

# Multicultural Highlights 2006–2007



*Making a  
World of  
Difference*

## *Multicultural Highlights 2006-07*

### **Message from the Minister**

Since its inception, Queensland has been an increasingly diverse state. Our population mix continues to change, with the 2006 Census revealing that around 18 per cent of Queenslanders were born overseas.

Queenslanders speak more than 150 languages and have different stories and customs to share, contributing to the dynamic nature of our community.

The Queensland Government policy, *Multicultural Queensland – making a world of difference*, provides a blueprint on how to manage this diversity and affirms the Government's commitment to multiculturalism.

The policy fosters an inclusive, harmonious and cohesive society – one in which all Queenslanders feel welcomed and valued.

Following the second full year of implementation of the policy, I congratulate all Queensland Government agencies on increasing their responsiveness to the needs of our culturally and linguistically diverse population, and on the particular achievements highlighted in this report.

Once again, Multicultural Affairs Queensland has done an admirable job in coordinating the strengthened implementation of the policy across government.

I recently established the Multicultural Community Ministerial Advisory Committee to support this important work and to advise the Queensland Government on emerging issues for our multicultural community.

It will meet quarterly to advise the Government on strategies to improve community relations and address racism, and on how to improve the delivery of services and programs to our culturally and linguistically diverse community.

With members from all around the state and from a variety of backgrounds – such as community workers, service providers, academics and community leaders – the Ministerial Advisory Committee will provide another effective link between the Government and the community.

It is important that we continue to build on the achievements outlined in this report, and seek new ways for the Government and the community to work together to further our goal of a strong and vibrant Queensland, characterised by harmony, mutual respect and fairness in our community.

**Lindy Nelson-Carr MP**  
**Minister for Multicultural Affairs**

## Foreword

In early 2006, after taking on the role of Parliamentary Secretary to the Minister for the Environment and Multiculturalism, I travelled throughout Queensland to meet with community groups and organisations.

I heard from many people who highlighted particular needs within their region and expressed appreciation for the Government's ongoing commitment to multiculturalism.

While that appreciation was also evident in Multicultural Affairs Queensland's series of feedback forums last year, regional communities also expressed their desire for the Government to continue pushing the implementation of its multicultural policy.

The forums followed the publication of *Multicultural Highlights 2005-06*, which showcased the achievements arising from the Queensland Government's first annual Multicultural Action Plans for its departments.

These plans provide for continuous improvement in departments' commitment to, and implementation of, that policy.

*Multicultural Highlights 2006-07* records the achievements of government departments in implementing their second annual Multicultural Action Plans.

The initiatives described herein clearly demonstrate the increased commitment of Queensland Government departments to *Multicultural Queensland – making a world of difference*.

Most departments have taken further steps to ensure that, in undertaking their core business, they also take into account and respond appropriately to Queensland's increasingly rich cultural and linguistic diversity.

More exciting opportunities for addressing multicultural issues in partnership with the community and other levels of government will arise as departments continue to embed multiculturalism through stronger links between their Multicultural Action Plans and the core business commitments outlined in their Strategic Plans.

I look forward to following the progress as departments tackle the challenges before them.

**Michael Choi MP**  
**Parliamentary Secretary to the Minister for Multicultural Affairs**

## Introduction

### The Queensland Government Multicultural Policy

*Multicultural Queensland – making a world of difference* was launched in January 2005 to manage cultural diversity in the Smart State in a way that delivers social and economic benefits for all Queenslanders. The policy commits the Queensland Government to a whole-of-government effort to promote equal rights, responsibilities, and opportunities for all members of our community, regardless of their cultural, linguistic or religious backgrounds or their gender. *Multicultural Queensland – making a world of difference* aims to deliver increased benefits to Queensland through four core strategies:

- **Community relations and anti-racism:** to further strengthen social cohesion;
- **Supporting communities:** to fund community development, festivals, services, projects and research;
- **Strengthening multiculturalism in the Queensland public sector:** to improve the responsiveness and accessibility of services; and
- **Productive diversity economic strategy:** to secure and promote the economic and cultural benefits of diversity.

### Delivering our commitment

One of the key features of the multicultural policy is the requirement for all Queensland Government departments to participate in an annual process of developing, implementing, evaluating and reporting on a Multicultural Action Plan (MAP). Each department's MAP represents a public commitment to the strategies it will adopt and the actions it will take during the next 12 months to progressively embed multicultural principles and practices into the way it undertakes its core business. Individual departments' MAPs are published on their websites, or they can be accessed through the Multicultural Affairs Queensland (MAQ) website at [www.multicultural.qld.gov.au](http://www.multicultural.qld.gov.au).

MAQ coordinates the MAP process, which provides an opportunity for Government departments to seek input from ethnic communities, service providers and other relevant partners to improve the cultural responsiveness of their policies, programs and services. Most departments have established multicultural action teams to develop and monitor the implementation of their MAPs and the individual initiatives outlined within them. Some departments have included representatives from key ethnic community organisations and advocacy bodies on these teams, or in associated reference groups. This is designed to ensure that stakeholder perspectives are routinely considered in planning and implementing appropriate strategies to address identified community needs.

Departments reviewed and reported on their first MAPs at the end of 2005-06. These MAPs provided an initial framework on which to build, and departments drew on the lessons learned from the first cycle of planning, implementation and evaluation when they revised their MAPs for 2006-07.

Subsequently, departments' key multicultural policy achievements during the first year of MAP implementation were reported by MAQ in *Multicultural Highlights 2005-06*. Its publication was followed in March and April 2007 by a series of feedback forums across the state. MAQ organised these forums to hear the views of community members about the initiatives and achievements featured in the report. Participants also provided ideas about areas for further improvement in implementation of the multicultural policy, both at a local level and statewide. Government departments also participated in these forums, taking the opportunity both to hear directly from local communities about multicultural issues relevant to their core business and to provide information to communities and individuals about their services and programs. Many departments have taken the findings from the forums into account in developing their MAPs for 2007-08.

Participants in the forums advised that *Multicultural Highlights 2005-06* was 'useful' or 'very useful'. In response to feedback, MAQ has sought to include more information in this second report, whilst maintaining the focus on highlights. Detailed information about many of the initiatives outlined in *Multicultural Highlights 2006-07* – and others not included – will be reported by departments themselves in their individual Annual Reports. It is important to note that this report focuses on the

year's highlights, namely significant new or improved initiatives in 2006-07, rather than attempting to capture all commendable multicultural policy initiatives or those that are established as continuing programs.

Readers of *Multicultural Highlights 2006-07* will find that in the second year of the MAP process, Queensland Government departments have moved to embed multicultural principles and practices into their core business activities. Again, however, much work remains to be done, and all departments have acknowledged this in preparing and publishing their most recent MAPs for 2007-08. Based on these MAPs, MAQ looks forward to reporting further improvements in departments' responsiveness to Queensland's rich cultural diversity in twelve months' time.

## Community relations and anti-racism strategy – strengthening the sense of belonging Queenslanders have in their local environment and in the global community

**Multicultural Affairs Queensland (MAQ)** negotiated a partnership with the Queensland Roar Football Club to implement the three-year *Queensland Roars Against Racism* campaign from 1 July 2007. The campaign launch by the Minister for Environment and Multiculturalism in February 2007 was followed in March by the Premier's invitation to South African soccer team SuperSport United to play in the opening match at Suncorp Stadium. The campaign will focus on further strengthening social cohesion in Queensland through a variety of sports-related special events targeted to the whole community, particularly young people.

As part of its continuing *Muslim Engagement Strategy*, **MAQ** also organised a highly successful Abrahamic Faiths Forum at Parliament House. The forum has led to continuing dialogue between leaders of the Christian, Jewish and Muslim faiths in Queensland, and – together with other activities and projects undertaken as part of the strategy – has helped to increase understanding between Muslim and non-Muslim community members.

**MAQ** has also provided funding of \$300,000 over three years to the Centre for Multicultural Pastoral Care, to support the *Confronting Racism in Communities* project. The project is working with communities to document the nature and extent of racism in Queensland, and to provide support, training and resources to combat racism. In response to the first project report, **MAQ** is supporting more anti-racism training, as well as implementing the *Queensland Roars Against Racism* campaign.

Through its *Multicultural Assistance Program*, **MAQ** also provided *Multicultural Assistance Program* grants totalling almost \$0.7 million to support 83 festivals, projects and events. These included major cultural festivals in Townsville, Mt Isa, Ingham, Rockhampton, Woodford and Brisbane, and several smaller festivals and events such as Harmony Day celebrations in Livingstone Shire, the National Interfaith Festival at Maleny, and Global Grooves in the Garden at Mackay. Among these grants was an allocation of \$10,000 to the Centre for Multicultural and Community Development at the University of the Sunshine Coast, to support the *Second International Conference on Racisms in the New World Order*. The conference, held in December 2007, provided an opportunity for Australian and international speakers and delegates to consider the causes of racism and identify possible strategies for combating it.

