

Our Multicultural Island

Tasmania's Multicultural Action Plan 2021–2023





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Introduction

Tasmania is a culturally, religiously and linguistically diverse State, with a long history of migration. It is home to people from many backgrounds who have brought with them their skills, experiences, cultures and traditions. This diversity enriches us all and contributes to our global linkages and our community vibrancy, resilience and adaptability.

On 25 June 2019, the Tasmanian Government released *Our Multicultural Island: Tasmania's Multicultural Policy and Action Plan 2019-2022*. The Policy and Action Plan outlines the Tasmanian Government's commitment to achieve a strong and cohesive state, where every Tasmanian can belong, contribute, achieve and succeed. The Policy, Action Plans and Progress Reports are published on the [Communities Tasmania website](#).

Tasmania's Multicultural Policy establishes a set of principles and values that we want to bring to life in the Tasmanian community. The Policy has been supported by a three-year Action Plan that focuses on three priorities: These are:

- Accessible and affordable services;
- Economic Opportunity; and
- Harmonious, respectful and inclusive island.

The Multicultural Action Plan 2019-22 was drafted prior to the impact of COVID-19 on the Tasmanian Community.

An updated Action Plan for 2021-23 has now been developed which contains a range of new initiatives to facilitate responsive service delivery, economic engagement and social cohesion, so as to ensure that migrants and multicultural communities continue to be supported during the COVID-19 pandemic and recovery period.

The Action Plan identifies a number of specific outcome areas under the National Settlement Framework (NSF), which is a high-level structural blueprint for the three tiers of government; Australian, state and territory and local, to work in partnership to effectively plan and deliver services that support the settlement of migrants including new arrivals in Australia.

The Tasmanian Government plays a key role in supporting the Australian Government's Humanitarian Settlement program through providing a range of complementary services and programs to support individuals and families settling in Tasmania under this program. In September 2021, additional funding has been provided to key organisations to ensure that the Tasmanian Afghan/Hazara community members affected by the crisis in Afghanistan continue to be supported in Tasmania, during this very difficult time.

During 2022 the Tasmanian Government will be consulting on development of a new Multicultural Action Plan to help us build, strengthen and celebrate our rich cultural diversity.

The Government would like to acknowledge the contribution of the Multicultural Consultative Reference Group in developing the updated Action Plan.

1

ACCESSIBLE AND AFFORDABLE SERVICES

Our multicultural communities have access to the services that they need.



Action	Lead Agency Partner Agency	
Language Services		
1.1	<p>Promote the requirements of the Tasmanian Government Communications Policy. Emphasise the need to put all Tasmanians at the centre of our approach to communicating. This means focusing on:</p> <ul style="list-style-type: none"> • using Plain English; and • including alternative formats for people with little or no English skills. 	Department of Premier and Cabinet
1.2	<p>Develop and implement a COVID-19 Communications Plan for culturally and linguistically diverse communities.</p>	Department of Police, Fire and Emergency Management (COVID-19 Public Information Unit)
1.3	<p>Enhance Service Tasmania services for culturally and linguistically diverse clients.</p> <p>Revise and update internal staff processes for provision of interpreter services. This includes:</p> <ul style="list-style-type: none"> • updating the Service Tasmania website to include the National Interpreter Logo, contact information for the Translating and Interpreting Service (TIS) National and Easy English instructions on the 'contact us' page for accessing language services; • promoting language services to culturally linguistically diverse (CALD) Communities via social medial profiles; and • providing physical and digital language service resources/information in key Service Centres. 	Department of Premier and Cabinet
1.4	<p>Develop and promote participation in training modules for selection panels on recruiting for diversity and addressing biases.</p>	Department of Premier and Cabinet
1.5	<p>Use appropriate communication strategies to inform culturally and linguistically diverse (CALD) people in Tasmania about important health information related to COVID-19.</p>	Department of Health
1.6	<p>Provide information to culturally and linguistically diverse (CALD) people in Tasmania about the COVID-19 vaccination program.</p>	Department of Health



