



TAFE Queensland

Multicultural Action Plan

2019-2020 to 2021-2022

Prepared by
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**MAKE
GREAT
HAPPEN**



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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 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*

| Action | Lead | Timeframe | Progress status | Achievements and outcomes |
|--|------------------------|-----------|-----------------|--|
| Encourage all staff supporting students from refugee backgrounds in the Adult Migrant English Program to undertake the Working Sustainably with Vulnerable Clients training program. | TAFE Queensland | 2019-22 | On track | <ul style="list-style-type: none"> • All staff who work in the AMEP undertake the Working Sustainably with Vulnerable Clients as part of their employee induction. |
| Commit to increasing all forms of diversity on Queensland Government boards. | All agencies | 2019-22 | On track | <ul style="list-style-type: none"> • Appointment to the TAFE Queensland board is governed by the TAFE Queensland Act 2013. • An amendment to the TAFE Queensland Act was made in October 2019 which requires at least one member of the board who is an Aboriginal person or Torres Strait Islander. • TAFE Queensland is in the process of appointing an Aboriginal and Torres Strait Islander Advisory Group which will provide cultural advice, support and guidance to TAFE Queensland. |
| Develop child and adult immunisation content as part of the Adult Migrant English Program. | TAFE Queensland and QH | 2019-22 | Completed | <ul style="list-style-type: none"> • Project completed. • Immunisation content commenced roll out into the AMEP during term 3, 2020. |

Multicultural Action Plan

Priority area: Culturally responsive government Case Study: Immunisation Project

In 2020, TAFE Queensland English Language and Literacy Services (TELLS) was in partnership with Queensland Health designed and created a suite of resources about immunisation that would be suitable for teachers to use in the delivery of Adult Migrant English Program.

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 resource packages are 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 National Immunisation Program.

The project and resources roll out have commenced in the Adult Migrant English Program at TAFE Queensland during Term 3, 2020.

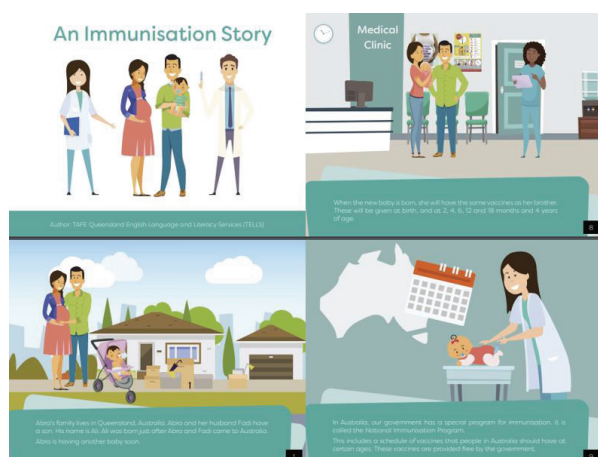


Image: Pages from Adult Reader



Image: Translated Flashcard

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*

| Action | Lead | Timeframe | Progress status | Achievements and outcomes |
|--|--|-----------|-----------------|--|
| Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. | All agencies | 2019-22 | | |
| <ul style="list-style-type: none"> • Display the Multicultural Queensland Charter in all TAFE Queensland Customer Service Centres. | TAFE Queensland | 2019-22 | Completed | <ul style="list-style-type: none"> • Multicultural Queensland Charter is displayed in all TAFE Queensland Customer Service Centres |
| <ul style="list-style-type: none"> • Embed the Multicultural Queensland Charter into the staff induction material. | TAFE Queensland | 2019-22 | Completed | <ul style="list-style-type: none"> • The Multicultural Queensland Charter has been embedded in TAFE Queensland Employment Information Guide for new employees. |
| Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. | Multiple agencies, including TAFE Queensland | 2019-22 | | |
| <ul style="list-style-type: none"> • Widely promote good news stories relating to building a multicultural Queensland in the media and on social media. | TAFE Queensland | 2019-22 | On track | <ul style="list-style-type: none"> • Migrant and refugees good news stories promoted through media, social media and on the TAFE Queensland website on an ongoing basis. • During 2019, 57 good news stories were promoted. • 204 Facebook posts were published |
| Sign up and participate in the Australian Human Rights Commission Racism. <i>It stops with me</i> campaign. | All agencies | 2019-22 | Yet to commence | <ul style="list-style-type: none"> • Proposal to go before TAFE Queensland Executive in October 2020 outlining TAFE Queensland's recommended participation in the campaign with specific strategies. |

