

# Our Multicultural Island

Tasmania's Multicultural Policy








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## MESSAGE FROM THE PREMIER

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Our Multicultural Island has a rich cultural diversity of which we can all be proud.

Tasmania is home to people born in 177 different countries, with 159 identified languages spoken in Tasmanian homes. According to the 2016 Census, more than 61,200 Tasmanians were born overseas. Cultural diversity is a central part of our Island's story.

This diversity deepens and enriches our communities. Every Tasmanian benefits from the skills, knowledge, experiences, innovation, job creation, and personal contributions of our culturally diverse communities.

Regardless of where you were born, or what language you first spoke, here in Tasmania, you belong.

This sense of belonging comes from our shared values that binds us together. We should all be free to express ourselves, and live free from discrimination. We should all have fair access to the services we need, equitable opportunities for employment, and equal protection of the law. We should all be able to participate in, and contribute to, the social, political and cultural life of Tasmania.

*Our Multicultural Island: Tasmania's Multicultural Policy and Action Plan 2019-2022* enshrines these values. It provides a plan to achieve an even stronger and more cohesive State that achieves genuine inclusion and acceptance.

Tasmania has so much to offer to so many. Recognising that diversity enriches us all, now is the right time to spread this message and to share our state. Tasmania's doors are open.

I am privileged to lead a truly Multicultural Island.

**The Honourable Will Hodgman MP**

Premier of Tasmania



## MESSAGE FROM THE MINISTER

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Regardless of country of birth, language, culture, religion, or time of arrival, all Tasmanians share common aspirations.

We all want a safe place to live, access to affordable government services, opportunities for employment, and to be able to participate in our local community.

We all have an important role to play in improving the inclusiveness of our Multicultural Island, to ensure everyone belongs.

That's why the Tasmanian Government has developed *Our Multicultural Island: Tasmania's Multicultural Policy and Action Plan 2019-2022*.

It reaffirms six fundamental values to guide us to a harmonious, inclusive and safe Tasmania where all people are treated fairly, with respect and without discrimination, and have an equal opportunity and responsibility to engage in Tasmanian life.

The Action Plan acknowledges the Government's role in bringing these values to life. It will realise improvements across government that ensures every Tasmanian can belong, contribute, achieve and succeed.

Together we will continue to strive for a connected community where everyone is respected, included and valued for their contribution to our Island's multicultural way of life.

By creating vibrant and welcoming communities we can attract and retain new Tasmanians, strengthen the economy, create more job opportunities and achieve greater diversity.

I look forward to welcoming more people to our Multicultural Island as they discover for themselves why Tasmania is the greatest place to call home.

**The Honourable Jacquie Petrusma MP**

Minister for Disability Services and  
Community Development



# Welcome to our Multicultural Island

**Our vision is for a harmonious, inclusive and respectful Multicultural Island where Tasmanians of all cultures, languages and faiths have an equal opportunity and responsibility to belong, contribute, achieve and succeed.**

Our Island is a multicultural success story.

We are privileged to share the lands, winds and waters of Tasmania's first peoples, who arrived in *lutruwita* (Tasmania) over 40,000 years ago. We acknowledge Tasmanian Aboriginal people as the continuing custodians of this land, and their enduring cultures and languages.

Today, Tasmania has a rich cultural diversity. It is home to people from many backgrounds who have brought with them their experiences, their cultures and their traditions. Tasmanians come from 177 different countries, with 159 identified languages spoken in Tasmanian homes.

This diversity enriches us all. Recent research has demonstrated how cultural diversity works through the economy to greatly benefit our society: in areas from tourism, education, and global linkages, to general community vibrancy, resilience and adaptability.<sup>1</sup>

It is in all of our interest to build a harmonious, inclusive and respectful Multicultural Island where people from every corner of the world can belong, contribute, achieve and succeed together.

Recognising population growth is critical to Tasmania's continued success – we want to encourage new families to settle permanently on our Island.

Tasmania's *Population Growth Strategy* aims to increase our population to 650,000 by 2050. This strategy is a comprehensive set of actions aimed at encouraging more people to our State through job creation, migration and ensuring Tasmania is recognised as the great place it is to live and work. Now is the right time to spread this message and to share our State. Tasmania's doors are open.

The new Multicultural Policy and Action Plan, *Our Multicultural Island*, builds on the work already underway across Government to make Tasmania a more harmonious, inclusive and respectful place to call home. It begins with the *Multicultural Island Values Statement* which articulates six fundamental values with a focus on reciprocal responsibilities that we should expect of ourselves, of each other, of our community, and our State. It is accompanied by an Action Plan that acknowledges the Tasmanian Government's role in bringing these values to life through implementing policies, programs and services.

*Our Multicultural Island* is the Tasmanian Government's commitment to every Tasmanian, that no matter where you were born, you will have the opportunity to be part of our Island's success.