Action	Lead Agency Partner Agency	
Language Services		
I.7	Support agencies in their implementation of the revised <i>Multicultural Languages Services Guidelines for Tasmanian Government agencies</i> , so as to promote the effective engagement of interpreters, and ensure Tasmanian Government communications reach migrant and multicultural communities.	Department of Communities Tasmania
I.8	Jointly fund the National Accreditation Authority for Translators and Interpreters (NAATI) to set and maintain high national standards in translating and interpreting.	Department of Communities Tasmania
I.9	Increase the number of NAATI credentialed interpreters in new and emerging languages, through the Interpreter Training Scholarships Program.	Department of Communities Tasmania
I.10	Work through the NAATI Regional Advisory Committee to address regional challenges in interpreting.	Department of Communities Tasmania
I.11	Finalise the revised cultural competency training program and work with Tasmanian Government agencies to increase cross-cultural competencies across the State Service.	Department of Communities Tasmania
I.12	Facilitate access to information on services through the Multicultural Access Point (MAP) website.	Department of Communities Tasmania
I.13	Provide information on agency websites to enable those who require an interpreter to contact to obtain one.	All agencies
I.14	Consider options for staff training on use of interpreters and cross- cultural competence within emergency services.	Department of Police, Fire and Emergency Management



Action	Lead Agency Partner Agency	
Health and Wellbeing		
I.15	Continue to provide free comprehensive assessments through the Refugee and Humanitarian Arrival Clinic to help GPs address on-arrival health needs of refugees.	Department of Health
I.16	Continue to assist acute and primary health services to work with culturally and linguistically diverse patients accessing care.	Department of Health
I.17	Continue to provide strategic advice and system support through Public Health Services to improve access to services and improve the health of culturally and linguistically diverse people in Tasmania, especially those with additional vulnerabilities or who are at risk of poorer health outcomes.	Department of Health
I.18	Provide support to organisations and communities impacted by emerging humanitarian crises.	Department of Communities Tasmania <i>Department of Justice</i>
I.19	Deliver the 'Get Outside' program for culturally and linguistically diverse groups. This innovative program is a collaboration between the Tasmanian Parks and Wildlife Service (PWS) and Wildcare Inc. The program seeks to facilitate nature based experiences for refugees and new migrants to Tasmania. The 'Get Outside with Women's Friendship Group' is an extension of the program, funded by the Tasmania Community Fund to the end of 2022. These are one-day events in the northern region.	Department of Natural Resources and Environment Tasmania
I.20	Promote Ticket to Play, a sports voucher system to boost participation in sport and physical activity for Tasmanians aged five to 17, whose parent or guardian holds a Centrelink Health Care Card or Pensioner Concession Card.	Department of Communities Tasmania
I.21	Provide funding to City of Hobart for a project to work in partnership with the Doone Kennedy Hobart Aquatic Centre and Migrant Resource Centre to offer 25 six-week sessions ranging from water awareness to learn-to-swim to stroke improvement and involvement in aquatic sport over two years.	Department of Communities Tasmania



Action	Lead Agency Partner Agency	
Health and Wellbeing		
1.22	Provide ongoing support community programs, such as Police and Citizens Youth Clubs (PCYCS) to empower young people to reach their potential.	Department of Police, Fire and Emergency Management
1.23	Continue to convene the COVID-19 Migrant Support Network as a communications and information sharing group during the COVID-19 pandemic and recovery period.	Department of Health
1.24	Recognising the continued vulnerability of temporary visa holders, provide emergency relief and assistance.	Department of Communities Tasmania
1.25	Provide financial assistance for families to meet the cost of energy through the Energy Hardship Fund.	Department of Communities Tasmania
1.26	Invest in the NILS Network to support low-income Tasmanians to purchase essential household items.	Department of Communities Tasmania
1.27	Promote and annually update the Tasmanian Government Discounts and Concessions Guide, which provides information on a range of concessions and discounts to support eligible Tasmanians to access essential services.	Department of Communities Tasmania
1.28	Provide a range of concessions to asylum seekers and temporary refugees, including transport.	Department of Communities Tasmania