Multicultural Action Plan

Priority area: Inclusive, harmonious and united communities

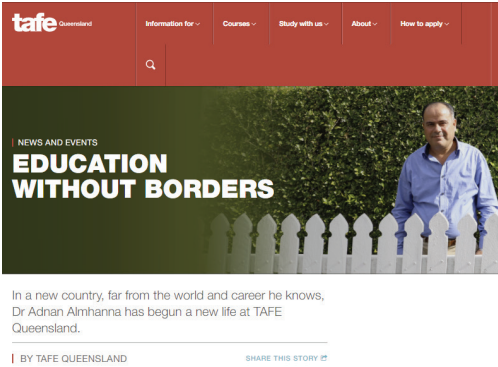
Good New Story Examples

Dr. Adnan Almhanna

The horrors of war stole nearly everything from Dr Adnan Almhanna. When he left Syria to move to Australia he had to leave behind his private practice, his family home, and his life as a respected urologist.

But where many would despair, Adnan has found solace in education. In a new country, far from the world and career he knows, this qualified doctor has begun a new life at TAFE Queensland.

Adnan's story was published on social media and TAFE Queensland blog here.



Celebrate Cultural Diversity

TAFE Queensland acknowledges the many multicultural festivals and celebrations around the world, such as Ramadan and Harmony Day. Students are encouraged to share their customs and traditions as part of their learning.



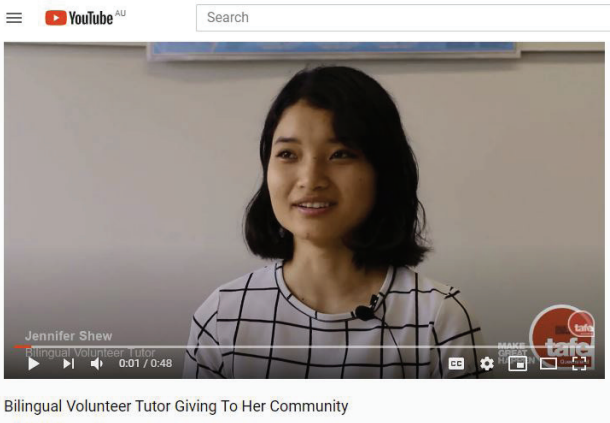
Jennifer Shew, Bi-lingual Volunteer Tutor

TAFE Queensland has been actively recruiting bi-lingual and multi-lingual volunteer tutors to provide cultural and language support to students.

Burmese-born Jennifer Shew could not scroll past the opportunity to become a volunteer tutor when she came across TAFE Queensland's online advertisement.

Jennifer is fluent in both English and Burmese, and as a bi-lingual tutor, she works with her Burmese-speaking students in both languages to bridge the communication gap and enhance their learning experience.

A short clip of Jennifer sharing her volunteering experience was published across social media and can be viewed here.



Multicultural Action Plan

Priority area: Inclusive, harmonious and united communities

Good New Story Examples

Loganlea Choir Performance

A number of AMEP students based at the Loganlea campus are part of a TAFE Queensland choir. The 'We Are Logan' choir performed the Australian National Anthem at the Ekka's inaugural Australian Citizenship Ceremony in 2019. Following this, the group was invited to sing 'I Am Australian' at the Premier's Multicultural Community Reception.



