Languages other than English:*  
Chinese, Lao, Cambodian, Croatian,  
Romanian, Spanish, Samoan,  
Arabic, Vietnamese

*Available from:*  
Phone 3000 9100

#### Smoking and Pregnancy

*Description:*  
Brochure

*Languages other than English:*  
Arabic, Vietnamese, Chinese, Lao,  
Cambodian, Samoan, Croatian,  
Romanian, Spanish

*Available from:*  
Phone 3000 9100

#### Teething

*Description:*  
Brochure

*Languages other than English:*  
Arabic, Vietnamese, Chinese, Lao,  
Cambodian, Croatian, Romanian,  
Spanish

*Available from:*  
Phone 3000 9100

#### Toilet Training

*Description:*  
Brochure

*Languages other than English:*  
Vietnamese, Chinese, Lao,  
Cambodian, Samoan, Croatian,  
Romanian, Spanish

*Available from:*  
Phone 3000 9100

#### Tuberculosis Medication – Patient Information

*Description:*  
Brochure

*Languages other than English:*  
Spanish, Vietnamese (Lao and  
Khmer in fact sheet format)

*Available from:*  
Phone 3224 5535

#### Tuberculosis Medication Offered at the Chest Clinic

*Description:*  
Brochure

*Languages other than English:*  
Spanish, Vietnamese (Lao and  
Khmer in fact sheet format)

*Available from:*  
Phone 3224 5535

#### Tuberculosis Prevention and Treatment

*Description:*  
Brochure

*Languages other than English:*  
Spanish, Vietnamese (Lao and  
Khmer in fact sheet format)

*Available from:*  
Phone 3224 5535

***Tuberculosis Vaccination for Your Baby***

*Description:*  
Brochure

*Languages other than English:*  
Chinese, Spanish, Vietnamese

*Available from:*  
Phone 3224 5535

**Queensland Police Service**

***You, the Law and Society***

*Description:*  
Booklet (48 pages); video in some languages

*Languages other than English:*  
Bosnian, Farsi, Arabic, Vietnamese, Chinese

*Available from:*  
Phone 3364 3934

**Queensland Rail**

***Cairns – Kuranda Railway, 1882-1891, History in the Making Souvenir***

*Description:*  
booklet

*Languages other than English:*  
Japanese, German

*Available from:*  
Phone 4052 6288

***Cairns to Kuranda Fact Sheet***

*Description:*  
Fact sheet

*Languages other than English:*  
German, Chinese, French, Spanish

*Available from:*  
Phone 4052 6288

***Kuranda Scenic Railway Brochure***

*Description:*  
Brochure

*Languages other than English:*  
Japanese

*Available from:*  
Phone 4052 6288

**Residential Tenancies Authority**

***Renting in Queensland***

*Description:*  
Fact sheet

*Languages other than English:*  
Arabic, Bosnian, Chinese, Croatian, Indonesian, Japanese, Khmer, Korean, Kurdish, Serbian, Spanish, Thai, Vietnamese 1300 366 311 (Faxback Service);

*Available from:*  
Phone 3361 3606; or  
[www.rta.qld.gov.au](http://www.rta.qld.gov.au)

***Tenancy Information (produced by Inala Community House)***

*Description:*  
Brochure (16 pages)

*Languages other than English:*  
Croatian, Spanish and Vietnamese

*Available from:*  
Phone 3372 1711

**Tenants' Union of Qld  
(funded by Housing Qld)**

***Renting a Home, Information for Tenants in Queensland***

*Description:*  
Booklet

*Languages other than English:*  
Arabic, Bosnian, Chinese, Japanese, Samoan, Serbian, Somali

*Available from:*  
Phone 1800 177 761

**Tourism Queensland/  
Department of Equity and Fair Trading**

***Shopping Around in Australia***

*Description:*  
Brochure and poster containing information about tipping, accommodation, insurance, car rental agreements, taxis and shopping

*Languages other than English:*  
Chinese, Japanese, Korean

*Available from:*  
[www.queensland-holidays.com.au/pfm/menu/interest/shopping/index.htm](http://www.queensland-holidays.com.au/pfm/menu/interest/shopping/index.htm)

Also available at airports, major hotels, embassies and visitor information centres



Anti-Discrimination Commission Queensland	25, 26, 27, 30, 47, 51, 53, 65, 88
Arts Queensland	29, 30, 37, 38, 48, 54, 80
Board of Teacher Registration	30, 42
Building and Construction Industry (Portable Long Service Leave) Authority	46
Children's Commission of Queensland	25, 26, 46
Department of Aboriginal and Torres Strait Islander Policy and Development	53
Department of Communication and Information, Local Government, Planning and Sport	25, 28, 41
Department of Corrective Services	29, 30, 32, 33, 46, 57, 58
Department of Emergency Services	26, 30, 33, 41, 48, 57, 58
Department of Employment, Training and Industrial Relations	12, 24-25, 26, 30, 33, 36, 41, 42, 46, 47, 57, 59, 79-80, 88
Department of Equity and Fair Trading	30, 87, 92
Department of Housing	19, 23, 31, 33, 51, 57, 58, 62, 81, 88
Department of Justice and Attorney-General	29, 30, 33, 41, 43, 58, 88-89
Department of Main Roads	33, 47, 53, 58
Department of Mines and Energy	89
Department of Natural Resources	30, 34, 47, 89
Department of Primary Industries	30, 32, 34, 39-40, 41, 89
Department of Public Works	40, 41, 42, 49, 66
Department of State Development	9, 11, 26, 34, 39, 40, 41, 63
Department of the Premier and Cabinet	4, 6, 9, 27, 34, 39, 41, 43, 48-49, 53, 66, 80-81
Department of Tourism and Racing	30, 34, 89
Disability Services Queensland	19, 24, 34, 45, 87
Education Queensland	18, 26, 27, 30, 35, 36, 42, 43, 50, 51, 54, 60, 65, 89
Environmental Protection Agency	39, 52, 81, 90
Families, Youth and Community Care Queensland	17, 23, 24, 26, 31, 34, 44, 47, 48, 57, 62, 84-87
Health Rights Commission	23
Legal Aid Queensland	31-32, 36, 90



## Index of agency listings

### INDEX OF AGENCY LISTINGS

95

Office of Fair Trading	44
Office of the Public Service Commissioner	12, 25, 42, 43, 52
Office of Women's Policy	45, 49, 63
Ombudsman's Office	90
Public Trust Office	30, 41
Queensland Ambulance Service	30, 34, 43, 49, 90
Queensland Building Services Authority	90
Queensland Fire and Rescue Authority	32, 90
Queensland Health	19, 20-23, 26, 30, 33, 34, 67, 82-84, 90-91
Queensland Museum	38, 52
Queensland Parks and Wildlife Service	32, 34
Queensland Police Service	26, 28, 30, 33, 34, 36, 51, 53, 92
Queensland Rail	30, 31, 92
Queensland School Curriculum Council	30
Queensland State Library	37, 45
Queensland Treasury	13, 26, 30, 41, 69
Residential Tenancies Authority	23, 92
Tenant's Union of Queensland	92
Tourism Queensland	54, 92
Women's Infolink	34





**Queensland**  
Government