TAFE Queensland
Multicultural Action Plan
2019-2020 to 2021-2022

Prepared by
TAFE Queensland English
Language and Literacy Services
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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 three-year Multicultural Action Plan spanning 2019-2020 to 2021-2022.

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: Culturally responsive government

**Outcomes:**
- Improve knowledge about customers’ diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

<table>
<thead>
<tr>
<th>Action</th>
<th>Lead</th>
<th>Timeframe</th>
<th>Progress status</th>
<th>Achievements and outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encourage all staff supporting students from refugee backgrounds in the Adult Migrant English Program to undertake the Working Sustainably with Vulnerable Clients training program.</td>
<td>TAFE Queensland</td>
<td>2019-22</td>
<td>On track</td>
<td>- All staff who work in the AMEP undertake the Working Sustainably with Vulnerable Clients as part of their employee induction.</td>
</tr>
</tbody>
</table>
| Commit to increasing all forms of diversity on Queensland Government boards.                                           | All agencies                   | 2019-22   | On track        | - Appointment to the TAFE Queensland board is governed by the TAFE Queensland Act 2013.  
- TAFE Queensland is committed to identifying and promoting representation of people from CALD backgrounds on key TAFE Queensland committees. |
| Develop child and adult immunisation content as part of the Adult Migrant English Program.                           | TAFE Queensland and QH         | 2019-22   | Completed       | - Project completed.  
- Immunisation content commenced roll out into the AMEP during term 3, 2020.  
- Content was modified to include COVID-19 vaccination information  
- TAFE Queensland is working closely with Mater Refugee Health Services and Queensland Health to provide COVID-19 vaccination information sessions and vaccination clinics at TAFE Queensland AMEP delivery sites |
In 2021, TAFE Queensland English Language and Literacy Services (TELLS) partnered with Mater Refugee Health Services and Queensland Health to deliver COVID-19 vaccination information sessions at TAFE Queensland AMEP delivery sites.

The partnership recognises the language and cultural barriers facing migrants and refugees during the COVID-19 pandemic period and aims to strengthen support for CALD communities. On-site interpreters and translated resources were available during the sessions.

This project and resources are an important part of TAFE Queensland’s and Queensland Health’s actions under the Queensland Government’s Multicultural Action Plan, specifically Priority Area 1: Culturally responsive government, which aims to develop child and adult immunisation content as part of the Adult Migrant English Program.

These information sessions were designed to deliver key messages related to immunisation to recently arrived migrants and refugees whose level of English, or cultural beliefs, may present barriers to their participation in the COVID-19 vaccination rollout.
Multicultural Action Plan

Priority area: Inclusive, harmonious and united communities

Outcomes:
- 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

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<tr>
<td>Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.</td>
<td>All agencies</td>
<td>2019-22</td>
<td></td>
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<tr>
<td>Display the Multicultural Queensland Charter in all TAFE Queensland Customer Service Centres.</td>
<td>TAFE Queensland</td>
<td>2019-22</td>
<td>Completed</td>
<td>Multicultural Queensland Charter is displayed in all TAFE Queensland Customer Service Centres</td>
</tr>
<tr>
<td>Embed the Multicultural Queensland Charter into the staff induction material.</td>
<td>TAFE Queensland</td>
<td>2019-22</td>
<td>Completed</td>
<td>The Multicultural Queensland Charter has been embedded in TAFE Queensland Employment Information Guide for new employees.</td>
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<tr>
<td>Celebrate and promote Queensland’s multicultural identity, such as through government publications and communication.</td>
<td>Multiple agencies, including TAFE Queensland</td>
<td>2019-22</td>
<td></td>
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</tr>
<tr>
<td>Widely promote good news stories relating to building a multicultural Queensland in the media and on social media.</td>
<td>TAFE Queensland</td>
<td>2019-22</td>
<td>On track</td>
<td>Migrant and refugees good news stories promoted through media, social media and on the TAFE Queensland website on an ongoing basis.</td>
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<tr>
<td></td>
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<td>During 2020, 119 good news stories were promoted.</td>
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<td></td>
<td></td>
<td></td>
<td>163 Facebook posts were published</td>
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<tr>
<td>Sign up and participate in the Australian Human Rights Commission Racism. It stops with me campaign.</td>
<td>All agencies</td>
<td>2019-22</td>
<td>Yet to commence</td>
<td>Proposal to go before TAFE Queensland Executive in October 2021 outlining TAFE Queensland’s recommended participation in the campaign with specific strategies.</td>
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</table>
## Priority area: Inclusive, harmonious and united communities