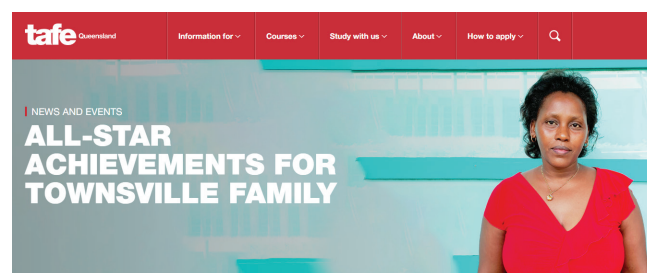
Esther Muganwa

After spending seven years of her life in a Ugandan refugee camp, adjusting to life in Australia was no easy task. To ease the settlement process for herself and her young children, Esther enrolled in the AMEP at TAFE Queensland.

Through the AMEP, Esther found a newfound confidence in her ability to learn. After completing the program, Esther was in search of a pathway to vocational training, and was referred to the SEE program.

Today, she continues to improve her English, build her confidence, and forge pathways at TAFE Queensland.

Esther's story was published on social media and TAFE Queensland blog here.



For Esther Muganwa, standing on the sidelines has never been an option. As a young girl, she fled the war-torn Republic of Zaire (now the Democratic Republic of the Congo), but still faced years of turbulence to come.

BY TAFE QUEENSLAND

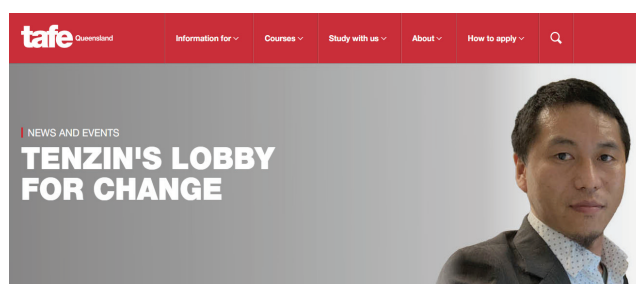
[SHARE THIS STORY](#)

Tenzin Phutsok

Tenzin is a Tibetan refugee and active advocate for refugee rights. Through AMEP Work Ready, he was able to complete his placement at the Anti-Discrimination Commission Queensland.

Tenzin had the opportunity to work with Neroli Holmes, the Deputy Commissioner, and said the placement was incredibly beneficial and rewarding. Following his completion of Work Ready and AMEP, Tenzin has joined the SEE program at TAFE Queensland, and has applied for a place in the Bachelor of Political Sciences at a university in Brisbane.

Tenzin's story was published on social media and TAFE Queensland blog here.



For thousands of new migrants and refugees, the **Adult Migrant English Program (AMEP)** is a chance to change their lives. For Tenzin, it was the chance to find his voice in a new country – and one day, perhaps, to change the lives of future generations.

BY TAFE QUEENSLAND

[SHARE THIS STORY](#)

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Good New Story Examples

Multicultural Campus Mural

TAFE Queensland's latest HeART and Mind Project is a vibrant multicultural mural at our South Bank campus. The colourful display comprises painted copies of original designs by 3 teachers and 25 students from the AMEP.

The 29 tiles painted on the wall showcase the diversity among our students, including a Tibetan mandala, African village scene, Chinese lanterns, henna patterns, traditional Colombian design and more.



Digital Skills - Adobe Photoshop

TAFE Queensland encourages teachers to incorporate cultural diversity in classroom learning.

A group of AMEP and SEE students in Cairns recently learnt to use Adobe Photoshop in their digital and technology course. They successfully applied the Colour Splash effect to highlight significant objects that represent their cultural background in the photos.



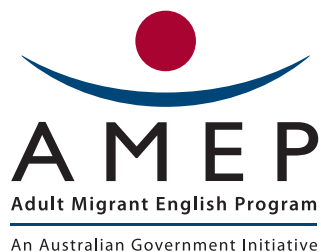
LUMINOUS Lantern Parade

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.

AMEP and SEE students from several TAFE Queensland campuses were invited to participate in lantern-making workshops and walk in the parade each year.

TAFE Queensland's active participation is to make our newly arrived students feel welcome by getting them involved in a significant public event.





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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