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<sup>1</sup> <https://www.sgsep.com.au/publications/economic-benefits-cultural-diversity>

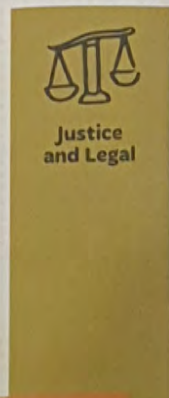




# Multicultural Access Point

[www.multicultural.tas.gov.au](http://www.multicultural.tas.gov.au)

The online **Multicultural Access Point** is a quick and easy way for you to find information and services that migrants and former humanitarian entrants may need.





# Our Multicultural Island

Our Multicultural Island has a rich cultural diversity of which we can all be proud. This diversity brings economic and social benefits that enhance and strengthen communities, and is an integral component in building a harmonious, inclusive and respectful Tasmania. It is a central part of who we are.

Tasmania's first people arrived in *lutruwita* (Tasmania)  
over **40,000** years ago



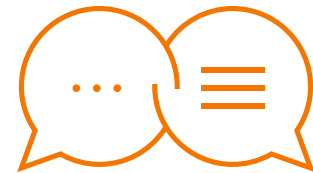
over  
**61,200**

Tasmanians were born overseas

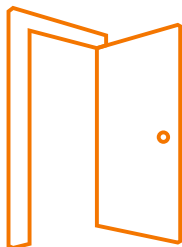


Tasmanians were born in

**177**  
different  
countries



**159**  
languages  
are spoken in  
Tasmanian homes



Tasmania welcomed

**3,079**  
new  
permanent  
migrants in 2017<sup>3</sup>



**9,724**  
international  
students  
are studying in Tasmania<sup>2</sup>



Tasmania hosted

**307,000**  
international  
visitors  
in 2018<sup>4</sup>

<sup>2</sup> Australian Government Department of Education and Training <https://internationaleducation.gov.au/research/DataVisualisations/Pages/Student-number.aspx> as at September 2018.

<sup>3</sup> Settlement Database <https://www.data.gov.au/dataset/settlement-reports> - Break down: (535 Humanitarian, 689 Family, and 1,855 Skilled).

<sup>4</sup> [https://www.tourismtasmania.com.au/\\_data/assets/pdf\\_file/0003/74145/2018-Q2-Tasmanian-Tourism-Snapshot-YE-June-2018.pdf](https://www.tourismtasmania.com.au/_data/assets/pdf_file/0003/74145/2018-Q2-Tasmanian-Tourism-Snapshot-YE-June-2018.pdf)

# HIGHLIGHTS FROM OUR MULTICULTURAL ISLAND 2013 – 2018

**The Tasmanian Government, in partnership with community organisations, peak bodies and ethnic associations, realised many achievements under the 2014 Tasmanian Multicultural Policy and Multicultural Action Plan.**

## HIGHLIGHTS INCLUDE:

- Establishing a Multicultural Grants Program aimed at assisting migrants to settle and feel welcome in Tasmania.
- Recognising the importance of education, establishing a Learning Grants program to support migrant students in their senior years of high school, and supporting their transition from Year 12 into tertiary education.
- Funding the Multicultural Hub in Moonah as a place for our ethnic communities to meet, share, celebrate and learn.
- Encouraging participation of all Tasmanians in festivals and events to celebrate and embrace our vibrant multicultural diversity.
- Supporting a state-wide program of events for Harmony Week in Tasmania.
- Supporting work with local governments to create welcoming communities for new migrants.
- Funding services that provide educational support and employment pathways for migrants, humanitarian entrants and those on temporary protection visas.
- Supporting family reunion for humanitarian entrants.
- Delivering workplace training and community education to promote safe and respectful relationships within the community and work environments.
- Establishing the Tasmanian Government Multicultural Access Point website as a resource for migrants in Tasmania and the service providers that support them.
- Releasing the *State Service Diversity and Inclusion Framework 2017-20* in March 2017 as a commitment to supporting workforce diversity and building inclusive workplaces where all Tasmanian Government employees feel welcomed, safe and supported.
- Welcoming over 3,500 new international and interstate students in 11 campuses in Hobart and Launceston during student orientations, Harmony Day and other key welcome activities, since the launch of the Global Education Growth Strategy (GEG) Strategy in June 2017.
- Providing grants of up to \$5,000 to organisations to deliver activities that enhance student experience and develop connected communities for interstate and international students in Tasmania. The Enhance Student Experience Grants program was released under the GEG Strategy in late 2018.
- Fostering opportunities for outbound mobility and international engagement for Tasmania students and teachers with the aim of developing connected communities. Under the GEG Strategy, the Tasmania Government hosted 99 students from Kinmen Island who lived with local host families in the North-West during their visit. The Tasmania Government then supported 20 students from the North West coast to travel to Kinmen Island in late 2018 where our students got to live with local families in homestay style accommodation. The experience has been mutually beneficial in broadening students' exposure to, and understanding of other countries and cultures.



