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>Completed</td>
<td>• All staff who work in the AMEP undertake the Working Sustainably with Vulnerable Clients as part of their employee induction.</td>
</tr>
<tr>
<td>Commit to increasing all forms of diversity on Queensland Government boards.</td>
<td>All agencies</td>
<td>2019-22</td>
<td>Completed</td>
<td>• 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.</td>
</tr>
<tr>
<td>Develop child and adult immunisation content as part of the Adult Migrant English Program.</td>
<td>TAFE Queensland and QH</td>
<td>2019-22</td>
<td>Completed</td>
<td>• This action is completed. Training content was developed in partnership with Queensland Health and has been rolled out to students undertaking the Adult Migrant English Program.</td>
</tr>
</tbody>
</table>
Multicultural Action Plan

As the Australian Government announced the national COVID-19 vaccine rollout, TAFE Queensland partnered with a network of healthcare organisations to deliver targeted support to culturally and linguistically diverse (CALD) communities.

In recognition of the linguistic and cultural barriers impacting vaccine take-up in CALD communities, combined with systemic barriers impacting access to health services, TAFE Queensland and its partners coordinated five specialised COVID-19 vaccine hubs for its AMEP cohort in September and October 2021.

Vaccination hubs were established at the following locations:

- TAFE Queensland’s Ipswich and Toowoomba campuses, in partnership with Darling Downs and West Moreton Public Health Network
- TAFE Queensland’s Inala and Loganlea campuses, in partnership with Queensland Health, Metro South Health and Mater Refugee Health
- TAFE Queensland’s Bracken Ridge campus, in partnership with Aspen Medical and with information sessions provided by Mater Refugee Health

A total of 1,432 vaccines were administered at these locations throughout the duration of the project.

In February 2022, members of the CALD COVID Health Engagement Project (CCHEP) partnered with TAFE Queensland to deliver six virtual information sessions titled Living with COVID-19 in Queensland. A total of 144 AMEP students from TAFE Queensland’s South Bank and Logan sites accessed the sessions, which were presented in Amharic, Arabic, Dari, English, Swahili and Tigrinya.

In March 2022, the Bracken Ridge vaccination hub reopened to provide access to the COVID-19 booster, which was made available in January 2022.
### 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

<table>
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<tr>
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</thead>
<tbody>
<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>
<td>The Multicultural Queensland Charter is displayed in all TAFE Queensland Customer Service Centres.</td>
</tr>
<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>The Multicultural Queensland Charter has been embedded in the TAFE Queensland Employment Information Guide for new employees.</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></td>
</tr>
<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>
<td></td>
</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>Completed</td>
<td>During the 2021-22 FY: 85 good news stories were promoted through social media, traditional media and on the TAFE Queensland website; and 74 Facebook posts promoting the success of AMEP students were published.</td>
</tr>
<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 2022 outlining TAFE Queensland’s recommended participation in the campaign with specific strategies.</td>
</tr>
</tbody>
</table>
**Multicultural Action Plan**

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

**Good New Story Examples**

**On the Same Wave**
TAFE Queensland’s Inala AMEP class travelled to Southport to participate in Surf Lifesaving Queensland’s On the Same Wave program.

The course aims to support migrants and refugees in the development of beach safety skills.

On the day, students learned about observing the flags, using rescue ropes, and the basics of CPR.

**Biggest Morning Tea**
For a number of years, TAFE Queensland’s AMEP and SEE cohort at Mount Gravatt has raised funds for the Cancer Council by hosting the Biggest Morning Tea.

This year, the group raised an incredible sum: over $4800.

**Townsville Library**
AMEP Youth students in Townsville recently dedicated some time to focus on the value of reading skills and its positive impacts on further study and job opportunities.

Last term, the class visited and joined their local library, where they learned to search the library catalogue, borrow books and laptops, and use the Borrow Box app to access eBooks and audiobooks.

**Grovely Mural**
Former AMEP student and artist Murhaf Obeid returned to work with our current AMEP students to conceptualise and paint a mural at our Grovely campus.

The mural features plants from students’ home countries and Australia, as well as some of the animals who visited the campus grooming clinic.
Priority area: Inclusive, harmonious and united communities

Good New Story Examples

From the Shadows
Over the course of 14 weeks, AMEP students in Cairns designed and created unique wooden lanterns inspired by their cultures and countries of origin.

The pieces were then showcased in an art exhibition—titled ‘From the Shadows’—at the Banggu Minjaany Art Gallery at TAFE Queensland’s Cairns campus.

Youth T-Shirt Project
As part of our AMEP Youth Project, we held a statewide competition to pick the design for the cohort’s t-shirts.

After scoring the win for their design, our Toowoomba students took to the stage to show off their new look!

Lord Mayor Refugee Welcome Ceremony
Every year, TAFE Queensland representatives and students attend the Brisbane Lord Mayor Refugee Welcome Ceremony.

The event promotes the benefits of diversity and celebrates Brisbane’s newest refugee residents. TAFE Queensland staff circulate ‘welcome packs’ to event attendees.

LUMINOUS Lantern Parade
For years, TAFE Queensland has been a proud sponsor of the LUMINOUS Lantern Parade. The annual event features a parade of colourful lanterns to welcome new Queenslanders and celebrate the state’s cultural diversity.

AMEP and SEE students from several TAFE Queensland campuses were invited to walk in the parade in 2022.

TAFE Queensland’s active participation aims to support our newly arrived students and encourage our cohort of migrants and refugees to take part in the community event.
TAFE Queensland Multicultural Action Plan
2019-2020 to 2021-2022

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