

2023-2024

Multicultural Action Plan

Annual Reporting



Background

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.

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■ Key Action 2: Recruitment and workplace culture

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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
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Implement initiatives to raise awareness about and address unconscious bias in recruitment.

Delivered

TAFE Queensland has delivered training opportunities to staff including:

- NeuroLeadership Institute Masterclass: The Neuroscience of bias
- DPC Speaker Series event for International Day for the Elimination of Racial Discrimination
- Headspace 'Be You in Focus' webinar – creating an environment of cultural safety in learning communities.
- 2024 HR Refresher training amended to include: All TAFE Queensland employees are expected to enhance capability to create inclusive and culturally safe work environments
- Benestar recording 'Unconscious Bias, Diversity and Inclusion' and a tip sheet
- Webinar recordings on Developing Cultural Competency (micro-credentials): Cultural Diversity in the Workplace; Cultural Inclusiveness; Cultural Responsiveness.

Advertising in SmartJobs revised to include the statement 'We are committed to building inclusive cultures in the Queensland public sector that respect and promote human rights and diversity'.

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■ Key Action 3: Culturally responsive services

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

OUTCOMES

- Improved 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.	Delivered	<ul style="list-style-type: none">• 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.• '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.• 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 a broad range of different cohorts to capture a broad range of perspectives, including mature age, youth, parents and carers.• TAFE Queensland implemented an initiative in 2024 called 'Student Voice' which empowers students and alumni from across all programs and from all backgrounds to actively participate in decision-making processes. Students' insights and ideas are shared, and real change is enacted.

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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.	Delivered	<ul style="list-style-type: none">• Student Councils were established at the Inala campus, with a student representative from each AMEP and SEE class nominated to participate. Student representatives collect information from peers in class to share and discuss at council meetings, which are held regularly with TAFE Queensland educators.• Online Stakeholder Information Sessions were scheduled periodically throughout the year to engage with community members and provide important program updates.

Priority Area - Culturally responsive services Good New Story Examples

AMEP Connect

The AMEP Connect newsletter provides a dedicated quarterly snapshot of the latest news and program updates around the AMEP. It contains many client success stories showcasing the benefits of attendance for CALD students and the tangible outcomes achieved.



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■ Key Action 5: Interpreters and communication strategies

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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
For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.	Delivered	A total of 2,120 students required language support over the past twelve months. TAFE Queensland spent \$480,256.55 on interpreter services across the reporting period.

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Action	Progress status	Achievements and outcomes
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.	Delivered	<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">• Plain English language scripts for customer service staff including plain English email and SMS templates.• Distribution of information regarding access to interpreting services to all TAFE Queensland customer service centres• Translated course information to all TAFE Queensland customer service locations.
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).	Delivered	<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">• Plain English scripts for staff• Jargon-free presentations for use by staff who are promoting the AMEP and SEE to community stakeholders.• Translated AMEP and SEE flyers.• Distribution of translated brochures about the AMEP and SEE produced by the Department of Home Affairs and the Department of Employment and Workplace Relations• 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.

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Action	Progress status	Achievements and outcomes
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.	Delivered	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.
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.	Delivered	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: <ul style="list-style-type: none">• The AMEP and SEE page on the TAFE Queensland website includes program content in 24 different languages.• 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• Plain English and translated printed material is made available to all delivery sites for use in their promotion of the AMEP and SEE• 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.

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■ Key Action 6: Address racism, discrimination, and promote inclusion

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.

Delivered

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:

- Trauma-Informed Practice training developed in partnership with QPASTT.
- AMEP mandatory induction training which includes a focus on:
 - Demonstrating authentic respect for culture in all interactions
 - Awareness of personal values and biases and their impacts
 - Ensuring integrity and cultural sensitivity in decision making.