Under the *Local Area Multicultural Partnerships* program funded by **MAQ**, local government councils and community partners have developed several proactive anti-racism initiatives. For example:

- Brisbane City Council and the University of Queensland's Australian Centre for Peace and Conflict Studies hosted *Out of the Shadows*, a two-day symposium that gave young people an opportunity to speak directly to policy-makers, academics and politicians about their first-hand experiences of racism and intercultural violence in Queensland; and
- Townsville City Council and the Townsville Multicultural Support Group have developed the *Cultural Outreach Schools Program*, which delivers workshops in both primary and secondary schools to promote better understanding and awareness of Townsville's cultural diversity and the issues faced by migrants and refugees who make the city their home.

The **Department of Communities** Greater Brisbane Region held a Round Table Discussion on Multiculturalism, Education and Training in July 2006, to inform the Multiculturalism in Education and Training Regional Proposal for the Ministerial Regional Community Forums. This consultation involved young people from culturally and linguistically diverse backgrounds and representatives from the youth and community sectors, including the Queensland Youth Council, the Youth and Family Support Service, the Department of Education, Training and the Arts, Brisbane City Council, Queensland Health, Centrelink, Brisbane Catholic Education, the Multicultural Development Association and Ministerial Regional Community Forum members. Outcomes of the discussions were presented at the Ministerial Regional Community Forum held in Brisbane in November 2006. The department will follow up with relevant government agencies on strategies to address identified issues.

The **Department of Communities** also held a workshop with Indigenous and Pacific Islander young people as a lead-up to the Sunshine Coast Ministerial Regional Community Forum in May 2007. The

workshop helped these young people prepare for the forum and to engage in government decision-making. It provided training in listening and communication skills and encouraging and valuing the ideas of group members.

Actions to address issues were identified through this process and a response from government was provided at the following Ministerial Forum, held in September 2007. The forum engaged young people using a capacity-building process to help reconcile the cultural differences between the Pacific Islander, Indigenous and mainstream communities. A traditional Samoan ceremony was also held as part of the Forum program. Funding has been allocated through the Department of Communities *Safe Youth Safe Communities* program to address relationship-building across Pacific Islander and Indigenous communities.

During 2006-07, the **Queensland Police Service (QPS)** continued its high level of involvement in a range of activities, in partnership with community organisations and other government agencies, to further strengthen social cohesion and combat racism. Examples include the *QPS/Ethnic Communities Council of Queensland Cup* in May 2007, which has grown from a small initiative several years ago to highly successful event. This year it involved 24 soccer teams representing various ethnic communities and was attended by 4,500 people. The event gained extensive and positive media coverage and attracted a wide range of government (Commonwealth, State and local) and non-government sponsors. The **Anti-Discrimination Commission of Queensland (ADCQ)** donated the runner-up trophy and had information on display throughout the event. A two-day event is planned for 2008, with 32 teams expected to be involved.

In June 2007, the **QPS** also organised the inaugural *QPS Muslim Rugby League Challenge* between the QPS Rugby League team and a selected team from the Islamic Rugby League Tournament, following discussions with the Muslim community about youth issues. About 900 people attended this event, which was designed to improve relations between police and Muslim youth and will now become an annual event. A range of government and non-government sponsors again supported this event, with the **ADCQ** donating the *Fair Play Award*. The **ADCQ** also partnered with the Australian Sports Commission to present 11 sessions on harassment-free sport during 2006-07, and these have led to similar activities with individual sporting associations.

The **Department of Primary Industries and Fisheries (DPIF)** helped promote the value of cultural diversity and strengthen community relations and anti-racism through its participation in key multicultural festivals and community events, including the *2006 Queensland Multicultural Festival*, and the *2007 Public Symposium and Expo on Queensland's Muslims*.

**Legal Aid Queensland (LAQ)** participated in a number of community events designed to strengthen social cohesion, including the 2006 Queensland Multicultural Festival, the Jacaranda Festival, the Caboolture Multicultural Festival, the Muslim Expo, and Elimination of Racism Day (Harmony Day) celebrations. As part of its Harmony Day celebrations, LAQ conducted a Continuing Legal Education session on racial vilification and other aspects of discrimination, and launched its staff multicultural film club, *A Different View*, which operates during lunch breaks and after hours.

The **Department of Public Works (DPW)** introduced *Harmony Day Hero* awards in 2007, as a way for staff to acknowledge their peers' contributions to strengthening multiculturalism. The *Harmony Day Heroes* received certificates and the awards were promoted in an article in DPW's newsletter.

As part of the *Australia on the Map 1606-2006* celebrations, Queensland State Archives (part of **DPW**) organised a display about Dutch immigration to mark the 400th anniversary of the first European contact with Australia. The Dutch Honorary Consul launched the display on Harmony Day in March 2006, and the Archives also hosted a seminar about immigration records on that day. The display was subsequently used by members of the Dutch community at various festivals and celebration days, and was the focus of a Queensland State Archives display at the Multicultural Festival in October 2006. Most recently the display was used in May 2007 by the Queensland Maritime Museum. As a result of interest generated by these displays, the State Archivist and Director of the Queensland State Archives, gave an address at the annual meeting of Queensland Consuls in June 2007. The address dealt with the history and contribution of immigrants to Queensland and was warmly received. Dutch community representatives have also expressed their appreciation of the Queensland State Archives' efforts to highlight the relevance of its collection to researchers from culturally and linguistically diverse backgrounds.

To coincide with the arrival of the replica of the *Duyfken* in Brisbane, the Queensland State Archives also organised a public lecture by distinguished Dutch archivist, Professor Eric Ketelaar, in July 2006. The Archives received a congratulatory letter from the Dutch Honorary Consul and positive feedback from many of the 50 people who attended.

**Queensland Corrective Services (QCS)** opened a new Spiritual Centre at Palen Creek Correctional Centre for use by all recognised faiths. QCS plans to establish more cultural meeting places such as the spiritual centre in all correctional facilities.

**QCS** also incorporated cultural education sessions, focusing on different cultures and customs, into language and literacy classes for prisoners. These sessions have helped to increase cross-cultural awareness and acceptance among both prisoners and education officers.

The **Department of Emergency Services** committed funding of \$15,000 over three years to the Australian South Sea Islander Community Foundation, towards a university scholarship for an Australian South Sea Islander student entering university in 2008.

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

To assist students from non-English-speaking backgrounds, the **Department of Education, Training and the Arts (DETA)** provided a range of education services, including dedicated English as a Second Language (ESL) support, with \$6.7 million allocated for such support in 2006-07. DETA also provided funding of \$86,000 to Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Spiritus Anglican Refugee and Migrant Services to run homework clubs targeting refugee students. These clubs assisted more than 400 students during 2006-07. The funding to QPASTT also covered its development, in collaboration with Community Queensland, of a Refugee Student Support Kit for Education Queensland, to assist teachers and school staff to support refugee students.

A new project implemented by DETA’s TAFE English Language and Literacy Services (TELLS) addresses an identified need by offering English language tuition and access to the Adult Migrant English Program to women from African communities who, due to settlement and family issues, may experience a sense of isolation in the community. The flexible delivery of this program enables African women with young babies up to two years of age, grandmothers and other women to attend TAFE classes in a community setting. A community liaison officer and qualified African child-care workers provide culturally appropriate on-site child care.

Under the TELLs program, DETA has also developed pilot projects to support ESL development and learning pathways for refugee youth who may be at risk of not completing school. A program aimed at addressing the needs of migrant youth has been established at two TAFE campuses in Logan and Mt Gravatt. An additional class will commence in Term 1, 2008. A community liaison officer works with the African youth in these classes and also supports other TELLs initiatives including a bi-lingual tutor program.

DETA’s *Access to Pathways* program provided \$5.25 million through regional District Youth Achievement Plan management committees to increase participation and retention in learning for young people at risk of disengaging from learning, including Pacific Islander and refugee students. Examples of initiatives funded through this program include:

- a bilingual Liaison Officer for Milpera State High School, to develop schooling pathways and community networks to support African refugee students at risk; and
- development by the Moreton Regional Office, in consultation with the community, of a strategy to improve literacy and learning outcomes among Pacific Islander students.

In response to community needs, the *Community Renewal Program* administered by the **Department of Housing** has attracted \$6.823 million in funding so far, and the proportion of partner contributions is increasing each year. Through this program, a Culturally and Linguistically Diverse Hub has been established at Logan, to facilitate development of collaborative services across government and community agencies, and improve the way the two sectors respond to issues encountered by culturally and linguistically diverse households. To complement the delivery of community renewal projects, in-kind and financial contributions were made by a wide range of stakeholders, including Logan Police and Citizens Youth Club, Metropolitan South Institute of TAFE, ACCES Services Inc, the Department of Employment and Industrial Relations, Logan City Council, Queensland Health, Griffith University and representatives from culturally and linguistically diverse communities.