While we are proud of these achievements, we acknowledge that our ongoing success takes continued commitment. The new *Tasmanian Multicultural Policy and Action Plan 2019-22* is the Tasmanian Government's commitment to ensuring every Tasmanian can be part of our Multicultural Island's success.



# CONSULTATION

**Between October and December 2018, the Government invited members of Tasmania's multicultural communities and organisations to have a say in developing a new Multicultural Policy and Action Plan.**

The focus of the consultation was to identify ways for Tasmania to harness the benefits of our diversity. Participants were asked how we can create equal opportunities for all Tasmanians to be part of a harmonious, inclusive and safe Multicultural Island where all people are treated fairly, with respect and without discrimination, and have an equal opportunity and responsibility to engage in Tasmanian life.

The consultation asked whether multiculturalism is working as well as it could in Tasmania. It asked for feedback on how we can improve multiculturalism through realising better settlement outcomes, including education and training, language services, financial security, housing, health and wellbeing, transport, justice and safety, and governance. It also asked how we can improve social inclusion and cohesion in Tasmania by addressing discrimination and creating welcoming and inclusive communities where every Tasmanian can participate in, and contribute to, the social, political, economic and cultural life of our Island.

The feedback received was collated and provided to Government agencies to ascertain future actions.

Mechanisms for public consultations included:

- an online survey;
- regional forums;
- consultation with representative groups; and
- a written submission process.

## ON-LINE SURVEY

The survey ran for 10 weeks and a total of 115 people completed the survey.

## REGIONAL FORUMS

The regional forums were held in Devonport, Launceston, Hobart and Burnie. Over 100 people attended the regional forums and provided feedback.

## CONSULTATION WITH REPRESENTATIVE GROUPS

The Department of Communities Tasmania, delivered five direct consultations with representative groups. The consultations sought to ensure direct participation in the formulation of the policy by targeted key population groups in Tasmania's multicultural community. Approximately 70 people attended the group consultations and provided feedback.

## INTERVIEWS AT THE EUROPEAN CHRISTMAS FESTIVAL

The Department of Communities Tasmania conducted interviews with approximately 80 people attending the European Christmas Festival in December 2018.

## WRITTEN SUBMISSIONS

Multicultural stakeholders were contacted directly by phone and a follow up email, encouraging them to make a written submission. Thirteen written submissions were received.

## CONSULTATION WITH GOVERNMENT AGENCIES

Tasmanian Government agencies have been consulted in the development of the whole of government policy, and many are responsible for actions contained in the Policy and Action Plan.

## MULTICULTURAL CONSULTATIVE REFERENCE GROUP

The Multicultural Consultative Reference Group provided valuable advice during the Consultation phase of the Policy and Plan, and promoted the survey and regional forums through its network.





# IS MULTICULTURALISM WORKING IN TASMANIA?

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The overarching feedback received throughout the consultation process was that while there are significant opportunities to improve settlement outcomes and increase social inclusion and cohesion, multiculturalism is working in Tasmania. Over 90% of online survey participants either strongly agreed (74.4 per cent) or agreed (16.3 per cent) that accepting people from many different countries makes Tasmania stronger.

## WHAT DOES MULTICULTURALISM MEAN?

Participants were asked what multiculturalism means to them. Frequently used words to describe multiculturalism included acceptance, respect, inclusive, equal and harmony.

“An inclusive society respecting personal and shared values in life and work while advancing fairness, care and economic well-being for all.”

*Participant, Online Multicultural Survey*

## VISION FOR A MULTICULTURAL TASMANIA?

Participants were asked about their vision for a multicultural Tasmania. Frequently used words to describe participants vision for a multicultural Tasmania included accepted, respected, diverse, welcome, and equal.

“Where all Tasmanians are respected and accepted no matter their social, economic, political or cultural background.”

*Participant, Online Multicultural Survey*

## EVIDENCE OF A TRULY MULTICULTURAL TASMANIA?

Participants were asked about their views on how we will know when we have achieved a truly multicultural community.

“When the diversity of the population is represented at state and local government levels, across senior management and in the staff teams of some of our major public and private organisations and companies.”

*Participant, Online Multicultural Survey*

## CAN TASMANIA'S MULTICULTURAL PRINCIPLES BE IMPROVED?

Participants were asked whether they agreed with the existing principles contained in the *Tasmanian Multicultural Policy 2014*, and how they could be improved.

There was nearly universal agreement with the statements contained in the principles. Over 96 per cent of online survey participants either strongly agreed or agreed with the statements, which was reflected in regional forum and group consultation feedback.

Key themes that emerged were that every Tasmanian, no matter where they were born:

- has the right to fair and equitable access to the services provided or funded by the Tasmanian Government, taking into account the needs arising from the cultural and linguistic diversity of the community;
- is empowered to achieve financial security, including through equitable access to employment and entrepreneurial opportunities, free from cultural and language barriers;
- has the freedom to express themselves, including being free to celebrate their culture, to declare and practise their religion, to use their language and to express their gender identity and sexuality, within the bounds of the law;
- is treated with dignity and respect, including receiving equal and effective protection against discrimination on any ground;
- has the opportunity to participate in, and contribute to, the social, political and cultural life of Tasmania; and
- is entitled to the equal protection of the law without discrimination, so they can live free from abuse, violence and fear.

