

Multicultural Affairs

Our objective

- Implement, influence and invest in policies, programs and services that support and empower Queenslanders from culturally diverse backgrounds to build community connectedness.

Our strategy

- We work with diverse cultural communities, sector partners and Government agencies to implement policies that support fair and accessible services for all.
- We facilitate and deliver collaborative projects and programs to address systemic barriers to the full inclusion and participation of people from migrant or refugee backgrounds that persist in Queensland, including skill utilisation, attraction to regional areas, representation on Government boards, and equitable access to culturally responsive and inclusive government and service systems; and include people from migrant, refugee or asylum seeker backgrounds in economic and social opportunities.

Our performance indicators

- Increase inter-cultural connections to promote diversity and harmony within communities.
- Increase the proportion of Queensland Government stakeholders satisfied with the advice and support relating to multicultural issues, that supports them to effectively meet their obligations under the *Multicultural Recognition Act 2016*.

Our achievements

- Coordinated whole-of-Government reporting on the implementation of the *Queensland Multicultural Action Plan 2019-20 to 2021-22*, the second action plan under the *Queensland Multicultural Recognition Act 2016*.
- Commenced discussions with the Queensland Community Alliance and other agencies on the election commitment in relation to education on workers' rights to new Queenslanders.
- Supported local governments to strengthen welcome and inclusion in their communities and welcome new arrivals in regional areas through our partnership with Welcoming Cities.
- Strengthened collaboration with Balonne, Bulloo and Paroo shires through the second year of the three-year Regional Partnerships Projects and funded Toowoomba Catholic Care Services in partnership with Toowoomba Chamber of Commerce to facilitate resettlement opportunities into Balonne region.
- Identified and responded to the communication and support needs of vulnerable cohorts from culturally and linguistically diverse backgrounds through COVID-19 including:
 - developing an engagement plan and structure for coordinated engagement with local communities, in collaboration with government and non-government organisations.

- delivering additional funding to community-based organisations under new funding guidelines to support the coordinated engagement plan and structure locally.
 - facilitating community-specific meetings with Queensland’s Chief Health Officer and key senior government personnel.
 - collaborating to provide key information in multiple languages and formats.
 - engaging in focused communication with community organisations and community leaders to better understand and respond to community concerns.
 - facilitating connections to faith and community leaders to ensure continued compliance with current COVID-19 public health directives and COVID safe worship practices.
- Worked actively with the Commonwealth Government to advocate the State of Queensland’s interests and influence policy and program delivery in ensuring sustainable and successful settlement outcomes for migrants and refugees and support for vulnerable people on temporary visas including people seeking asylum, during COVID-19.
 - Worked with key State Government agencies to identify short-term support options for vulnerable people seeking asylum, including people being released from Commonwealth Government immigration detention programs
 - Worked with key state government and non-government partners to facilitate skills utilisation and access to training opportunities for culturally diverse job seekers in South East Queensland and regional areas, and to promote small business support.
 - Convened a cross-government working group and developed a toolkit for agencies to support increased diversity on Queensland Government boards.
 - Developed an interactive online education and engagement tool Search Diversity Queensland, with Geografia, to help promote Queensland’s diversity, and provide everyone the opportunity to explore and appreciate the rich diversity of their community.
 - Continued to implement the Multicultural Affairs Queensland Engagement Strategy facilitating consistent and appropriate engagement with people from culturally and linguistically diverse backgrounds.
 - Announced \$740,000 in funding over three years to boost the number of Interpreters who are certified by the National Accreditation Authority for Translators and Interpreters (NAATI) to support multicultural communities, by helping people who speak in-demand languages with their interpreter training and NAATI certification fees.
 - Continued to provide advice and assistance to government agencies on how to use qualified interpreters and translated information, to improve access to government and government-funded services for people with limited English.
 - Continued to support the Multicultural Queensland Advisory Council (MQAC) to undertake regional consultation in regional Queensland – including on young people’s attitudes towards multiculturalism in September 2020 in Townsville which led to the Queensland Human Rights Commission holding an inaugural Townsville Human Rights Youth Forum on 13 April 2021.
 - Supported MQAC to develop a submission to the Legal Affairs and Safety Committee Inquiry into serious vilification and hate crime to ensure the voices of culturally diverse cohorts are heard on these important matters.
 - Continued to support delivery of a commitment in the Minister’s Charter Letter to continue to work with State and Federal Governments to build strength in diversity and social participation, work with vulnerable communities to address marginalisation and radicalisation that leads to violent extremism.
 - Provided funding of over \$2 million for 139 events and projects under the Celebrating Multicultural Queensland program, with the inclusion of a new youth focussed project category

to assist with breaking down barriers facing young people, especially those experiencing disconnection or marginalisation.

- Provided additional funding to contracted organisations under the Community Action for a Multicultural Society program and to the Queensland African Communities Council to support community engagement on disaster prevention, preparedness, response and recovery.
- Continued the delivery of the Asylum Seeker and Refugee Assistance program to provide financial and material aid, case management and coordination support, including to vulnerable people seeking asylum and people with temporary protection visas.
- Re-designed the \$2.5 million Community Action for a Multicultural Society (CAMS) program and commenced a funding process for providers of the program in 2022-24, focusing on economic and social inclusion outcomes.
- Finalised an approach to public messaging to support diversity and inclusion, through focus groups with non-government representatives and young people.

Performance statement

Service Area: Multicultural Affairs	Notes	2020-21 Target / estimate	2020-21 Actual
Average cost per hour of policy advice and support	1	\$69.00	\$72.00
Number of people attending events funded by Multicultural Affairs	2	700,000	336,085
Notes:			
1. This service standard measures the average cost per hour for the provision of policy advice and support related to multicultural affairs. Costs are based on the number of FTE positions providing multicultural policy advice and support.			
2. The attendance count at funded events is a proxy measure of intercultural connections and of diversity and harmony within communities. Attendance at events is estimated through funding proposals and acquittal reports submitted by organisations funded under the Celebrating Multicultural Queensland grants program. Reduction in attendance is due to the impact of the COVID-19 pandemic.			