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Action	Progress status	Achievements and outcomes
Implement evidence based anti-racism initiatives for students, staff and families at schools.	Delivered	<p>A number of anti-racial discrimination activities, workshops, and guest speakers took place in TAFE Queensland's AMEP and SEE programs in FY 2023-24, including:</p> <ul style="list-style-type: none">• Darling Downs, Aug 2023: five anti-racial discrimination and human rights sessions run in collaboration with QPASTT.• May 2024: Working Women Queensland attended an AMEP Work Ready Community of Practice meeting to share information, strategies and resources to support AMEP students experiencing racial discrimination in their work experience placements. A virtual information session was organised for Working Women Queensland to deliver this information to students in the Work Ready program each term.• Toowoomba, Feb-Mar 2024: Youth students participated in a 7-week program, designed and delivered in collaboration with QPASTT, to support their settlement into Australia, addressing settlement skills such as demonstrating respectful behaviours and respecting other people's cultures and values.• 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.• 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.• Wellness Expos were held at multiple campuses in the Brisbane region, run in collaboration with a range of stakeholders, including QPASTT, Metro South Health, World Wellness Group, and Transcultural Mental Health and supported by interpreters and bicultural workers in 11 different languages. Information was shared on common issues encountered during settlement and how to improve mental and physical health, and students were informed of mental health services available.• 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.

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Action	Progress status	Achievements and outcomes
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.	Delivered	TAFE Queensland Executive provided clear messaging affirming TAFE Queensland's commitment to zero-tolerance to racism and discrimination through statewide all staff email broadcasts including broadcasts for Harmony Week and NAIDOC Week.
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.	Delivered	<ul style="list-style-type: none">• 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.• '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.• 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 a range of different cohorts to capture a broad range of perspectives, including mature age, youth, parents and carers• TAFE Queensland implemented an initiative in 2024 called 'Student Voice' which empowers students and alumni from across all programs and from all backgrounds to actively participate in decision-making processes. Students' insights and ideas are shared, and real change is enacted.• Online Stakeholder Information Sessions were scheduled periodically throughout the year to engage with community members and provide important program updates.

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Action	Progress status	Achievements and outcomes
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	Delivered	<ul style="list-style-type: none"> TAFE Queensland English Language and Literacy Services has published 95 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. TAFE Queensland English Language and Literacy Services regularly produces blog posts for inclusion on the TAFE Queensland website which highlight the success stories of CALD students in the AMEP and SEE programs - For example: <ul style="list-style-type: none"> Filling the Gaps in Language and Career Skills TAFE Queensland (tafeqld.edu.au) Recognising World Refugee Day TAFE Queensland (tafeqld.edu.au)
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.	Delivered	<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"> 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 & Sunshine Coast and Mackay regions. 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. Citizenship preparation classes run in Townsville, Cairns, Bracken Ridge, Loganlea, South Bank, Woodridge and Booran Park include teaching and learning on Australian values, including information on discrimination. A female-specific training program, 'Stronger Women, Stronger Communities', was delivered in Inala, Noosa, Mooloolaba and Hervey Bay in January-April 2024. The program helped vulnerable migrant and refugee women understand their rights, feel confident to seek support, and empowered to find employment.

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Action	Progress status	Achievements and outcomes
Develop mechanisms and initiatives that address the impact of racism on individuals and communities, such as through mental health support.	Delivered	<ul style="list-style-type: none">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.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.Mental Health and Wellbeing Health First Aid training is made available to all TAFE Queensland staff. The training helps staff learn how to identify the signs and symptoms of common and disabling mental health problems.

Priority Area - Address racism, 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.

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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 17th 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 2024. 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.



Loganlea World Refugee Day Fundraiser Market

Held during World Refugee Week, TAFE Queensland AMEP and SEE students based at the Loganlea campus held a special Fundraising Market event, raising money for charities that support refugees. Through fourteen different stalls selling goods and services from clothing, toys, handcrafted goods such as bookmarks through to Henna painting and cooking spices, they were able to raise over \$2000! Students were thrilled to be able to connect with their peers and practice their language skills, all while supporting an initiative that resonated closely with them.



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

2023-2024

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