### Good New Story Examples

#### Fabrice Merci

Fabrice arrived in Australia in November 2018 after previously spending 15 years in a Chad refugee camp.

On his first day at TAFE Queensland, Fabrice couldn’t speak a word of English.

Since studying in both the AMEP and SEE, Fabrice has started working at Centrelink as a Sango translator and has been accepted into the Bachelor of Law program at James Cook University.

#### Toowoomba Football Students

With assistance from their TAFE Queensland teachers, several AMEP students have joined the local Rockville Rovers Football Club and are settling well into life in Toowoomba.

They have expressed how much AMEP has helped them with their settlement journey.

#### Loganlea Youth Choir

TAFE Queensland educators at Loganlea coordinate a youth choir among interested AMEP students.

At the end of 2020, the youth students sang as part of a choir for the end of year celebrations at Loganlea campus. The choir has noticeably improved student confidence in social and English language areas.

#### Kamiran Ismael

After immigrating from Turkey in 2018, Kamiran found it difficult to complete simple day-to-day tasks with his limited English language skills.

Through his AMEP studies at TAFE Queensland, Kamiran was able to improve his language and literacy skills enough to begin working as an interpreter at a local school and commence a Certificate III in Individual Support (Aged Care).

He has since completed the Certificate III and is enrolled in further Health studies.
## Multicultural Action Plan

### Priority area: Inclusive, harmonious and united communities

**Good New Story Examples**

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<tr>
<th><strong>Swim Logan</strong></th>
<th><img src="image" alt="Swim Logan" /></th>
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<tbody>
<tr>
<td>TAFE Queensland partnered with the Logan City Council 'Swim Logan' program to organise lessons for Loganlea AMEP students.</td>
<td>Despite many having never swum previously, students were able to build confidence in the water and learn essential skills and safety.</td>
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<th><strong>Mother's Groups</strong></th>
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<td>TAFE Queensland launched a range of community and online English classes for migrant and refugee mothers in the Townsville and Logan regions.</td>
<td>In Townsville, TAFE Queensland delivered classes to 26 women at the Townsville Intercultural Centre, which featured baby-changing facilities and designated child-minding rooms.</td>
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<tr>
<td>In the Logan area, 31 women logged on from their homes to participate in online English classes.</td>
<td>The community-minded initiative was embraced by students with open arms.</td>
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<th><strong>Lord Mayor Refugee Welcome Ceremony</strong></th>
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<td>Every year, TAFE Queensland representatives and students attend the Brisbane Lord Mayor Refugee Welcome Ceremony.</td>
<td>The event promotes the benefits of diversity and celebrates Brisbane’s newest refugee residents. TAFE Queensland staff circulate ‘welcome packs’ to event attendees.</td>
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<th><strong>LUMINOUS Lantern Parade</strong></th>
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<td>For years, TAFE Queensland has been a proud sponsor of the LUMINOUS Lantern Parade - an annual event features colourful lanterns to welcome new Queenslanders and celebrate the state’s great cultural diversity.</td>
<td>AMEP and SEE students from several TAFE Queensland campuses were invited to walk in the parade in 2021</td>
</tr>
<tr>
<td>TAFE Queensland’s active participation is to make our newly arrived students feel welcome by getting them involved in a significant public event.</td>
<td></td>
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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 Education, Skills and Employment.

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2019-2020 to 2021-2022

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English Language and Literacy Services

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