



# TAFE Queensland

## Multicultural Action Plan

2022-2023 to 2023-2024

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**MAKE  
GREAT  
HAPPEN**



# Background

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*Our Story, Our Future* is the Queensland Government's commitment to promoting cultural diversity, supporting harmonious state-wide communities, and improving economic prospects for Queensland. The multicultural policy is being implemented through a Multicultural Action Plan.

The policy and action plan are requirements of the Multicultural Recognition Act 2016 (the Act) and represent key provisions of the Act, together with establishing the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.

Section 24 of the Act requires entities with designated actions in the Multicultural Action Plan to report publicly on an annual basis. The following report fulfils this requirement for TAFE Queensland.

TAFE Queensland recognises its role in the development and delivery of the multicultural policy set by the Queensland Government, and acknowledges the importance of a culturally inclusive society that generates social and economic benefits for the wider community.

This Multicultural Action Plan demonstrates TAFE Queensland's commitment to delivering an integrated and sensitive learning environment that meets the unique needs of Queenslanders from various cultural backgrounds.

Moving forward, TAFE Queensland will continue to prioritise multiculturalism and pursue culturally cohesive policy and planning development.

# Multicultural Action Plan



## ■ Priority area: Recruitment and workplace culture

### OUTCOMES

- Queensland gets the most benefit from our diversity and global connections.
- Individuals are supported to participate in the economy.
- Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture.
- Queenslanders celebrate our multicultural identity.
- Connected and resilient communities.
- A respectful and inclusive narrative about diversity.

Action	Progress status	Achievements and outcomes
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	On track	<ul style="list-style-type: none"> <li>• The TAFE Queensland recruitment and selection policy includes an overview statement that states that selection processes must be free from discrimination and bias, and must consider inclusion and diversity at each stage of the recruitment and selection process.</li> <li>• Further, the policy states that all recruitment and selection processes must reflect obligations under the Public Sector Act 2022 relating to equity, diversity, respect and inclusion.</li> <li>• TAFE Queensland offered diversity and inclusive recruitment practice professional development to all managers involved in recruitment and selection processes.</li> </ul>

# Multicultural Action Plan



## ■ Priority area: Culturally responsive services

### OUTCOMES

- Improve knowledge about customers' diversity.
- Culturally capable services and programs.
- A productive, culturally capable and diverse workforce.

Action	Progress status	Achievements and outcomes
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	On track	<ul style="list-style-type: none"> <li>• TAFE Queensland delivery sites continue to host forums with community leaders seeking their feedback on the delivery of the Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE) program.</li> <li>• 'TELLS in Action' newsletters were sent to AMEP and SEE stakeholders every term. The newsletter provides community leaders and community groups with updates on the AMEP and SEE and features good news stories that promote the outcomes of the programs for CALD students.</li> <li>• TAFE Queensland's annual student survey was distributed to all AMEP and SEE students seeking their feedback on the programs provided. Student focus group sessions were held with lower level language students as an alternate to student surveys.</li> <li>• Online Stakeholder Information Sessions were scheduled periodically throughout the year to engage with community members and provide important program updates.</li> </ul>

## Priority area: Culturally responsive services Good New Story Examples

### TELLS in Action

The TELLs in Action newsletter provides a quarterly snapshot of the latest news and updates around the AMEP and SEE programs. It contains many client success stories showcasing the benefits of attendance for CALD students and the tangible outcomes achieved.



Your Latest AMEP & SEE News

# Multicultural Action Plan



## ■ Priority area: Interpreters and communication strategies

### OUTCOMES

- Improved knowledge about customers' diversity.
- Culturally capable services and programs.
- A productive, culturally capable, and diverse workforce.
- Queensland gets the most benefit from our diversity and global connections.
- Individuals are supported to participate in the economy.