Seven community capacity-building projects targeted to culturally and linguistically diverse communities received funding totalling \$0.56 million through the *Community Renewal Program*. These included:

- the *Pacific Islander Participation* project, which supports Pacific Islander students in Deception Bay State High School to acquire leadership, social and educational skills to engage positively with the school and broader community;
- the two-year *Community Ambassador* program, which builds the capacity of local leaders from eight prominent ethnic groups in the Caboolture and Deception Bay areas, through training and mentoring; and

- the *Harmony School* project, which celebrates Labrador's cultural diversity to help increase cultural awareness, educate young people, and promote tolerance in the wider community.

In addition, the **Department of Housing** provided \$484,000 in Community Renewal funding to the *Life Skills and Training for Multicultural Communities* project. Launched on Australia Day 2007, the project provides training in life skills such as driving and accessing banking facilities to refugees and migrants in the Logan and Inala region.

In 2006-07, the **Department of Housing** undertook statewide consultations with people from culturally and linguistically diverse backgrounds to help develop Community Capacity Building Plans for Community Renewal zones. The consultation identified the priorities for future community capacity building projects. Several of the resulting plans have objectives that relate specifically to promoting greater understanding between different cultural groups, the development of cultural harmony and the expression of cultural vitality.

Funding from the **Residential Tenancies Authority** enabled the Ethnic Communities Council of Queensland (ECCQ) to undertake the first phase of the *Community Partners in Tenancy* project. The project had multiple objectives, including to:

- provide introductory training in tenancy law and the work of Tenant Advice and Advocacy Services (TAASs) to nine people from five new and emerging communities – who have since provided tenant education sessions to 149 new arrivals from African communities;
- train a small pool of accredited tenancy advice workers from culturally and linguistically diverse communities who can be called upon by TAASs as relief staff; and
- increase knowledge of tenancy rights and responsibilities, and of the role of TAASs, among the target communities.

The **Department of Employment and Industrial Relations** continued its delivery of the *Multicultural Employment Strategy*, which committed a total of \$9.8 million between 2004 and 2007 to employment assistance projects developed by community/local government agencies and targeted to people from culturally and linguistically diverse backgrounds. A wide range of organisations across Queensland received funding through the strategy, and 2,973 people from diverse cultural and linguistic backgrounds have received employment assistance.

The **Department of Local Government, Planning, Sport and Recreation (DLGPSR)** developed and released the *Community Partnerships Program* (CPP). The program funds organisations across Queensland to support and encourage healthy eating and physical activity, and includes people from culturally and linguistically diverse backgrounds among its key priority groups. DLGPSR is contributing \$2M per year for three years to the CPP, which is jointly funded by **Queensland Health** and **DETA**. In the first of three proposed funding rounds, the Multicultural Centre for Mental Health and Well-Being and the Multicultural Community Centre both received CPP funding to support and encourage physical activity and healthy eating. The majority of the remaining 113 organisations funded through CPP in 2006-07 target the broader community, including people from diverse cultural and linguistic backgrounds.

Through its Statewide Health and Community Services Branch, **Queensland Health** allocated \$1.4 million to key community organisations to provide services to consumers from culturally and linguistically diverse backgrounds. Funded organisations include:

- Queensland Program of Assistance to Survivors of Torture and Trauma, for case management, clinical services, education/ training, health promotion and referral, and non-clinical counselling to adult and child refugees;
- the Multicultural Centre for Mental Health and Wellbeing (Harmony Place), to provide activity groups, case management, education/ training, health promotion, non-clinical counselling and support groups to people from culturally and linguistically diverse backgrounds who are affected by a mental illness;
- the Townsville Migrant Resource Centre, for education/ training, health promotion and non-clinical counselling to migrants and refugees;
- the Immigrant Women's Support Service, to support advocacy, crisis intervention, clinical services, education/ training, health promotion, referral and support groups for women from non-English speaking backgrounds who have experienced sexual violence; and

- ECCQ, to provide education/ training, health promotion, information, referral and support groups for the HIV/AIDS, Hepatitis C and sexual health program; and also to establish a Chronic Disease Coordinator position to lead the planning and implementation of the *Queensland Chronic Disease Strategy*.

**Queensland Health** also provided \$7.8 million under the *Home and Community Care* program to 19 ethno-specific services, for the delivery of direct home care assistance to clients from culturally and linguistically diverse backgrounds.

Through the *Gambling Community Benefit Fund*, **Queensland Treasury** provided \$384,945 to support the implementation of community projects and purchase of equipment by ethnic community organisations (see Appendix).

Under the \$3.4 million *Multicultural Assistance Program*, **Multicultural Affairs Queensland (MAQ)** provided grants to support the *Local Area Multicultural Partnerships Program* (total funding \$1 million) and the *Multicultural Community Workers Program* (total funding \$1.055 million). The *Multicultural Assistance Program* also supports the multicultural policy's 'Community relations and Anti-racism' strategy, and has contributed significantly to Queensland's reputation as a welcoming, inclusive and harmonious community. For example, it has funded projects that have:

- contributed to leadership development in African communities;
- raised awareness about the needs of refugees;
- enhanced training capabilities in non-government organisations in the multicultural sector, and
- supported research on the needs of skilled migrants and their families.

ECCQ received **MAQ** funding of \$25,000 for a *Multicultural Summit 2007*, which was held in Brisbane in November 2007, and \$30,000 for the establishment of the *Partners in Cultural Competence (PiCC)* training service. PiCC will operate on a self-funded basis once it is functional, which will involve developing contractual relationships with cross-cultural trainers and consultants in order to provide a training and consulting brokerage service. MAQ's support for the development of PiCC will contribute to the *Smart State Cultural Competence Training Strategy* by increasing the supply of cross-cultural training across Queensland.

Under the *Strengthening Non-Government Organisations* program, ECCQ received funding from the **Department of Communities** for a project to complement the *Online Resources* initiative. The project will provide information and management tools to new and existing culturally and linguistically diverse communities to assist them to develop viable and sustainable organisations. Funding of \$16,500 was provided to ECCQ in late 2006-07 to establish the project, and will be followed from 2007-08 with \$82,767 per year until 2010, to support the project's operation.

Also through the *Strengthening Non-Government Organisations* program, **Disability Services Queensland (DSQ)** has purchased cultural awareness training for staff of its funded services across Queensland. The *Workforce Development – Training for the Disability Sector Initiative* commenced in May 2007 and, through 30 training sessions over two years, is designed to:

- develop the skills and knowledge of staff at all levels within the non-government disability sector;
- enhance the capacity of non-government organisations to support clients with specialised and diverse needs;
- enable staff to access greater training opportunities, particularly in rural and remote areas where there may be limited access to training providers; and
- support organisations by enabling access to free training in their local community.

**DSQ** also provided \$125,000 in Multicultural Assistance Grants to non-government disability service providers, for translation of information into languages other than English.

To enhance the responsiveness of funding initiatives to the needs of clients, the **Department of Communities** included access and equity criteria to assess organisations seeking funding under the *Early Years* and *Referral for Active Intervention* initiatives. Funding allocations to non-government organisations have included additional resources to allow for the employment of multicultural and

bi-lingual workers at Early Years Centres, to improve their capacity to work effectively with families from CALD backgrounds.

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

A significant initiative by **Queensland Health** was the allocation of \$1.08 million for the establishment of the Statewide Refugee Health Service, and the commitment of recurrent funding of \$1.2 million to this service from 2008-09. The service will focus on locations such as Brisbane, Logan, Toowoomba, Townsville and Cairns to educate general practitioners and other health professionals on how to assess the complex health issues of newly-arrived refugees, and provide coordinated health services to all newly-arrived refugees and asylum seekers. These services include:

- standard health assessments including public health screening and catch-up vaccination schedules;
- coordination of short-term health management, with additional support for complex cases; and
- a continuum of care within existing services.

One of five cross-government demonstration projects to reduce social isolation among older people was the *Culturally Appropriate Volunteers Services Project*, funded by the **Department of Communities** and auspiced by the Multicultural Development Association in Brisbane. This project aimed to resource, support and expand culturally appropriate volunteer services within participating non-government organisations to address social isolation among older people from culturally and linguistically diverse backgrounds, using a community development framework. The project was completed at the end of February 2007, and an evaluation is expected by the end of March 2008.

In April 2007, the **Department of State Development** launched its *Cultural Diversity Business Development Program*, which was successfully trialled in the Brisbane CBD. The program targets business ‘intenders’ from culturally diverse backgrounds and includes an introductory seminar and workshops on business establishment, marketing and business sustainability. It will be extended to a further five State Development Centres during 2007-08, during which time participant feedback will be sought to inform program improvements and more specific targeting to meet the needs of participants from particular ethnic backgrounds.

The *2006 Celebrating International Education and Training Industry Showcase*, organised by Queensland Education and Training International (part of the **Department of the Premier and Cabinet**), aimed to promote standards of excellence, and inspire best practice and continuous improvement in providing international education and training services. It was the first event of its kind in Australia to recognise, celebrate and benchmark projects that demonstrate quality academic and support services being provided to international students. The Showcase's seven categories attracted more than 50 nominations from individuals and Queensland universities, schools and colleges.

An International Education and Training policy statement was launched by the Premier on 6 October 2006. Abridged versions have been distributed in seven languages other than English, emphasising the Queensland Government’s commitment to multiculturalism in the education industry.