# Multicultural Island Values Statement

## 1

**We are free to express ourselves.**

Every Tasmanian is free to celebrate their culture, to declare and practise their religion, to use their language and to express their gender identity and sexuality. This freedom can be exercised individually or as part of a community, in public or in private. It includes freedom of speech, association with others and peaceful assembly. The right to express one's own culture and beliefs involves a reciprocal responsibility to accept the right of others to express theirs. It does not allow people to break the law or to impact on the safety or freedoms of others.

## 2

**We are treated with respect and dignity.**

Every Tasmanian is treated with respect and dignity. Discrimination is never OK. We all deserve equal and effective protection against discrimination on any ground such as race, language, religion, gender, sexual orientation, marital status, or political belief or affiliation.

## 3

**We have access to the services we need.**

Every Tasmanian has the right to fair and equitable access to the services provided or funded by the Tasmanian Government, taking into account the needs arising from the cultural and linguistic diversity of the community. Regardless of our circumstances or background, we all deserve equal access to quality education and healthcare, suitable housing, accessible transport, and responsive emergency services.



**Our shared values are what binds us together as a peaceful and successful Multicultural Island, where every Tasmanian can belong, contribute, achieve and succeed.**

The Multicultural Island Values Statement captures these values, with a focus on reciprocal responsibilities that we should expect of ourselves, of each other, of our community, and our State. These values require that every Tasmanian:

- Is able to freely exercise cultural, religious and linguistic expression;
- Is treated with respect and dignity, free from discrimination;
- Has equitable access to affordable Tasmanian Government services;
- Has the opportunity to achieve financial security;
- Has an equal opportunity and responsibility to contribute to Tasmanian life; and
- Is able to live safely, free from abuse, violence and fear.

By practising these values, we can harness the benefits of our diversity, and realise a truly harmonious, inclusive and respectful Multicultural Island.

**4**

**We have financial security.**

Every Tasmanian is empowered to achieve financial security, including through equitable access to employment and entrepreneurial opportunities, free from cultural and language barriers. By increasing access to economic opportunities, we can improve financial security and personal wellbeing for all Tasmanians.

**5**

**We can participate in our community.**

Every Tasmanian can participate in, and contribute to, the social, political and cultural life of Tasmania. It is up to all of us to ensure every Tasmanian is able to belong and contribute to our society. By promoting greater communication and understanding between Tasmania's cultural and religious groups, and increasing opportunities for community participation, we can create a more inclusive and cohesive community.

**6**

**We have equal protection of the law.**

Every Tasmanian is entitled to the equal protection of the law without discrimination, so we can live free from abuse, violence and fear. By respecting our mutual rights and responsibilities according to the law, together we can build a safe and cohesive community.

# OUR MULTICULTURAL ISLAND ACTION PLAN 2019–22

The Multicultural Policy will be accompanied by *Tasmania's Multicultural Action Plan 2019–2022 (the Action Plan)*.

## ABOUT THE POLICY ACTION PLAN

The six shared values are grouped under three priority areas. These are:

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

The Action Plan specifies actions to be implemented by Tasmanian Government agencies for the period 1 July 2019 to 30 June 2022.

The agency responsible for delivering each action is identified, along with any partner agency.

The Action Plan is a living document. Actions will be monitored and updated during the three-year period to reflect new initiatives and priorities.

The full contribution of the Government to realising outcomes for culturally diverse Tasmanians extends well beyond the actions in this action plan, with many important initiatives now part of the core business of agencies across Government.

## MONITORING AND REPORTING

All Government agencies with actions in the plan will report a summary of their progress at the end of each financial year commencing in 2019–20.

A Multicultural Consultative Reference Group has been established to monitor and advise on implementation of the Policy and Action Plan. This group comprises key Australian and Tasmanian Government agencies, University of Tasmania and community organisations servicing the settlement and multicultural sector in Tasmania.





Values	Priorities	Outcome Areas
<i>We have access to the services we need</i>	<b>Accessible and affordable services</b>	Education and training
		Language services
		Health and wellbeing
		Transport
		Housing
<i>We have financial security</i>	<b>Economic opportunity</b>	Employment opportunities
		Entrepreneurial opportunities
<i>We are treated with respect and dignity</i>	<b>Harmonious, inclusive and respectful Island</b>	Inclusive and welcoming communities
<i>We are free to express ourselves</i>		Rejection of discrimination
<i>We can participate in our community</i>		Safety and justice
<i>We have equal protection of the law</i>		

# 1

## ACCESSIBLE AND AFFORDABLE SERVICES

**Regardless of country of birth, language, culture, religion, or time of arrival, all Tasmanians share common aspirations for good health and well-being, equitable access to affordable government services and participation in the community.**

The needs and barriers faced by migrants and new arrivals vary considerably and require a range of mainstream and targeted settlement supports and services. Services should be available, accessible, timely and culturally appropriate.