Action	Progress status	Achievements and outcomes
<ul style="list-style-type: none"> <li>• For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.</li> </ul>	On track	<ul style="list-style-type: none"> <li>• A total of 708 students required language support over the past twelve months</li> <li>• TAFE Queensland spent \$376,697 on interpreter services across the reporting period</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers.</li> </ul>	On track	<p>TAFE Queensland English Language and Literacy Services has provided front line staff with information on how to best support culturally and linguistically diverse students and community members. This includes:</p> <ul style="list-style-type: none"> <li>• Plain English language scripts for customer service staff including plain English email and SMS templates</li> <li>• Distribution of information regarding access to interpreting services to all TAFE Queensland customer service centres</li> <li>• Translated course information to all TAFE Queensland customer service locations.</li> </ul>
<ul style="list-style-type: none"> <li>• Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people experience difficulties communicating in English, the provision of multilingual information and communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).</li> </ul>	On track	<p>TAFE Queensland English Language and Literacy Services has provided a range of tools for delivery sites to use when engaging with culturally and linguistically diverse communities including:</p> <ul style="list-style-type: none"> <li>• Plain English scripts for staff</li> <li>• Jargon free presentations for use by staff who are promoting the AMEP and SEE to community stakeholders</li> <li>• Translated AMEP and SEE flyers</li> <li>• Distribution of translated brochures about the AMEP and SEE produced by the Department of Home Affairs and the Department of Employment and Workplace Relations</li> <li>• Dedicated page on the TAFE Queensland English Language and Literacy Services intranet with translated and plain English promotional material for use by our AMEP and SEE delivery sites.</li> </ul>

# Multicultural Action Plan

Action	Progress status	Achievements and outcomes
<ul style="list-style-type: none"> <li>For agencies involved in frontline service delivery with complicated concepts and jargon (such as health or legal), hold targeted community information sessions to explain pathways through their systems in simplified English.</li> </ul>	<p>On track</p>	<ul style="list-style-type: none"> <li>TAFE Queensland delivery sites continued to hold pathway information sessions for AMEP and SEE students during the reporting period. Sessions provided students with information on post AMEP and SEE pathways including vocational pathway information. These sessions were supported by AMEP teachers and included vocational teachers from other TAFE Queensland faculties. AMEP teachers supported the session by providing contextualised language support to students.</li> </ul>
<ul style="list-style-type: none"> <li>Develop targeted communication and engagement plans that consider multiple formats and modes of delivery, including use of Plain English and audio-visual resources, and targeted and trusted communication channels utilised by diverse communities.</li> </ul>	<p>On track</p>	<p>TAFE Queensland English Language and Literacy Services has developed and continues to implement a Marketing, Communications and Stakeholder Engagement plan that includes the various modes of engagement to maximise community engagement. For example:</p> <ul style="list-style-type: none"> <li>The AMEP and SEE page on the TAFE Queensland website includes program content in 24 different languages.</li> </ul> <p style="text-align: center;"><b>Apply now   Choose your language</b></p> <p style="text-align: center;"> <a href="#">English</a> <a href="#">မြန်မာစာ</a> <a href="#">عربي</a> <a href="#">中文</a> <a href="#">中文</a> <a href="#">فارسی</a> <a href="#">Français</a> </p> <p style="text-align: center;"> <a href="#">ગુજરાતી</a> <a href="#">हिन्दी</a> <a href="#">日本語</a> <a href="#">한국어</a> <a href="#">ខ្មែរ</a> <a href="#">Portugués</a> <a href="#">زبان</a> <a href="#">සිංහල</a> </p> <p style="text-align: center;"> <a href="#">Somali</a> <a href="#">Español</a> <a href="#">Kiswahili</a> <a href="#">Tagalog</a> <a href="#">தமிழ்</a> <a href="#">ไทย</a> <a href="#">ភាសាខ្មែរ</a> </p> <p style="text-align: center;"><a href="#">Tiếng Việt</a></p> <ul style="list-style-type: none"> <li>TAFE Queensland advertises the AMEP and SEE online through Google AdWords and Facebook that includes translated content, with weblinks and QR codes that redirects potential students back to the TAFE Queensland website</li> <li>Plain English and translated printed material is made available to all delivery sites for use in their promotion of the AMEP and SEE</li> <li>TAFE Queensland has produced a number of videos which features AMEP students who explain the benefits and the outcomes of the AMEP. These videos are used in social media posts to promote the program.</li> </ul>

## Priority area: Interpreters and communication activities

### Good New Story Examples

#### Pathway Guidance

TAFE Queensland held Pathway Guidance Information Sessions at our delivery sites, providing information to students on post AMEP and SEE employment and vocational pathway options. Information sessions were facilitated by various employer groups and vocational teachers from other TAFE Queensland vocational faculties. These sessions provided valuable information for students to be able to make informed decisions regarding their next steps.



# Multicultural Action Plan



## ■ Priority area: Address racism and discrimination, and promote inclusion

### OUTCOMES

- Improved knowledge about customers' diversity.
- Culturally capable services and programs.
- A productive, culturally capable, and diverse workforce.
- Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture.
- Queenslanders celebrate our multicultural identity.
- Connected and resilient communities.
- A respectful and inclusive narrative about diversity.