**Queensland Corrective Services (QCS)** commenced implementation of the *Corrective Services Act 2006*, which recognises that all members of society, regardless of their cultural or linguistic background, have certain basic human entitlements and special needs. QCS has implemented a number of initiatives, including the following, to help prevent offenders from experiencing discrimination due to their cultural and/or linguistic backgrounds:

- workshops and promotional materials to inform official visitors and prisoners of significant changes to legislation, programs and services;
- guidelines and a service delivery resource kit with information about interpreter services and key contacts in the department;
- dissemination of multilingual information about the role and function of official visitors;
- an updated official visitor’s handbook to reflect organisational changes that impact on offenders from culturally and linguistically diverse backgrounds; and

- a new Complaints Management System, which provides for the investigation and resolution of offender complaints about alleged disadvantage and discrimination on the basis of cultural or linguistic difference.

To improve knowledge and skills in disaster and emergency management among members of Queensland's Muslim community, the **Department of Emergency Services (DES)** is leading a multi-agency four-year community development project, under Emergency Management Australia's *Inclusive Emergency Management with Culturally and Linguistically Diverse Background Communities Program*.

**DES** also developed a resource kit on African cultures for firefighters, to increase their awareness of issues relevant to African refugees and enable them to deliver culturally appropriate support during emergency situations.

In recognition of the increased arrivals of Sudanese refugees to the Toowoomba and Darling Downs region, the Toowoomba Road Safety team of **Queensland Transport** worked in collaboration with the Sudanese community and key community-based refugee services to develop a Licence Information Program to improve understanding of the Queensland driver's licence system amongst this target group. The program includes an interactive CD-ROM with practical information about the licence system, and featuring a Dinka-speaking Sudanese person.

Over several years all Queensland Government departments have participated in the *Migrant Work Experience Program (MWEPE)*, which has resulted in many positive outcomes for both migrant participants and the participating organisations. Some examples from 2006-07 are highlighted below.

- The **Department of Natural Resources and Water (NRW)** hosted two MWEPE participants, one of whom now has ongoing employment with the department.
- The **Department of Primary Industries and Fisheries (DPI&F)** placed one participant who subsequently gained ongoing employment with the department, joining four other program graduates now working there. Careful selection of mentors and supervisors with a focus on securing long-term employment has produced these positive results. The DPI&F Equity Officer is responsible for facilitating the process of mentoring, job search and support. Mentors work actively with MWEPE participants in job searching during their DPI&F placement.
- The **Department of Main Roads (DMR)** placed three MWEPE participants, one of whom now has a permanent position with DMR, while another has further temporary work.

In addition, several agencies put particular effort into attracting and – equally importantly – retaining a workforce that reflects the cultural and linguistic diversity of the wider community. Examples include the following.

- To assist in creating more job and career opportunities in the Queensland Government for people from culturally and linguistically diverse backgrounds, the **Office of the Public Service Commissioner** developed and implemented an outcome-based Equal Employment Opportunity (EEO) Planning Framework for the public sector.
- **DPI&F** has achieved an EEO Census response rate of more than 90%, which exceeds the whole-of-government target response rate. Equity targets are incorporated into reporting and performance agreements for the Director-General and all members of the Senior Executive Team.
- A successful Graduate Program reflects the wide-ranging effort **DPI&F** puts into promoting the program and attracting students from a range of cultural backgrounds. **DPI&F** has actively participated in a range of Career Expos that recruit for the public sector and/or in science fields, and has also established close relationships with universities and cooperative research centres, with a focus on building relationships with Campus Career Services. In addition, **DPI&F's** links with international universities encourage networking across the world and facilitate promotion of the department's commitment to building and maintaining world class research infrastructure, such as the Ecosciences Precinct at Boggo Road, and to attracting a

diverse and high quality workforce. To ensure it is able to recruit from universities in the longer term, DPI&F also actively participates in 'Science in Schools' programs, to encourage school children to take up science careers.

- The **Anti-Discrimination Commission Queensland** has ensured that its vacant positions are advertised through ethnic community networks, including Australian South Sea Islander networks, and is investigating ways of providing assistance to applicants from culturally and linguistically diverse backgrounds.
- **NRW** revised its recruitment and selection practices, supporting them with relevant training, a new recruitment and selection toolkit, and through management training programs, to reinforce the need for culturally appropriate advertising media and selection processes. Business units are expected to set workforce planning targets for the recruitment of people from culturally and linguistically diverse backgrounds.
- In consultation with key stakeholders, the **Department of Public Works (DPW)** investigated piloting a Migrant /Refugee Work Experience Program specifically to help people with backgrounds in building trades and technical fields transition to similar careers in Australia. DPW plans to trial the program in 2007-08.

Strategies implemented by **Queensland Transport** to recruit people from culturally and linguistically diverse backgrounds included:

- recruitment of nine graduates from culturally and linguistically diverse backgrounds through the *Graduate Recruitment Program* (25% of the total intake);
- recruitment of several trainees from culturally and linguistically diverse backgrounds through the *Skilling Queenslanders for Work* scheme;
- sponsorship of a worker under the employer-sponsored migration program;
- establishment of new links with organisations that assist people from culturally and linguistically diverse backgrounds to find work; and
- a review of recruitment guidelines to address a key criticism from applicants from culturally and linguistically diverse backgrounds, by enabling a more flexible approach to the assessment of applicants' capabilities.

A range of initiatives to attract and retain a more culturally and linguistically diverse workforce were implemented by **Queensland Treasury**, and included:

- revised Recruitment and Selection Guidelines;
- an edition of the bi-monthly *Diversity Discussion* that specifically focused on increasing staff awareness of cultural diversity and multicultural issues;
- six-weekly meetings of an Equity and Diversity Advisory Committee to provide leadership, direction, and a forum for discussions on equity and diversity issues/initiatives within the department;
- revisions to the department's induction program for all new employees to include components on equal employment opportunity and discrimination awareness as part of the Code of Conduct training; and
- inclusion of these components in the Code of Conduct Refresher training, which is mandatory for all staff every two years.

As a result of strategies to improve its workforce data, **Queensland Treasury** exceeded the whole-of-government target response rate for the EEO Census, and found that – with 10.9 per cent of employees from a non-English speaking background – it is well on the way to achieving the whole-of-government target of 13.5 per cent by 2010.

Other attraction and retention initiatives include establishment by **DMR** of a cross-cultural induction program for staff recruited from overseas. Since November 2006, six new staff from non-English-speaking backgrounds, together with their families, have been assisted through this program, which provides individually tailored advice and support for staff recruited from overseas, including:

- pre-arrival information on workplace and Australian customs;
- escort service at the airport and assistance in finding appropriate accommodation;

- cultural transition management program for new employees and their families; and
- ongoing support for the first three months through a cultural transition specialist.

Several other measures implemented by **DMR** are designed to strengthen multiculturalism within the department including:

- establishment of a Multicultural Multilingual Reference Group, comprising staff members from diverse cultural, linguistic and professional backgrounds, with key responsibilities to promote staff awareness of DMR's MAP and the initiatives outlined in it, and provide advice on issues relevant to workplace diversity and on the development and implementation of multicultural policy initiatives that are consistent with DMR's vision and values;
- incorporation into the department's Community Engagement Policy, Standards and Guidelines of components to ensure that staff are better able to address the needs of stakeholders from diverse cultural and linguistic backgrounds; and
- publication of two editions of a DMR *Multicultural Newsletter*, to promote multiculturalism and understanding of cultural diversity among staff. Four editions per year of this newsletter are planned in future.

To improve the availability and sustainability of cultural competency training statewide, **Multicultural Affairs Queensland (MAQ)** developed the *Smart State Cultural Competence Training Strategy*. Implementation commenced in March 2007, and by the end of June had included delivery of two four-day train-the-trainer courses in Brisbane and Cairns; initial discussions towards development of a cross-cultural training focused web portal on the MAQ website; and work on a training provider database. Future components of the strategy include further train-the-trainer courses, development of computer-based cross-cultural training modules, establishment of mentoring and professional support mechanisms for cross-cultural trainers, and publication of a guide to selecting appropriate cross-cultural trainers.

To support the implementation of its MAP, **Disability Services Queensland** has purchased cultural awareness training to enhance the cultural competence of staff who work with people from culturally and linguistically diverse backgrounds. This training will be provided in 2007-08 by the Multicultural Disability Advocacy Association, to improve the quality of disability services and support available to people from diverse cultural backgrounds.

In accordance with the *Queensland Government Language Services Policy*, government agencies use a variety of strategies to ensure equitable access to services, information and entitlements by people who have difficulties communicating in English. These strategies include the purchase of interpreter services, through both the Commonwealth-operated Translating and Interpreting Service (TIS) and private providers. In 2006-07, Queensland Government agencies spent \$1,253,870 on a total of 15,057 interpreting assignments provided by TIS (4152 on-site and 10,905 telephone interpreting jobs). Both the rate and cost of use of TIS by Queensland Government agencies increased significantly during the year: use in the first half of 2007 more than doubled in comparison with the previous six months.