Action		Lead Agency Partner Agency
Transport		
1.29	Fund the Learner Driver Mentor Program.	Department of State Growth
1.30	Assist migrants to obtain a Tasmanian Driver Licence by continuing to develop educational videos (https://www.transport.tas.gov.au/licensing/learning_to_drive) in a range of languages.	Department of State Growth
1.31	Provide services that run earlier in the morning, later in the evening and on the weekend to provide better transport choices for all passengers.	Department of State Growth
1.32	Ensure consistency of concession types and fare methodology on all public bus services to improve ease of understanding and connectivity.	Department of State Growth
Housing		
1.33	Continue to make available on-arrival properties for refugees. Seek the return of vacant head-leased properties while the Australian international border remains closed, and endeavour to identify a replacement portfolio of similar properties when the international borders re-open.	Department of Communities Tasmania
1.34	Raise awareness of the services of Housing Connect, a one-stop shop for intake assessment and access to housing assistance including emergency and long-term housing.	Department of Communities Tasmania
1.35	Progress implementation of <i>Tasmania's Affordable Housing Strategy 2021–25</i> .	Department of Communities Tasmania
1.36	Develop a new comprehensive Tasmanian Housing Strategy to drive practical actions to deliver more sustainable housing market outcomes across Tasmania for all Tasmanians.	Department Communities Tasmania



Action		Lead Agency Partner Agency
Education		
1.37	Fund dependent children of Skilled Regional (Provisional) (subclass 489/491) visa holders so that they can be supported in their acquisition of English.	Department of Education
1.38	Continue to provide per capita grants under the Community Languages School Program (Prep to Year 12). DoE will continue to explore ways to engage with ethnic schools who do not access the current grants process.	Department of Education
1.39	Support migrant students with their learning in senior High School years, and with transition into Years 11 and 12, and vocational education.	Department of Communities Tasmania
1.40	Support skilled migrants to gain meaningful employment through onsite assessment (arising from a recommendation of the <i>Energising Tasmania Stage 1 Workforce Development Plan</i>).	Department of State Growth
1.41	Offer a range of programs through TasTAFE to develop English language skills, including courses for students with no English language, more advanced students, and skills for education and work.	TasTAFE
1.42	Fund and support innovative projects that address barriers for humanitarian entrants in education and training, through the Skills Tasmania Training and Work Pathways Program.	Department of State Growth
1.43	Work with industries and employers to establish practical initiatives to assist humanitarian entrants to overcome barriers to employment, including coaching and mentoring support.	Department of State Growth
1.44	Provide State Government subsidised training for Tasmanian residents who hold temporary humanitarian visas.	Department of State Growth



Action	Lead Agency Partner Agency	
Education		
I.45	Support initiatives designed to enhance student experience and develop connections with the local community.	Department of State Growth
I.46	<p>Foster opportunities for outbound mobility and international engagement for Tasmanian students and teachers.</p> <p>Whilst international travel restrictions remain, DoE will continue to focus on creating online opportunities for Tasmanian students and teachers to engage with international audiences with a particular focus on developing intercultural understanding.</p> <p>These programs will encourage students to make connections between their own worlds and the worlds of others, and reflect on their bias, values and beliefs in order to promote greater social cohesion and combat racism both locally and globally.</p>	Government Education and Training International (GETI) <i>Department of Education</i>
I.47	Implement the new English as an Additional Language (EAL) Support Model that provide needs-based support to assist EAL Students to increase their English language proficiency skills.	Department of Education
I.48	Increase training program delivery to skill people to work in the growing aged care and disability support sectors.	Department of State Growth
I.49	Proactively engage with the Multicultural Consultative Reference Group on how to facilitate economic opportunities for people from culturally and linguistically diverse backgrounds.	All agencies

2

ECONOMIC OPPORTUNITY

Our multicultural communities have training, opportunities and support to participate in Tasmania's economy.



Action	Lead Agency Partner Agency	
Employment		
2.1	Support workforce participation of people with cultural and linguistically diverse backgrounds and reduce barriers to employment by developing appropriate training, resources and other tools to promote more inclusive practices.	Department of Premier and Cabinet
2.2	Support the Migrant Resource Centres in the South and North to build and extend their existing migrant and multicultural employment job readiness programs.	Department of Communities Tasmania
2.3	Through the Office of Tasmanian Assessment, Standards and Certification (TASC), work nationally and at a state level to improve the Australian system for the recognition of overseas qualifications.	Department of Education
2.4	Promote the Public Sector Recruitment Skills course.	Department of Premier and Cabinet
2.5	Deliver the Tasmanian Employer of Choice Awards, which recognise Tasmania's best practitioners in creating a work culture that values diversity and attracts, retains and develops a diverse workforce.	Department of State Growth
2.6	Promote State Service graduate programs to people from culturally and linguistically diverse backgrounds.	Department of State Growth
2.7	Target work placement and work experience opportunities towards people from culturally and linguistically diverse backgrounds, in conjunction with other agencies and appropriate representatives.	Department of Premier and Cabinet

for the recognition of overseas qualifications.