Action	Progress status	Achievements and outcomes
<ul style="list-style-type: none"> <li>• Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.</li> </ul>	On track	<p>TAFE Queensland requires staff working in the Adult Migrant English Program to undertake mandatory training which provides educators and administration staff with a better understanding of student challenges and their journey, this includes:</p> <ul style="list-style-type: none"> <li>• Torture Informed Practice training developed in partnership with QPASTT</li> <li>• AMEP mandatory induction training which includes a focus on:               <ul style="list-style-type: none"> <li>• Demonstrating authentic respect for culture in all interactions</li> <li>• Awareness of personal values and biases and their impacts</li> <li>• Ensuring integrity and cultural sensitivity in decision making</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Implement evidence based anti-racism initiatives for students, staff and families at schools.</li> </ul>	On track	<p>A number of anti-racial discrimination activities, workshops, and guest speakers have taken place in TAFE Queensland's AMEP and SEE programs in 2023, including:</p> <ul style="list-style-type: none"> <li>• Darling Downs, Aug 2023: five anti-racial discrimination and human rights sessions run in collaboration with QPASTT.</li> <li>• Over 3 days in May 2023, Working Women Queensland spoke to AMEP and SEE students at Grovely and Southbank campuses about racial and gendered discrimination in the workplace, including: definitions and laws relating to discrimination in the workplace; discussion of case studies; contacts for students subjected to discrimination; and the process of supporting students through a complaint. Male students were also provided with relevant referral information.</li> <li>• Gold Coast, Mar 2023: students at the Robina campus participated in a 'Zero Discrimination Day' talk and shared lunch with TAFE Queensland counsellors.</li> </ul>

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		<ul style="list-style-type: none"> <li>Jun 2023: wellbeing workshops were held at the Mount Gravatt and Loganlea campuses (in collaboration with Multicultural Connect Line, QPASTT, Fortify Health Group and Accoras). The seminars were delivered with support from interpreters and covered: how to deal with displacement, trauma, racial discrimination, legal problems, relationship breakdown, and work-related stress.</li> <li>May 2023: TELLS and AMEP Work Ready teachers discussed strategies and resources to support AMEP students experiencing racial discrimination in their work experience placements during a Community of Practice meeting.</li> <li>Refugee Week, National Reconciliation Week, Harmony Day activities, and NAIDOC Week celebrations took place across the majority of campuses around the state, focusing on building cultural awareness and understanding.</li> <li>Gladstone, Jul 2023: A First Nations cultural awareness program took place, run in collaboration with Stronger Communities and the traditional custodians of the land, the Bailai, Gurang, Gooreng and Taribelang Bunda peoples.</li> <li>BRiTA Futures (delivered by Queensland Transcultural Mental Health) runs regularly throughout the year on a number of campuses, including Loganlea, Southbank, and Bracken Ridge. Racial stereotypes and discrimination are covered as part of the program.</li> </ul>
<ul style="list-style-type: none"> <li>Senior Executives provide clear messages affirming the agency's commitment to zero-tolerance to racism and discrimination and encouraging anti-racism initiatives in their agency.</li> </ul>	On track	<ul style="list-style-type: none"> <li>TAFE Queensland Executive provided clear messaging affirming TAFE Queensland's commitment to zero-tolerance to racism and discrimination through state wide all staff email broadcasts including broadcasts for Harmony Week and NAIDOC Week.</li> </ul>
<ul style="list-style-type: none"> <li>Introduce new ways to increase inter-cultural connections, respect and understanding by involving people from culturally and linguistically diverse backgrounds in agency planning, consultation, and decision-making processes.</li> </ul>	On track	<ul style="list-style-type: none"> <li>TAFE Queensland delivery sites continue to host forums with community leaders seeking their feedback on the delivery of the Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE) program.</li> <li>'TELLS in Action' newsletters were sent to AMEP and SEE stakeholders every term. The newsletter provides community leaders and community groups with updates on the AMEP and SEE and features good news stories that promote the outcomes of the programs for CALD students.</li> <li>TAFE Queensland's annual student survey was distributed to all AMEP and SEE students seeking their feedback on the programs provided. Student focus group sessions were held with lower level language students as an alternate to student surveys.</li> <li>Online Stakeholder Information Sessions were scheduled periodically throughout the year to engage with community members and provide important program updates.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity</li> </ul>	On track	<ul style="list-style-type: none"> <li>TAFE Queensland English Language and Literacy Services has published 64 good news stories that focus on outcomes achieved by CALD students participating in the AMEP and SEE programs and TAFE Queensland events that promote inclusion and harmony (e.g. harmony day activities). This has included a number of media releases which were picked up by local media.</li> <li>TAFE Queensland English Language and Literacy Services regularly produces blog posts for inclusion on the TAFE Queensland website which highlight the success stories of AMEP and SEE students- For example: Embracing Opportunities   TAFE Queensland (tafeqld.edu.au)</li> </ul>