The National Settlement Framework (NSF) is a high level structural blueprint for the three tiers of government, Commonwealth, State and territory and local government,

to work in partnership to effectively plan and deliver services that support the settlement of migrants and new arrivals in Australia.

The Australian Government provides a range of services that benefit many Australians including welfare and support to vulnerable people in the community, and a range of services to migrants and new arrivals.

This outcome area focuses on those services provided by the Tasmanian Government to complement Australian Government services, and support settlement across key priority areas that have been identified under the NSF.



### WHAT THE CONSULTATION TOLD US

At the regional forums, group consultations and through written submissions, participants were asked: what Tasmania is doing well in providing government services to our multicultural community; what the barriers and limitations are; what we can do to enhance our services.

Access to employment opportunities for migrants and refugees was the leading concern raised during consultations and is covered under Economic opportunity, the second strategic priority area.

Areas of focus for action include:

- health and well-being;
- support to learn English;
- language services (translating and interpreting);
- additional support for learning in schools;
- education and training support;
- access to education and Government services for asylum seekers;
- housing and transport;
- Government services information; and
- data collection.



## WHAT THE GOVERNMENT IS DOING

- Providing 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.
- Providing free comprehensive assessments through the Refugee and Humanitarian Arrival Clinic to help GPs address on-arrival health needs of refugees.
- Assisting acute and primary health services to work with culturally and linguistically diverse patients accessing care.
- Delivering the 'Get Outside' program for culturally and linguistically diverse groups. This innovative program is a collaboration between the Tasmanian Parks and Wildlife Service (PWVS) and Wildcare Inc.
- 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.
- Providing a Learning Grants Program to assist refugee students in Senior High schools with their learning.
- Offering 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.
- Working with the National Accreditation Authority for Translators and Interpreters (NAATI) to address regional challenges in interpreting.
- Continuing to make available on-arrival properties for refugees.
- Supporting driver-mentor programs to assist refugees to obtain a Tasmanian Driver Licence.
- Providing a range of concessions to asylum seekers and temporary refugees, including transport.
- Providing State Government subsidised training for all holders of temporary humanitarian visas.
- Facilitating access to information on services through the Multicultural Access Point (MAP) website.
- Working 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.

## WHAT WE CAN DO TOGETHER

- Facilitate new initiatives that address key challenges in settlement, across the range of identified areas in the consultation.
- Support innovative projects that address barriers for humanitarian entrants in relation to education and training.
- Recognise the importance of English language proficiency to education, employment and settlement, and further assist migrants with learning English.
- Further support and encourage the growth of community language schools.
- Address identified barriers to education for students from migrant and refugee backgrounds.
- Increase the supply of credentialed interpreters in new and emerging languages.
- Through the Affordable Housing Action Plan 2019-2023 build upon the work we are doing to increase the supply of housing across the spectrum.
- Continue to foster opportunities for outbound mobility and international engagement for Tasmanian students and teachers.
- Improve data collection on service accessibility for people with little or no English proficiency.
- Work with the Multicultural Consultative Reference Group to identify gaps and opportunities to support people of diverse cultural and linguistic background to access services.

# Spotlight on

## GET OUTSIDE WITH COMMUNITY

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The Get Outside with Community program is an innovative social inclusion project run in collaboration between the Tasmania Parks and Wildlife Service (PWS) and Wildcare Inc. that puts new arrivals in touch with Tasmania's great parks and reserves.

The program encompasses a number of excursions to Tasmanian reserves with people seeking asylum, people from a refugee background and with other culturally and linguistically diverse (CALD) cohorts in the broader Tasmanian community.

Before coming to Tasmania, many participants had limited experience of the natural environment. Visiting Tasmania's national parks and reserves has been a great opportunity to get to know Tasmania and develop skills.

Between 2012 and 2019, more than 170 programs were delivered across the state with over 2,600 CALD participants. On these trips, the CALD participants are joined by PWS Discovery Rangers, Wildcare volunteers and migrant leaders. Since 2013, over 75 new arrivals to the state have been trained in outdoor leadership to support the trips by leading walks, delivering safety briefings and facilitating sensory experiences.

The program aims to connect CALD Tasmanians with members of the wider Tasmanian community who are passionate about sharing their love of our Island with newcomers. It builds knowledge, skills and confidence in CALD Tasmanians to independently visit Tasmania's reserves, and helps to foster a sense of purpose. It also develops employment and volunteering pathways for CALD Tasmanians into the NRM/tour guiding/conservation industry.





## ON THE SAME WAVE

Water environments can pose risks and potential dangers for people lacking the skills to safely participate in water-based activities.