**Queensland Health** remained the biggest user of TIS interpreting services, followed by **Department of Housing**, the **Department of Education, Training and the Arts**, and the **Queensland Police Service (QPS)**. The most commonly requested languages were Vietnamese, Mandarin, Cantonese, Korean, Spanish, Arabic, Persian and Serbian.

Research and consultation by **Queensland Health** on establishing a sustainable and high quality statewide interpreter service continued during 2006-07. The new service arrangement, providing both on-site and telephone interpreting services, was launched in November 2007. Component strategies to support the new service are being developed, and include:

- staffing infrastructure;
- a new Interpreter Service Information System;
- training programs for staff and interpreters, including new fact sheets and guidelines on *Working with Interpreters* for Queensland Health staff, and training in *Interpreting in a Health Context* for interpreters; and
- a Multicultural Clinical Support Resource folder for Queensland Health staff.

In April 2007, **Queensland Health** launched its multicultural health website at <http://www.health.qld.gov.au/multicultural>. The site provides comprehensive information about health services and programs for health workers and consumers from culturally and linguistically diverse backgrounds, information about interpreting and translation services, and extensive links to relevant government agencies, peak bodies, Queensland Health funded non-government organisations, and multicultural health library sites. Consumer health information on a wide range of topics is available via the website in a total of 50 languages other than English.

Noteworthy achievements by **Legal Aid Queensland (LAQ)** during 2006-07 include:

- development and implementation of a LAQ language services policy;
- inclusion of sessions relevant to service provision to clients from non-English-speaking grounds in the agency's internal Continuing Legal Education program;
- a half day Advanced Communication Skills workshop that preceded the annual two-day Legal Advice training, and included segments on cross-cultural communication and effective use of interpreters; and
- in conjunction with training on the use of interpreters, provision of Queensland Interpreter Cards and kits (produced by **MAQ**) to all LAQ offices.

The **Department of Housing** developed guidelines for staff on translating and interpreting services, to improve staff knowledge about engaging interpreters, foster effective communication between staff and people from non-English-speaking backgrounds, and improve access to the department's services by people from culturally and linguistically diverse backgrounds. To monitor the effectiveness of the guidelines, the department has commenced collecting data every six months from the Commonwealth Translating and Interpreting Service on its use of interpreters. The Department of Housing also:

- made multilingual information on its services, including Home Access, Bond Loans and Rental Grants, available in its area offices and client service centres;
- began developing three new fact sheets following a review of multilingual information on its website;
- promoted the availability of multilingual information to staff; and
- provided information on the department and its services available through local community organisations that assist culturally and linguistically diverse people.

**DPI&F** has improved its human resource information system (Skills Cube) to capture information on staff language skills that may be used in situations that do not require an accredited interpreter.

In order to improve access to its services by migrants and refugees, the **ADCQ** expanded the number of community languages in which website information is available to 24, which now includes Dinka, Cook Island/Maori, Swahili, Amharic, Tagalog and Samoan.

**DES** has translated its booklet on *Preparing for Cyclones* into Japanese, Chinese, Korean, Italian and Hmong, to help speakers of these languages understand cyclone warnings and how to make safety precautions. The booklet is available on the DES website.

Through Radio 4EB, **DES** also undertook a multilingual advertising campaign about its services. Services were advertised in Cantonese, Croatian, Greek, Italian, and Mandarin. Development of fact sheets on fire safety, to be translated into several languages, has also been commenced.

Further information about the range of Queensland Government publications available in languages other than English can be found on the MAQ website: [www.multicultural.qld.gov.au](http://www.multicultural.qld.gov.au).

In March and April 2007, **MAQ** organised a statewide series of feedback forums that brought together local departmental representatives, local government, and community groups and individuals. The forums proved valuable in achieving multiple objectives, which included:

- obtaining community feedback on the achievements outlined in *Multicultural Highlights 2005-06*, including suggestions for improved implementation of the multicultural policy;
- strengthening local-level relationships among community groups, MAQ-funded workers, local government and state government departments; and

- sharing information about, and potential strategies to address, current and emerging issues relevant to multicultural development in local areas and statewide, to inform development of MAPs for 2007-08 and strengthen the implementation of the multicultural policy.

Forum participants indicated strong support for the whole-of-government focus of Queensland's multicultural policy, and found the forums useful for sharing information, providing feedback and strengthening relationships.

To improve its knowledge and understanding about broader multicultural issues and their implications for its MAP, **DJAG** participated in the feedback forums organised by **MAQ**, and established links with multicultural community groups and services. For example, **DJAG**:

- worked through the Local Area Multicultural Partnerships (LAMP) Program and with the Multicultural Development Association of Queensland (MDAQ) to improve cultural awareness among staff and access to Justice of the Peace (JP) services among various ethnic groups;
- invited a guest speaker from the Muslim community to address JP staff on cross-cultural issues;
- consulted with the Ethnic Communities Council of Queensland (ECCQ) on the development of the Vulnerable Person Policy; and
- strengthened links with the LAMP Program, MDAQ and the Wide Bay Dispute Resolution Centre to enhance cross-cultural understanding and provide a range of cross-cultural training opportunities to staff and mediators statewide.

**DJAG** also partnered with the Commonwealth Department of Immigration and Citizenship to provide JP(Qual) courses for minority groups, setting aside 50 places on JP training courses for members of these groups. Additional to this agreed allocation, 39 members from the Brisbane and Gold Coast Muslim communities have completed JP courses.

The **QPS** has demonstrated its strong commitment to support for the multicultural policy and for integrating multicultural principles and practices into its core business through its continuing and active involvement in the Inter-Departmental Committee on Multicultural Affairs and its working groups, participation in the cross-cultural train-the-trainer program (a component of **MAQ's** *Smart State Cultural Competence Training Strategy*), and attendance at the statewide feedback forums organised by **MAQ** in early 2007.

To further strengthen its relationships with ethnic communities and support improved community engagement, the **QPS** established several new consultative groups during 2006-07, including the Chinese Community Crime Prevention Consultative Committee and QPS/Muslim Youth Community Consultative Group (both based in Brisbane), the Samoan Community Consultative Group (Deception Bay) and the Multicultural Community Police Consultative Group (Edmonston).

The **Department of Communities** similarly includes representatives from CALD communities in advisory and consultative processes, including the Queensland Seniors Council and the Queensland Youth Council. The cultural and linguistic diversity of representation on the latter has been strengthened with the inclusion of a Muslim representative from the Moreton region. The department is also working to ensure that its Needs-Based Planning and Resource Allocation Framework identifies the needs of culturally and linguistically diverse clients and communities across Queensland, through improvements to core data and the establishment of evidence groups to gather evidence on appropriate responses to high-needs clients.

The former **Department of Tourism, Fair Trading and Wine Industry Development (DTFTWID)** conducted focus group consultations through ECCQ with communities from the Sudan, Afghanistan, Pacific island countries and Korea, as well as people from Spanish-speaking countries. The focus groups were designed to assess knowledge and understanding of DTFTWID's services among these target communities, and to provide them with opportunities to give their opinions on the quality of services and to suggest improvements, including in relation to awareness and access to services. Focus group findings that awareness of DTFTWID's services amongst CALD communities could be enhanced will be used to inform future planning in relevant areas.

During its implementation of the *Multicultural Employment Strategy*, the **Department of Employment and Industrial Relations (DEIR)** engaged key community stakeholders in policy/service development

through the Queensland Multicultural Employment Network, which it co-convened with **MAQ**. Recently DEIR has incorporated multiculturalism into the *Skilling Queenslanders for Work* initiative, which commenced from July 2007.

To contribute to the development of its *Strategic Plan for Multicultural Health 2007-2012*, **Queensland Health** invited community and government stakeholders to a Strategic Planning Forum in March 2007. The Community Health Action Group was also funded to conduct statewide consultations with the multicultural community sector to feed into the planning process and ensure the strategic plan effectively represents community priorities. Health Service District actions have also been incorporated into the strategic plan. The five-year strategic plan builds on Queensland Health's achievements in 2006-07 and is supported by an annual MAP, which provides a blueprint for implementation of the multicultural policy on a year-to-year basis. Following a review of the organisational infrastructure needed to support effective implementation of its MAP, Queensland Health also established three permanent positions within the Statewide Multicultural Health Program in June 2007.

To ensure that initiatives outlined in its MAP are implemented effectively and intended outcomes are achieved, **DJAG** established and formalised governance arrangements that clarify the responsibilities of not only its Multicultural Action Planning Team, but also its Board of Management, Corporate Governance Committee, Assistant Director-General Research and Executive Services, and Directors and Business Unit Managers. These governance arrangements help to demonstrate the department's commitment to ongoing improvement in implementing the multicultural policy.

The **Environmental Protection Agency** renewed its commitment to implementing the multicultural policy by establishing a new Multicultural Action Team with cross-Agency representation, and by developing a strengthened MAP for 2007-08.