Action	Lead Agency Partner Agency	
Employment		
2.9	Support initiatives that enhance international student employability.	Department of State Growth
2.10	Work with employers, as well temporary and permanent refugees, to meet labour shortages in growth areas of the Tasmanian economy.	Department of Communities Tasmania
2.11	Support initiatives to increase employment for people from culturally and linguistically diverse backgrounds through increasing work experience opportunities.	Department of Communities Tasmania
2.12	Support the Migrant Resource Centres to build and extend migrant and multicultural job-readiness programs.	Department of State Growth
2.13	Increase internships and work experience for culturally and linguistically diverse Tasmanians.	Department of State Growth
2.14	Establish four new job hubs in regional communities.	Department of State Growth
2.15	Continue to partnership between Jobs Tasmania and Migrant Resource Centres in South and North.	Department of State Growth



Action	Lead Agency Partner Agency
Entrepreneurial Opportunities	
2.16	Through the Business Enterprise Centres (BECs), increase small business support and mentoring to support migrants to establish and grow their own small business.
	Department of State Growth
2.17	Provide no-interest micro-business loans to migrants on low incomes to start or grow their business.
	Department of State Growth
2.18	Work with the Australian Government to attract successful business investors to establish new or develop existing business in Tasmania through the Tasmania State Nomination Migration Program.
	Department of State Growth
2.19	Support social and individual enterprises for migrant and multicultural communities.
	Department of Communities Tasmania <i>Department of State Growth</i>
2.20	Proactively engage with the Multicultural Consultative Reference Group on how to facilitate economic opportunities for people from culturally and linguistically diverse backgrounds.
	All agencies

3

HARMONIOUS, INCLUSIVE AND RESPECTFUL ISLAND

Our multicultural communities live in a state that is safe, harmonious, inclusive and respectful.



Action		Lead Agency Partner Agency
3.1	Support the Multicultural Council of Tasmania (MCOT) to promote a culturally and linguistically diverse and harmonious Tasmania that is just, fair and inclusive.	Department of Communities Tasmania
3.2	Support Harmony Week and a range of Multicultural Festivals and Events that celebrate Tasmania's diversity.	Department of Communities Tasmania
3.3	Support development of a new Multicultural Hub in the North of the State, as a community space for events and gatherings for newly arrived and established migrant communities.	Department of Communities Tasmania
3.4	Facilitate access to accessible and affordable meeting spaces for multicultural communities.	Department of Communities Tasmania
3.5	Finalise and distribute the updated the Community Use of Facilities Policy to maximise opportunities for use of Department of Education facilities by community groups. Encourage the use of Department facilities by the community whilst ensuring community activities do not encroach on school activities.	Department of Education
3.6	Work with the Australian Government to facilitate migration opportunities for Tasmania.	Department of State Growth
3.7	Encourage and facilitate overseas and interstate migration to Tasmania and encourage Tasmanians living elsewhere to resettle in Tasmania.	Department of State Growth
3.8	Build and promote Tasmania's liveability and foster a culture which is vibrant, inclusive, respectful and supportive.	Department of State Growth <i>Department of Communities Tasmania</i>



Action		Lead Agency Partner Agency
3.9	Ensure family and skilled migrants are provided with information and support on arrival in Tasmania.	Department of State Growth
3.10	Support Tasmanian businesses to attract and retain skilled migrants to fill skill shortages through Tasmania's Skilled Migration State Nomination Program, which provides an avenue for skilled migrants to be nominated by the State to apply for an Australian visa.	Department of State Growth
3.11	Implement the Tasmanian Global Education Strategy to grow Tasmania's international education sector and attract interstate and international students to Tasmania.	Department of State Growth <i>Department of Education</i>
3.12	Promote the Tasmanian Showcase to provide a virtual door to Tasmania and direct people to opportunities across trade, tourism, workforce attraction, investment attraction, and liveability. Funding of \$200,000 per annum from 2020-21 has been provided to support content creation and campaigns, as well as delivering ongoing phases of the Tasmanian Showcase to ensure Tasmania is well positioned post COVID-19 to support our economic and social recovery from the pandemic.	Brand Tasmania <i>Department of Premier and Cabinet</i>
3.13	Ensure that the Tasmanian brand is collectively owned and promoted by government, business and the community is a key objective of the new Authority. This will involve ongoing engagement with everyone in the Tasmania community, including our diverse multicultural community, so that we can all use our brand to enhance the attractiveness of Tasmania as a place in which to live, work, study, visit, invest or trade.	Brand Tasmania <i>Department of Premier and Cabinet</i>
3.14	Work in partnership at the inter-governmental level to plan and deliver services that support the settlement of migrants and new arrivals in Australia, under the National Settlement Framework.	Department of Communities Tasmania
3.15	Explore outreach clinics with the Tasmanian Refugee Legal Service, Culturally Diverse Alliance of Tasmania and African Communities Council of Tasmania to increase awareness of discrimination law and encourage members of the public to exercise their rights under the <i>Anti-Discrimination Act 1998</i> .	Equal Opportunity Tasmania