Australia has the highest rate of drowning and preventable rescues for people who were born in non-English speaking countries with over one-third of coastal fatalities represented by foreign nationals by birthplace or nationality, according to Surf Life Saving Australia.

To improve water safety education and skills, Surf Life Saving Tasmania (SLST) has been organising Multicultural Youth Swimming and Water Safety Programs for young people aged 12-25 years. The program, delivered in partnership with the Migrant Resource Centre, has helped empower young people to use lifesaving skills in a range of aquatic environments, including rivers, lakes, dams, beaches and pools.

SLST has also organised interactive information sessions for people of all ages to learn about how to identify a rip, what do if caught in a rip and the role of Surf Life Savers in emergency situations.

Language, often a perceived barrier to being able to easily teach each participant to swim and understand the dangers of the aquatic environment, is overcome by engaging interpreters and distributing multi-lingual resources to families.

The program has reached over 200 participants since July 2016.

Throughout the program, SLST has worked with the Migrant Resource Centre Tasmania, Study Tasmania, Catholic Care and Save the Children. By working with Study Tasmania and Communities, Sport and Recreation, SLST is able to promote water safety messages to international students, TasTAFE, and Government and independent schools.



# 2

## ECONOMIC OPPORTUNITY

**For most temporary and permanent migrants and particularly for humanitarian entrants, being able to participate in the economy is a crucial step towards successful settlement in Tasmania.**

Secure and stable employment enables economic security and a positive sense of identity.

Migrants are not a homogenous group and their experiences differ widely. Some refugees may arrive in Australia highly skilled and with a high level of education.

Others arrive with little education or English language skills—a result of a lack of educational opportunity in their home countries or disrupted education as part of the refugee experience.

Overall, many migrants face barriers to meaningful incorporation into Australia's labour market. Many professional and qualified people find themselves trapped in 'survival' jobs which do not utilise their skills, expertise, and aptitudes, while others are not able to enter the labour market at all.

The availability of work opportunities in any community is a key determinant of whether people will remain in regional Australia. It is one of the necessary conditions for successful settlement.

While this outcome area focuses on actions that can be taken to improve employment outcomes for migrants, the Government recognises that migrants can be very entrepreneurial and take advantage of opportunities.

Accordingly the Government is keen to support economic participation through self-employment and social enterprise.



### WHAT THE CONSULTATION TOLD US

Access to employment opportunities for migrants and refugees was the leading concern raised during consultations. It was identified as being critical to migrant and refugees' decision to permanently settle in Tasmania or look for opportunities interstate.

Many respondents indicated that they had skills and/or qualifications that were valuable or needed in Tasmania, but that it was not easy to find employment that utilised their skills and/or qualifications. Others indicated they had experienced problems with recognition of their overseas qualifications.

Respondents indicated that they would appreciate more work experience and apprenticeship opportunities, and improved employment pathway assistance. International students requested specific support in finding part time or casual work during their studies, and programs that link graduates to employment opportunities.

A number of respondents indicated the need for employers to have training to reduce unconscious bias.

Areas of focus for action include:

- unconscious bias in employment;
- employment pathway assistance;
- work experience opportunities;
- traineeships and apprenticeships;
- recognition of overseas qualifications;
- employment pathway assistance;
- connecting skills with opportunities;
- support for international students and graduates;
- employment opportunities within government; and
- support for entrepreneurship.

## WHAT THE GOVERNMENT IS DOING

- Supporting workforce participation of people with cultural and linguistically diverse backgrounds and reducing barriers to employment by developing appropriate training, resources and other tools to promote more inclusive practices.
- Targeting work placement and work experience opportunities for people from CALD backgrounds.
- Working with industries and employers to establish practical initiatives to assist humanitarian entrants to overcome barriers to employment, including coaching and mentoring support.
- Delivering 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.
- Through the Tasmanian Employment Networking Service (TENS) providing assistance to people seeking employment in construction, engineering, information and communication technology (ICT), health and hospitality related fields by connecting them with relevant industry and business contacts.
- Funding services to work with industry councils, employers and temporary and permanent refugees to meet labour shortages in growth areas of the Tasmanian economy.

- Supporting mentoring programs for migrants to increase economic engagement, and increase employer engagement.
- Providing no-interest micro-business loans to migrants on low incomes to start or grow their own business.

## WHAT WE CAN DO TOGETHER

- Promote Agency workforce diversity data and equity strategies being incorporated into senior leaders' performance conversations.
- Develop a training module for selection panels on recruiting for diversity and addressing biases. Conduct an 'Understanding and Addressing Bias' forum for all members of the Senior Executive Service.
- Promote State Service Graduate Programs to multicultural communities.
- Support initiatives that promote international students gaining work experience to enhance diversifying workplace cultures in Tasmanian businesses.
- Address barriers to participation and employment for young people.
- Work with industries and employers to establish practical initiatives to assist humanitarian entrants to overcome barriers to employment, including coaching and mentoring support.