**LAQ** has also established and sustained an active Multicultural Action Team (MAT) team to drive implementation of the multicultural policy throughout the agency. The MAT is led by LAQ's Chief Executive Officer, and has had consistent membership from teams within the organisation, demonstrating the agency's commitment to continuous improvement in culturally appropriate service provision. During 2006-07, LAQ conducted a survey of clients from non-English-speaking grounds, the results of which will guide the work and priorities of the MAT in 2007-08.

An officer-level Multicultural Action Team (MAT) Reference Group was established by **DChS**, and comprises representatives from all of the department's branches and zones. The group reports to the MAT and provides operational and strategic advice on activities associated with the development, implementation and evaluation of the department's MAP. Preliminary meetings have included representatives from ECCQ and MAQ. DChS plans to formally invite ECCQ and MAQ to become standing members of the reference group.

To ensure all divisions have input into the development and implementation of its MAP, **Queensland Transport** expanded its multicultural action team to include ten representatives. In 2007-08, the department will also conduct a Senior Managers Forum session on the multicultural policy, and incorporate multicultural key performance indicators into Executive Performance Agreements, to enhance involvement of senior management in the implementation of the MAP.

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

By the end of 2006-07, the **Department of Primary Industries and Fisheries (DPI&F)** trade strategy had contributed to \$10.5 million in exports, up from \$9.9 million in the previous year. Particular efforts this year were put into the *Grow Korea* project, and included the transfer of a DPI&F officer to Seoul for 12 months. This trade position required an in-depth understanding of Korean business and culture. The Trade Team in DPI&F is a culturally and linguistically diverse group and uses its broad range of knowledge and skills to enhance relationships with clients. In addition to utilising the services of the Protocol group in the Department of the Premier and Cabinet, the team has put together a training and support package on communicating for business in Asia to ensure transfer of culturally specific knowledge. As a consequence of these efforts, 28 Queensland companies have joined the *Grow Korea* trade development program, which builds on the successful *Asian Markets for Horticulture* program. Ongoing efforts also were made in biosecurity management to reduce impediments to export trade.

**DPI&F** welcomed 31 in-bound trade missions and undertook 8 out-bound trade missions, as well as participating in 11 trade events. In 2006-07, 343 Queensland enterprises participated in trade development activities, compared with 50 companies in the previous year. To support this DPI&F, developed a range of flyers, brochures and business cards in the Korean, Mandarin, Spanish and Vietnamese languages. Qualified translation services were used to develop this material and check its appropriateness to the department's overseas business clients.

The Invest Queensland (IQ) branch of the **Department of State Development (DSD)** attracted international investment into ten new projects in Queensland by engaging with overseas investors. These projects have resulted in the creation of 648 jobs and contributed \$148 million of capital investment into the Queensland economy, including investment from Switzerland, France and the People's Republic of China.

Overall in 2006-07, the efforts of **DSD** through its *Business and Skilled Migration Program* attracted 704 business and skilled migrants, and led to an estimated capital investment of more than \$440 million and the creation and/or retention of more than 1100 potential jobs. The IQ projects have further supported the growth of the Smart State by attracting skilled migrants whose participation in the Queensland economy has assisted local companies to export and more effectively engage within the international marketplace.

IQ has learned that within Queensland's multicultural context there are key local strengths that can be highlighted to potential investors; for example, language competency in Mandarin, Japanese, German and/or French is now quite common in south-east Queensland. IQ has also begun to monitor local options for education in languages other than English that are offered by schools in Brisbane and Gold Coast, in recognition of Queensland's disadvantage as a headquarters location for international companies whose corporate staff desire full-time educational instruction in languages other than English for their children.

## Queensland Government funding for multicultural and ethno-specific programs and projects\*

### Gambling Community Benefit Fund 2006-07

Organisation Name	Purpose	Funding Amount
Centacare – Cairns	Purchase office equipment and resources	\$21,902
Centacare – Toowoomba Refugee and Migrant Support Centre (TRAMS)	Upgrade premises	\$25,708
Croatian Folkloric Dance Group Brisbane Inc	Costs to run Tamburica instrumental workshops	\$8,133
Domestic and Family Violence Prevention Service – Relationships Australia (Qld)	Refugee and immigrants support equality	\$23,784
Kosciuszko Polish Association of Darra Inc	Upgrade club premises	\$14,960
Queensland Program of Assistance to Survivors of Torture and Trauma Association Inc	Towards relocation costs	\$30,000
Serbian Orthodox Ecclesiastic School Community "Saint Nikolas"	Upgrades to hall	\$19,240
Swahili Choir Group – Sponsored by Sweet Freedom Inc	Purchase musical instruments and sound equipment	\$4,911
Tamil Association (Qld) Inc	Purchase catering equipment	\$10,590
Agola Kapuk Community Association Qld Inc	Purchase office, audiovisual and computer equipment	\$11,312
Metropolitan Association Towards Community Housing Inc (MATCH)	Purchase vehicle	\$30,000
Migrant Education and Cultural Development Association Inc	Purchase computer, printer and software	\$5,086
Sudanese Community Association of Queensland	Purchase office furniture and equipment	\$17,905
Vietnamese Community In Australia - Queensland Chapter	Purchase computer, office, audiovisual equipment and chairs	\$10,704
Anglican Parish of Yeronga	Purchase audiovisual equipment and cabinet	\$2,659
Ethnic Communities Council of Logan Inc	Purchase office equipment and public address system	\$29,014
Multicultural Community Centre Ltd	Purchase vehicle	\$27,393
Swara Mohini Inc	Purchase video camera and audio workstation	\$5,452
Ethio Unite Soccer Group – Sponsored by Ethnic Communities Council of Queensland Inc	Purchase soccer equipment	\$1,719
Free Serbian Orthodox Church - School Congregation	Purchase playground equipment and concertina door	\$16,681
Multilink Community Services Inc	Towards cultural business development project	\$16,180

\* Please note that this list is not exhaustive

Organisation Name	Purpose	Funding Amount
Portuguese Family Center Sports and Recreation Association Inc	Purchase stove	\$7,052
Tuvalu Association of Queensland – Sponsored by Assisting Collaborative Community Employment Support Services Inc	Purchase sound system and material for costumes	\$1,830
Innisfail Jubilee Community Housing Association Inc	Purchase high pressure cleaner	\$449
United Christian Family Church Inc	Purchase musical instruments	\$20,356
Daralata Australian South Sea Islanders Association Inc	Development of South Sea Islander Memorial	\$21,925

**Queensland Government funding for multicultural and ethno-specific programs and projects\***

**Department of Communities**

**Grants provided to community organisations with multicultural development purposes**

<b>Organisation</b>	<b>Service Name</b>	<b>Triennial Funding</b>	<b>Triennial Purpose</b>	<b>One-off Funding</b>	<b>One-off Purpose</b>
Greek Orthodox Community of St George	Greek Welfare Centre	\$76,739	To provide a community centre-based development and support service	0	
Greek Orthodox Community of St George	Greek Community 60 & Better Program	\$30,937	Funded to provide activity groups and information provision	0	
Inala Youth Care Community Inc	Inala Youth and Family Support Service	\$430,616	To provide a support service for young people through the Education system	0	
Inala Youth Care Community Inc	Inala Youth & Family Support Service	\$60,154	To provide an early intervention and family support service	0	
Inala Youth Care Community Inc	Inala Youth and Family Support Service	\$280,989	To provide counselling and support for young people at risk of homelessness	0	
Inala Youth Care Community Inc	Inala Youth & Family Support Service	\$96,107	To help young people develop skills to participate positively in their community	0	
Inala Youth Care Community Inc	Inala Youth Community Care (YACCAN)	\$18,277	To help young people develop skills to participate positively in their community	0	
Migrant Women's Emergency Support Service Inc	Immigrant Women's Support Service	\$378,984	To provide an accommodation and support service for women and children escaping domestic and family violence	\$63,665	To maintain the current level of service delivery to women and children from non-English speaking backgrounds until 30 June 2008
Multilink Community Services Inc	Multilink Community Services	\$78,011	To provide a community centre-based development and support service	0	
Multilink Community Services Inc	Multilink Community Services – Building Links			\$15,000	To assist the organisation to undertake a business case proposal for delivery of multicultural services in Logan City and nearby localities
Vietnamese Community in Australia – Queensland Chapter	Vietnamese Community in Australia – Queensland Chapter	\$78,010	To provide a community centre-based development and support service	0	

\* Please note that this list is not exhaustive.