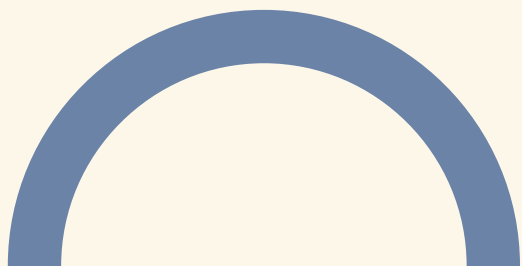


Action		Lead Agency Partner Agency
3.16	Provide training and deliver workplace and community education to promote non-discriminatory practices and increase awareness of rights and responsibilities under discrimination law and help people understand and exercise those rights.	Equal Opportunity Tasmania
3.17	Promote the availability of other language versions of Equal Opportunity Tasmania website to enable non-English speakers to access information about discrimination law and complaints processes in their language of choice.	Equal Opportunity Tasmania
3.18	Work across government agencies and with key non-government organisations, including with Tasmania Police, the University of Tasmania, local councils and the business sector, to increase awareness of the availability of making discrimination complaints and reports as an avenue for countering racism and other offensive behaviour.	Equal Opportunity Tasmania
3.19	Work with the Commonwealth to examine models for a National Anti-Racism Framework and areas for intergovernmental cooperation and collaboration.	Department of Communities Tasmania
3.20	Through the role of Training, Education and Development Officer have a designated focus on community engagement to build networks, connections and collaborations with Tasmania's multicultural communities.	Equal Opportunity Tasmania
3.21	<p>Support Tasmanians to be safe and secure in their own homes and communities through the new <i>Safe Homes, Safe Homes, Families, Communities: Tasmania's action plan for family and sexual violence 2019 – 2022</i> (Safe Homes, Families, Communities).</p> <p>The Tasmanian Government has committed to developing a third family and sexual violence action plan, with consultation to commence by December 2021.</p>	Department of Communities Tasmania
3.22	Administer State and Commonwealth funding to the legal assistance sector to ensure the provision of legal assistance to vulnerable Tasmanians.	Department of Justice



Action		Lead Agency Partner Agency
3.23	Through the Multicultural Liaison Officer, Tasmania Police will continue to build upon the contact officer network established in 2021, which provides state-wide focus within each geographical district. The group will continue its work towards strengthening relationships between police and multicultural communities through proactive, positive engagement.	Department of Police, Fire and Emergency Management
3.24	Through the newly established Multicultural liaison network, Tasmania Police is working to consider strategies to further strengthen and promote a harmonious community. This has recently included the attendance of Tasmania Police at numerous multicultural events, where liaison officer has spoken of the importance of inclusivity, diversity and equity within the community. Tasmania Police is now also actively engaged with Faith Communities Tasmania, and recently addressed the group to assist with community fears and concerns. This work is ongoing, and positive progress is being made.	Department of Police, Fire and Emergency Management
3.25	Ensure that information on family violence is available in languages other than English and reaches those people most in need of information.	Department of Communities Tasmania
3.26	Facilitate specialised training for interpreters working in a family violence context.	Department of Communities Tasmania
3.27	Provide cultural awareness training and information for schools and community agencies as required to continue to promote 'Racism. It Stops with Me.'	Department of Education
3.28	Work with the Multicultural Consultative Reference Group (MCRG) to promote respect and inclusion of people from culturally and linguistically diverse background.	All agencies







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