- Work nationally and at state government level to improve the Australian system for the recognition of overseas qualifications.
- Increase small business support and mentoring to assist migrants to establish and grow their own small business.
- Work with the Australian Government to attract successful business investors to establish new or to develop existing businesses in Tasmania through the Tasmania State Nomination Migration program.
- Fund and support innovative projects that address barriers for humanitarian entrants in education and training.
- Provide grants to community organisations to start and grow enterprises to support migrants who face barriers to entering the labour market.
- Proactively engage with the Multicultural Consultative Reference Group on how to facilitate economic opportunities for people from culturally and linguistically diverse backgrounds.



# Spotlight on

## MRC TAS CATERING: A TASTE OF THINGS TO COME

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Food has been an important ingredient for many immigrants for gaining entry into employment or starting their own businesses in Australia.

The Australian appetite for trying international cuisines has helped immigrants with their entry into the food business. In May 2019, a new social enterprise catering project, MRC Tas Catering, was launched by the Migrant Resource Centre Tasmania. This initiative provides practical kitchen skills and workplace experience to multicultural Tasmanians seeking work in the hospitality industry.

The project, which is funded by the Tasmanian Government and operates in Hobart and surrounding suburbs, offers the Tasmanian community authentic and delicious food with recipes sourced from local migrant communities, featuring Tasmanian produce.

The idea for MRC Tas Catering arose after migrants requested training in hospitality with the view of either seeking employment in the hospitality sector, or to start their own businesses.

The training focuses on kitchen hygiene and cleanliness, kitchen orientation and basic knife skills. Participants are offered training in small groups, with wrap-around support, including workplace English and vocabulary support for clients with English as a second language; education about workplace procedures and Workplace Health Safety; feedback on work performance; job references; and links to external work and training opportunities.

In 2018, MRC Tas ran a series of cooking workshops with members of the Tasmanian migrant community to test and record their recipes. This resulted in a successful series of market stall popups selling delicious authentic food and offering participants the opportunity to sell their food to the public at events such as the Taste of Tasmania and Taste of the World Moonah Festival.

Catering is available for corporate meetings canapé functions and various events.



## SKILLING UP FOR MANUFACTURING

The project will investigate the training and development pathways for a group of CALD people living in Launceston who are willing to pursue jobs in North-West Tasmania, where skills and labour shortages exist in advanced manufacturing. MRC North (MRCN) will work in partnership with the Tasmanian Minerals and Energy Council (TMEC) and access TMEC's welding centre in Burnie to assist up to 12 participants with pathways to acquiring entry-level nationally recognised training, assessment and certification to ISO9606 category, to fill existing vacancies that local businesses are finding difficult to fill.

TMEC's welding simulators allow students to repeatedly practice with real 3D objects in conjunction with virtual computer-generated images, offering them the most realistic welding learning experience possible, all without physical risk and with zero gas emissions.

The project targets migrants and humanitarian entrants who are not yet gainfully employed but have pre-arrival skills in manufacturing.

With appropriate training matched to real jobs, these workers will be equipped to enter the workforce in a region that is keen to fill vacancies in welding.

TMEC will facilitate introductions to potential employers, and together with MRCN's wraparound support, provide the participants with great prospects of successful employment outcomes.

The Project is funded under the 2019 Funding Round of Department of State Growth's Training and Work Pathways Program.



# 3

## HARMONIOUS, INCLUSIVE AND RESPECTFUL ISLAND

Throughout the multicultural policy consultation, the most frequent words used by the Tasmanian community to describe their view of multiculturalism were ‘harmonious, inclusive and respectful’.

Successful multiculturalism is based on a readiness to cooperate, mutual respect, and an understanding of the importance of successful integration and social cohesion.

Tasmanians who participated in the consultation considered that multiculturalism is working well,

and that migrants can hold onto their culture and still be a part of mainstream society.

This outcome area includes actions to promote inclusive and welcoming communities, which value and celebrate Tasmania’s diversity, and recognise the strengths that

diversity brings culturally, socially and economically. It also includes actions that aim to foster a society free of discrimination, prejudice and bias, and a community which is safe and secure for all Tasmanians.



### WHAT THE CONSULTATION TOLD US

Participants were asked how we can improve social inclusion and cohesion in Tasmania, and whether (if a migrant) they feel they are a part of a welcoming and inclusive community that creates a sense of home and belonging, where every Tasmanian can participate in, and contribute to, the social, political, economic and cultural life of Tasmania.

The general feedback from regional forums, group consultations and the online survey, was that participants felt that they were a valued part of a welcoming and inclusive community, in which they were able to contribute.

More than 80 per cent reported actively participating in their community, and more than 70 per cent said they were connected to a broad range of people in their community. More than 70 per cent also reported wanting more leadership opportunities, with more than half wanting people from multicultural backgrounds to be better represented in politics (local, state and Commonwealth governments).