<b>Organisation</b>	<b>Service Name</b>	<b>Triennial Funding</b>	<b>Triennial Purpose</b>	<b>One-off Funding</b>	<b>One-off Purpose</b>
CO.AS.IT.Italian Australian Welfare Association Inc	CO.AS.IT. Italian Australian Welfare Association	\$78,876	To provide a community centre-based development and support service.	0	
Greek Orthodox Community of St George	Greek Community 60 & Better Program	\$30,937	Funded to provide activity groups and information provision.	0	
Ethnic Communities Council of Queensland	Strengthening Non-Government Organisations Online Resources Project	\$249,301	To provide information and management tools to new and existing culturally and linguistically diverse communities to assist them to develop viable and sustainable organisations.	\$16,500	Project establishment

## Queensland Government funding for multicultural and ethno-specific programs and projects\*

### Disability Services Queensland Multicultural Assistance Grants 2006-07

In all cases, the funding listed in the following table was provided to support the translation of information and resources

Organisation	Service Name	Funding
ARAFMI Queensland Inc	ARAFMI Queensland Inc	\$4,750
Independent Living Centre Association of Qld Inc	LifeTec Queensland	\$4,860
Lifeline Community Care	Lifeline Community Care – Disability Division	\$5,000
The Schizophrenia Fellowship of Queensland Inc	The Schizophrenia Fellowship of Queensland Inc	\$5,000
Mercy Disability Services	Mercy Disability Services	\$4,640
Centacare	Centacare – Charm Support Services	\$5,000
Southern Cross Care (Qld) Inc	Southern Cross Care (Qld) Inc	\$4,125
Brain Injury Association of Queensland Inc	Brain Injury Association of Queensland Inc	\$4,542
Westside Community Services Limited	Westside Community Services Limited	\$1,248
Multicap	Multicap	\$2,092
Kyabra Community Association Inc	Kyabra Community Association Inc	\$4,860
Link in Association Sunshine Coast Inc	Link in Association Sunshine Coast Inc	\$1,200
Connections Inc	Connections Inc – Lifestyle Support Services	\$4,982
ALARA Association Inc	ALARA Association Inc	\$5,000
Community Access & Transition Service Inc	CATS	\$5,000
Focal Extended Inc	Focal Extended Inc	\$5,000
Life Without Barriers Inc	Life Without Barriers Inc	\$5,000
Granite Belt Support Services Inc	Granite Belt Support Services Inc	\$4,904
Mareeba District Flexi-Support Association Inc	Mareeba District Flexi-Support Association Inc	\$3,250
Supported Options in Lifestyle & Access Services Inc	SOLAS	\$5,000
Inclusion Works Inc	Inclusion Works Inc	\$5,000
AMPARO Advocacy Inc	AMPARO Advocacy Inc	\$4,950
Epilepsy Queensland Inc	Epilepsy Queensland Inc	\$5,000

\* Please note that this list is not exhaustive.

## Queensland Government funding for multicultural and ethno-specific programs and projects\*

### Department of Education, Training and the Arts 2006-07

Organisation Name	Purpose	Funding Amount
Queensland State and Private Sector Schools	Refugee support	\$2,000,000
QPASTT and Spiritus (ARMS)	Assistance to survivors of torture and trauma, and for a homework club project targeting refugee students	\$86,000
Milpera State High School	Bi-Lingual Liaison Officer – to develop schooling pathways & community networks to support African refugee students at risk	\$33,460
Moreton Regional Office	Develop a strategy, in consultation with the community, to address concerns of young Pacific Islander students, such as poor learning outcomes, poor literacy	\$28,486
Lifeline Darling Downs & South West Queensland	Building Community Connections-Refugee Students – Program Coordinator supported by African Youth workers will facilitate sessions to support refugee students' social and cultural understandings	\$15,000
Kingston College	After School Support Programs – to provide customised, culturally appropriate programs to address identified gaps	\$15,000
Brisbane Multicultural Arts Centre (BEMAC)	Operational funding for 2006-07	\$211,341
<b>Multicultural Communities Arts Program (jointly funded by Arts Queensland and Multicultural Affairs Queensland)</b>		
Thuringowa City Council	To develop a cross-cultural artist-in-residency project in collaboration with local youth, artists, Indigenous and multicultural groups	\$14,040
Elizabeth Kilby – <i>Island Time Festival</i>	To develop a contemporary program showcasing the art, music and dance of Indigenous and Pacific Island cultures	\$25,125
Linda Jackson	<i>Coral Gardens and Rainforest</i> project – to create a collection of wearable art for public exhibition, in partnership with CALD community groups, using traditional craft techniques	\$50,000
Access Arts	<i>SALAAM – Profiling Islamic Women's Arts and Culture</i> – a workshop and exhibition project in partnership with the Islamic Women's Association Queensland	\$32,880

\* Please note that this list is not exhaustive.

Organisation Name	Purpose	Funding Amount
Contact Inc	<i>Represent</i> – a series of performances to promote respect for cultural diversity and support young people’s place and potential within the community	\$50,000

## Queensland Government funding for multicultural and ethno-specific programs and projects\*

### Department of Employment and Industrial Relations 2006-07

#### Organisations funded through the *Multicultural Employment Strategy* in 2006-07 to provide employment assistance to job-seekers from culturally and linguistically diverse backgrounds

- Brisbane City Council
- Inala Community House
- Centacare Cairns – Migrant Settlement Services
- Townsville Multicultural Support Group
- Australian South Sea Islander United Council Independent Rockhampton and District Inc
- Mackay and District Australian South Sea Islander Association Inc
- Australian-Tongan Youth and Community Association Inc
- Southern Queensland Institute of TAFE
- Maroochy Neighbourhood Centre
- Redcliffe City Council
- Multicultural Development Association Inc
- The Migrant Centre Organisation Inc
- Bridgeworks Personnel Ltd
- Townsville Migrant Resource Centre
- Multicultural Centre for Mental Health and Wellbeing
- Townsville Community Care Centre
- Community Agency for Development Employment and Training Inc
- The Corporation of the Synod of the Diocese of Brisbane
- George Street Neighbourhood Centre
- Leading Australian Foundation Ltd
- Maryborough Neighbourhood Centre
- Multicultural Communities Centre Ltd
- ACCES Services Inc

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\* Please note that this list is not exhaustive.

## Queensland Government funding for multicultural and ethno-specific programs and projects\*

### Queensland Health

#### Organisations and programs funded through the Statewide Health and Community Services Branch

- Queensland Program of Assistance to Survivors of Torture and Trauma, to provide case management, clinical services, education/training, health promotion and referral, and non-clinical counselling to adult and child refugees
- *Harmony Place* – the Multicultural Centre for Mental Health and Wellbeing – to provide activity groups, case management, education/training, health promotion, non-clinical counselling, and support groups to people from culturally and linguistically diverse communities who are affected by a mental illness
- Townsville Migrant Resource Centre, to provide education/training, health promotion and non-clinical counselling to migrants and refugees
- Immigrant Women's Support Service, to provide advocacy, crisis intervention, clinical services, education/training, health promotion, referral and support groups to women from non-English-speaking backgrounds who have experienced sexual violence
- Family Planning Queensland (*Multicultural Women's Health Education Project*), to provide education/training, health promotion and information
- Greek Orthodox Community of Saint George (*Go and Better Program*) to provide education/training, health promotion, information, and activity groups
- Ethnic Communities Council of Queensland, to provide education/training, health promotion, information, referral and support groups for the HIV/AIDS, Hepatitis C and Sexual Health Program; and to establish a Chronic Disease Coordinator position to provide leadership, strategic advice, guidance, planning and implementation of the *Queensland Chronic Disease Strategy*

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\* Please note that this list is not exhaustive.

## Queensland Government funding for multicultural and ethno-specific programs and projects\*

### Multicultural Affairs Queensland Multicultural Assistance Program Year 2007 Grant Recipients

#### Three-year Multicultural Festivals – Year 3 (funding for a period of 3 years)

Name	Amount	Project Title
Good Shepherd Church Multicultural Festival	\$15,000 p.a.	Multicultural Festival – <i>November 2007</i>
Committee Migrant Resource Centre Townsville-Thuringowa	\$20,000 p.a.	Cultural Fest – <i>September 2007</i>
Greek Orthodox Community of St George – Brisbane	\$20,000 p.a.	Paniyiri Greek Festival – <i>July 2007</i>
Australian Italian Festival Association	\$15,000 p.a.	11th Australian Italian Festival – <i>May 2007</i>
Central Queensland University – Division of University Relations	\$15,000 p.a.	Multi Media and Music Workshop – <i>August 2007</i>
Queensland Folk Federation	\$15,000 p.a.	Folklines Multicultural Program – <i>December 2007</i>