# Multicultural Action Plan

Action	Progress status	Achievements and outcomes
<ul style="list-style-type: none"> <li>Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.</li> </ul>	On track	<p>Regular programs and units of competency included in a specific training packages promote anti-racial discrimination awareness on an ongoing basis, such as:</p> <ul style="list-style-type: none"> <li>The unit of competency BSBWOR2503 Work effectively with others (in the Certificate I Workplace Skills) requires students to respond to cultural differences according to legislation, organisation policies, procedures and ethical standards. This unit is completed by a number of SEE students each year, particularly in the Townsville, Cairns, Wide Bay &amp; Sunshine Coast and Mackay regions</li> <li>The majority of AMEP Work Ready classes include a topic on racial discrimination (including what it looks like and strategies for how to deal with any discrimination during their work placements), prior to clients commencing the work experience portion of the Work Ready program</li> <li>Citizenship preparation classes run in Townsville, Bracken Ridge, Loganlea, Woodridge and Booran Park include teaching and learning on Australian values, including information on discrimination.</li> </ul>
<ul style="list-style-type: none"> <li>Develop mechanisms and initiatives that address the impact of racism on individuals and communities, such as through mental health support.</li> </ul>	On track	<ul style="list-style-type: none"> <li>TAFE Queensland provides pathway guidance to all AMEP students. This pathway guidance provides 1:1 support to students to discuss any barriers to their participation or progress in the AMEP. This includes referral support to other agencies such as QPASTT or TAFE Queensland counsellors where necessary.</li> <li>Student counsellor services are available to all TAFE Queensland students. All students are made aware of this service and how it can be accessed during orientation.</li> </ul>

## Priority area: Address racism and discrimination, and promote inclusion

### Good New Story Examples

#### Lord Mayor Refugee Welcome Ceremony

Each year, TAFE Queensland students attend the Brisbane Lord Mayor Refugee Welcome Ceremony.

This event celebrates the contribution that migrants and refugees make to Australian society. As part of this event, they experience a Welcome to Country from the local Aboriginal people, hear inspiring and personal stories from guest speakers, and connect with local services.



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## Priority area: Address racism and discrimination, and promote inclusion Good New Story Examples

### Harmony Week Celebrations

Each year, TAFE Queensland campuses celebrate Harmony Day, an event that celebrates inclusiveness, respect and a sense of belonging for all. This event is attended by a wide range of cohorts, including AMEP & SEE students, TAFE Queensland students, the general public and local stakeholders.

These events also celebrate cultural diversity and inclusivity. They help foster closer connections within local communities, bringing together Australians of all backgrounds and building upon Queensland's multicultural identity.



### Biggest Morning Tea

For a number of years, various TAFE Queensland AMEP and SEE cohorts have worked together in raising funds for the Cancer Council by hosting the Biggest Morning Tea event. This year, students based at our Inala campus raised an amazing \$2400 in support for the Cancer Council.



# Multicultural Action Plan

## Priority area: Address racism and discrimination, and promote inclusion Good New Story Examples

### LUMINOUS Lantern Parade

For many years, TAFE Queensland has been a proud sponsor of the LUMINOUS Lantern Parade event. This annual event, now in its 16th year, features bright lanterns of many designs to welcome new Queenslanders and celebrate the state's rich cultural diversity.

AMEP and SEE students from several TAFE Queensland locations were invited to participate and walk in the parade in 2023. This night provides a wonderful, inclusive atmosphere for the migrants and refugees in attendance, along with the opportunity to build and carry their own lanterns which they can keep as reminders of the event.

TAFE Queensland's active participation in the LUMINOUS Lantern Parade is to make our newly arrived students feel welcome by getting them involved in a significant public event in the heart of Brisbane. Once the parade is complete, students are welcome to attend the World Music concert and continue fostering new connections.





An Australian Government Initiative

*The Adult Migrant English Program (AMEP) is funded by the Australian Government Department of Home Affairs.*

*The Skills for Education and Employment (SEE) program is funded by the Australian Government Department of Employment and Workplace Relations.*

## **TAFE Queensland Multicultural Action Plan**

2022-2023 to 2023-2024

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