

## **34.3 Queensland Multicultural Policy—Queensland Multicultural Action Plan: 2011-14**

The *Queensland Multicultural Action Plan: 2011–14* (QMAP) was developed to implement the *Queensland Multicultural Policy*. Under the QMAP, all **departments** must disclose information on the implementation of the *Queensland Multicultural Policy* and performance against actions and core outcomes (refer to pages 3 to 6 of the QMAP).

To ensure information is reported consistently by departments, the template below must be used for reporting against the core outcomes. All departments must report on the following core outcomes:

<b>Queensland Multicultural Action Plan 2011–14 – Whole of government core outcomes</b>		
<b>Core outcome</b>	<b>Performance indicators</b>	<b>Measure</b>
Improved cultural competence of staff	Number of staff that have participated in cultural competence training annually	31
	Number of staff that have participated in cultural competence training as a percent of the total number of department staff for the year	0.01%
Improved access to interpreters for clients when accessing services	Amount spent annually on interpreters engaged by department and government funded non-government organisations	\$236,551.91
	Number of interpreters engaged annually by the department and government funded non-government organisations	2820
Improved communication and engagement with culturally and linguistically diverse (CALD) communities and/or organisations	Number of key information publications translated into languages other than English, annually	5
	Number of languages in which publications are available	<ul style="list-style-type: none"> <li>• <i>TransLink website: 11 languages</i></li> <li>• <i>Public Transport in South East Queensland (Get on board guide): 11 languages</i></li> <li>• <i>go card flyer: 11 languages</i></li> <li>• <i>New Queensland Driver Licence: 16 languages</i></li> <li>• <i>Road Rules for Fraser Island: 11 languages</i></li> </ul>
	Number of information sessions or workshops held for people from culturally and linguistically diverse backgrounds	5
	Number of culturally and linguistically diverse groups, peak bodies and other stakeholders consulted or engaged annually on the development or implementation of department projects, services, policies and programs	10,500 attendees
Improved recruitment and retention strategies for staff from CALD backgrounds	Number and percentage of staff indicating they are from a non-English speaking background	7.25%
	Number of complaints about racial discrimination within the department	1

In addition to the four key outcome areas, Transport and Main Roads (TMR) has a lead role in 'promoting transport and driver education and licensing programs to people from culturally and linguistically diverse (CALD) communities to enable them to better access jobs and schools and other community facilities and activities'. TMR is committed to providing appropriate access to transport services and driver education and licensing. The following activities are undertaken to contribute towards this commitment:

Program/project/task name	Brief outline	Benefits
MultiLink	Held four times a year by MultiLink in partnership with Queensland Police Service (QPS) and TMR, the forum provides advice to the community on driver licence and registration requirements and processes. On average, 20 community members attend, along with interpreters from various cultures.	The community is made aware of the legal requirements for driver licences and registration. The forum provides clarity for the community members and reduces wait times in Customer Service Centres.
Youth Justice	Youth Justice, QPS and TMR representatives attend a forum to explain the consequences of illegal driving and licensing offences. TMR provides advice on the correct process for licensing and registration. Attendees are directed by Youth Justice to attend these forums.	Assisting in the driver education of young community members with the goal of reducing the road toll and ensuring safer roads in Queensland.
Kaleidoscope Multicultural Festival	Held annually by the Ethnic Council of Logan City Council in partnership with QPS. TMR Multicultural Road Safety officers and Client Service Delivery staff attend the festival and engage the community in the Logan area.	Breaking down the barriers of the varying cultural backgrounds of the Logan community and being able to increase road safety awareness and driver education of the community.
Indigenous Driver Licensing Unit (IDLU)	The IDLU focus is on providing a learner toolkit to Aboriginal communities that can also be used for people with low English literacy.  The Garbutt (Townsville) and Kenny Street (Cairns) Customer Service Centres support the Barrier Reef Institute of TAFE in their low English literacy program for multicultural learner drivers, allowing candidates to undertake the same learner process as the IDLU provides for remote Aboriginal communities.	Access to driver education to people of low English literacy including people from culturally and linguistically diverse (CALD) backgrounds.