#### One-year Multicultural Festivals

Name	Amount	Project Title
A Mazing Food Fest Committee – <i>Sponsor: Lions Club of Dimbulah</i>	\$8,662	A Mazing Food Fest – <i>May 2007</i>
Australian Grupo Latino, Fraser Coast	\$5,000	Fraser Coast Cultural Festival – <i>March 2007</i>
Brisbane City Council - Community Development Services Branch	\$10,000	African Soccer and Cultural Celebration – <i>March 2007</i>
Brisbane Multicultural Arts Centre (BEMAC)	\$8,000	Harvest Festival – <i>September 2007</i>
Brisbane Valley Multicultural Association	\$6,000	Multicultural Festival 2007 – <i>July 2007</i>
Buddha's Light International Association, Qld	\$10,000	Buddha's Birth Day Festival 2007 – <i>May 2007</i>
Cairns and Region Multicultural Association	\$10,000	Tropical Wave Festival – <i>September 2007</i>
Capricorn Coast Multicultural Group – <i>Sponsor: Livingstone Shire Council</i>	\$6,500	Harmony Day Umbrella Festival – <i>March 2007</i>
Emerald Shire Council	\$10,000	Emerald Multicultural Festival 2007 – <i>April 2007</i>
Eritrean Community Association in Qld	\$10,000	Eritrean Community Annual Multicultural Festival – <i>July 2007</i>
Ethnic Communities Council of Logan	\$6,830	Kaleidoscope Children's Festival – 'Spring Fling' – <i>June 2007</i>
Festitalia Association	\$6,500	Festitalia 2007 – <i>June 2007</i>
Festuri – A Multicultural Celebration	\$10,000	Festuri 2007 – A Multicultural Celebration – <i>August 2007</i>
Gladstone Multicultural Association	\$5,000	Gladstone Multicultural Festival 2007 – <i>August 2007</i>
Gold Coast Multicultural Arts Group in Collaboration	\$7,000	Fiestas of Diversity – <i>Events from July to November 2007</i>
Gondwana Multicultural Group – <i>Sponsor: Gin Gin and District Community Alliance</i>	\$8,650	The Didjeridoo Festival – A World Corroboree – <i>July 2007</i>
Interfaith Community Development Association	\$10,000	National Interfaith Festival 2007 – <i>March 2007</i>
Into People	\$9,600	Into Global Rhythms Fest 2007 – <i>May 2007</i>
Ipswich City Council	\$9,800	Link Up! Multicultural Festival 2007 – <i>May 2007</i>
Mackay City Council	\$10,000	Global Grooves in the Gardens 2007 – <i>July 2007</i>

\* Please note that this list is not exhaustive.

Name	Amount	Project Title
Mareeba Multicultural Festival Committee – <i>Sponsor: Mareeba Shire Council</i>	\$10,000	Mareeba Multicultural Festival 2007 – <i>August 2007</i>
Multicultural Association of Caboolture Shire	\$10,000	Caboolture Multicultural Festival 2007 – <i>March 2007</i>
Redcliffe Multicultural Community Association	\$6,590	Redcliffe Harmony Day Multicultural Festival 2007 – <i>March 2007</i>
Roma Town Council	\$5,720	Celebrating Diversity and Harmony in Our Community - Food Festival – <i>December 2007</i>
Rotary Club of Bundaberg Sunrise	\$5,000	Multicultural Food and Wine Festival 2007 – <i>September 2007</i>
Shire of Tara Development Association	\$6,550	Tara Festival of Culture – <i>August 2007</i>
Total Health and Education Foundation	\$10,000	Peace Festival Football Carnival – <i>March 2007</i>
Yag'ubi Festivals Association	\$5,000	Yag'ubi World Music Festival – <i>May 2007</i>
Zillmere Multicultural Festival Association – <i>Sponsor: Brisbane Multicultural Arts Centre</i>	\$10,000	Zillmere Multicultural Festival – <i>May 2007</i>

### Small Festivals / Events

Name	Amount	Project Title
Cairns and District Chinese Association	\$3,000	Chinese New Year Street Festival – Year of the Pig – <i>Event date: 17 February 2007</i>
Carpentaria Shire Council	\$1,700	Carpentaria Shire – Philippine Food and Fashion Festival – <i>February 2007</i>
Chenrezig Buddhist Institute	\$3,000	Tibetan Buddhism Cultural Festival and Chenrezig Institute Open Day – <i>March 2007</i>
Congo Konexion – <i>Sponsor: Multicultural Development Association</i>	\$3,000	Congo Konexion Festival – <i>July 2007</i>
East Brisbane Community Centre	\$3,000	Diversity on Display - Multicultural Art Exhibition – <i>March-April 2007</i>
Fiji Community Association of Queensland	\$1,465	Fiji Day South Pacific Village – <i>September 2007</i>
Hindu Mandir Association of Queensland	\$3,000	Diwali – Festival of Lights – <i>February 2007</i>
Hindu Society of Queensland	\$3,000	Deepawali (Festival of Lights) Celebration – <i>October 2007</i>
Ingleside State School P and C Assn	\$2,000	Tallebudgera Valley Multi-Cultural Festival – <i>November 2007</i>
Italian School Committee	\$3,000	Taste of Italy – <i>October 2007</i>
Kuraby Special School P and C Association	\$3,000	Kuraby Multicultural Festival – <i>July 2007</i>
Mackay and District Australian South Sea Islander Association	\$3,000	Sea Chains - Sailing in Together – <i>August-September 2007</i>
North Ipswich Childcare Centre	\$2,000	Celebrating Multiculturalism – <i>January to August 2007</i>
'Polonia' Polish Association of Queensland	\$3,000	7th Multicultural Polish Spring Festival – <i>September 2007</i>
Queensland Chinese Association of Scientists and Engineers	\$2,700	Chinese Kite Flying Festival – <i>February 2007</i>
Queensland Chinese United Council	\$3,000	Chinese New Year Festival Gala Night – <i>February 2007</i>
Riverview Neighbourhood House Association	\$3,000	A Cohesive Community – Riverview – <i>July 2007</i>
Rockhampton City Council and Unity=Harmony 2007 Committee	\$3,000	Unity = Harmony 2007 – <i>January to March 2007</i>
Sinhala Association of Queensland	\$3,000	Saralanga 2007 – <i>October 2007</i>
Swara Mohini	\$3,000	Understanding Cultural Heritage for Social Harmony – <i>February to November 2007</i>
Tamil Association (Qld)	\$3,000	Festival of Light: Enhancing Local Diversity and Identity – <i>October 2007</i>
The Basque Club of North Queensland – Australia	\$3,000	Jai-Day – The NQ Basque Festival – <i>November 2007</i>
The Korean Society of Queensland	\$3,000	Korean Musical Festival – <i>September 2007</i>

Name	Amount	Project Title
Vietnamese Community in Australia (Qld Chapter)	\$3,000	Full Moon Festival (Children's Festival) – <i>October 2007</i>

#### Major Projects (Community Development / Community Relations)

Name	Amount	Project Title
Assisting Collaborative Community Employment Support Services	\$30,000	African Communities Working Together
Ethnic Communities Council of Queensland	\$29,994	ECCQ Training Unit Establishment Project
Local Government Association of Qld	\$27,500	Impact on Skilled Migration in Rural and Regional Qld Research Project
Multicultural Community Centre	\$16,810	Empowering African and Refugee Youth
Multicultural Development Association	\$30,000	Connected Communities– Strengthening Connections with Refugee Communities from Afghanistan, Iraq and Iran
Radio 4EB – Ethnic Broadcasting Association of Qld	\$30,000	National Ethnic and Multicultural Broadcasters Council Conference – <i>November 2007</i>
St Vincent de Paul Society	\$30,000	VoRTCS – 2007 World Refugee Day Community Event – <i>June 2007</i>

### Minor projects (Community Development / Community Relations)

Name	Amount	Project Title
Al-Nisa' Youth Group	\$6,955	Developing Leadership and Management Expertise
Betar Queensland – <i>Sponsor: Sinai College</i>	\$3,000	Betar Queensland 50 Year Celebrations – <i>March 2007</i>
Bridgeworks Group	\$7,000	Indigenous Cultural Awareness Raising programs to HEAT (CALD) Participants
Bundaberg Sister City Community Committee – <i>Sponsor: Bundaberg City Council</i>	\$4,150	Balinese Mask Dance Workshop – <i>February 2007 (Chinese New Year 2007)</i>
Canossa Services	\$5,300	Canossa Multicultural Week – <i>November 2007</i>
Central Western Queensland Remote Area Planning and Development Board (RAPAD)	\$6,000	Outback Settlers
Griffith University – Multi Faith Centre	\$7,000	Living Under Civil Laws and Religious Laws in Australia: Conflict or Harmony
Kwatamaya Squad – A Chris K Project – <i>Sponsor: Brisbane Multicultural Arts Centre</i>	\$7,000	Kwatamaja Project
MultiLink Community Services	\$6,933	Loving Logan – take 2
Queensland Chinese Forum	\$3,260	QCF Conference: Australian Chinese and Australian Politics – <i>December 2007</i>
Queensland Museum – <i>Sponsor: Milpera State High School</i>	\$7,000	Journey of Understanding – Refugee Education Program
Queensland Police-Citizens Youth Welfare Association, Logan – <i>Sponsor: Queensland Police-Citizens Youth Welfare Association</i>	\$7,000	Active Cultural Communities
Queensland Writers' Centre Association	\$6,880	Migrant Communities Writing Pilot Project
Roma Town Council	\$5,280	Celebrating Diversity and Harmony in Roma
Syrian Arab Association Brisbane Qld	\$5,000	Cultural Connection in Brisbane Libraries
University of Queensland – Boilerhouse Community Service and Research Centre	\$7,000	Increasing educational outcomes for young people from Pacific Island communities – DVD resource program
University of Southern Queensland – Multicultural Centre	\$7,000	Multiculturalism and its benefits for USQ, Education City and the Greater Springfield community