Suggestions for creating more inclusive and cohesive communities, particularly for new arrivals are:

- increase social and civic participation;
- address social isolation;
- support new arrivals;
- build the capacity of local Government to meet the needs of new arrivals and create welcoming cities and communities;
- increase representation of people from culturally and linguistically diverse backgrounds in all aspects of community life;
- facilitate leadership opportunities;
- build inter-cultural connections; and
- empower multicultural communities.



## WHAT THE GOVERNMENT IS DOING

- Providing a Multicultural Grants Program to build the capacity of ethnic organisations to deliver positive outcomes for the community, and foster greater cross-cultural understanding.
- Funding events and celebrations that show the diversity of Tasmania's many cultures.
- Funding a peak body to promote a culturally and linguistically diverse and harmonious Tasmania that is just, fair and inclusive.
- Working with the Australian Government to facilitate migration opportunities for Tasmania.
- Supporting Tasmanian businesses to attract and retain skilled migrants to fill skill shortages through the State Nomination Program, which provides an avenue for skilled migrants to be nominated by the State to apply for an Australian visa.
- Actively pursuing overseas and interstate migration to Tasmania and encouraging Tasmanians living elsewhere to come home.
- Building the capacity of local Government to create welcoming cities and communities.
- Supporting family reunion for humanitarian entrants.
- Implementing the Tasmanian Global Education Strategy to grow Tasmania's international education sector, and attract interstate and international students to Tasmania.
- Providing training and delivering 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.

## WHAT WE CAN DO TOGETHER

- Build and promote Tasmania's liveability and foster a culture which is vibrant, inclusive respectful and supportive.
- Support communities to maintain languages and culture.
- Leverage existing work by the Brand Tasmania Council, government, local businesses and the Tasmanian community. The Government has established a new statutory authority, Brand Tasmania, to ensure Tasmania continues to stand out from the crowd and competes in the global market place.
- Implement the Tasmanian Global Education Strategy to grow Tasmania's international education sector, and attract international and interstate students to Tasmania.
- Strengthen our work with Local Government to meet the needs of new arrivals in the community and connect them with local services and opportunities.
- Further support ethnic and multicultural organisations to respond to community need, self-organise, and build experience and skills within these groups.
- Enable and support community groups to be able to more readily access affordable meeting places, including reviewing the Community Use of Facilities Policy to maximise opportunities for use by community groups.

- Promote opportunities for multicultural women to participate on boards and in leadership positions.
- Facilitate job creation and identify current and future employment opportunities to inform investment in education and training, and migration attraction strategies.
- Provide outreach clinics in community settings, such as Migrant Resource Centres, to increase awareness of discrimination law and assist members of the public to make complaints and report discriminatory behaviours and related offensive conduct.
- Develop new training modules on discrimination law suitable for delivery to newly arrived refugees and culturally and linguistically diverse students studying at TAFE Tasmania and the University of Tasmania.
- Support Tasmanians to be safe and secure in their own homes and communities, through the new Safe Homes, Families, Communities: Tasmania's response to family and sexual violence 2019-2022.
- Further promote respect for people of diverse religious, racial, cultural and gender backgrounds in Tasmania to build harmonious communities.
- Proactively engage with the Multicultural Consultative Reference Group on how to build a safe, harmonious and inclusive community.

# Spotlight on

## STUDENTS AGAINST RACISM

A Fairer World is a values-based community organisation that provides ways for schools, workplaces and the Tasmanian community to learn, connect and act together for positive social change.

In partnership with A Fairer World, the Students Against Racism have been working on three inclusion programs.

Living in Between is a multi-award winning anti-racism workshop that aims to create more inclusive schools and workplaces by providing an opportunity for Tasmanians to get

to know people who have arrived as refugees and migrants. The workshop includes stories and activities that explore the consequences of racism and how it can be addressed. Over 10,000 people in Tasmania and other states have participated in Living in Between workshops since 2008.

In 2019 and 2020 funding is being provided by the Tasmanian Department of State Growth to pilot the Pathways to Opportunities project. The project aims to link young people from multicultural backgrounds with employers. It supports young

people to transition to part-time work and further study. As part of the program, employers will have the opportunity to connect with young people and also to experience the Living in Between workshop.

Women's Business is a fashion show with a difference that over the last three years has been presented to the public in Launceston, Wynyard, Sorell, Kingston and Hobart. The show celebrates the cultures of Tasmanian women from migrant and refugee backgrounds and builds understanding and positivity about multiculturalism.



## CELEBRATING OUR CULTURAL DIVERSITY

The Tasmanian Government is proud to support a large range of festivals and events that enable the community to join in and celebrate our diversity.

The Community Participation and Appeals Fund was established in July 2015 to support significant community events, as well as charitable appeals. The Fund aims to encourage participation in community and cultural events, and to facilitate the Tasmanian Government's contribution to raising funds for worthy community appeals. Festa Italia, the Estia Greek Festival and Chinese Lunar New Year Festival all receive Community Participation and Appeals Fund grants.

The Government's Multicultural Grants program provides grants of up to \$10,000 for projects that showcase the vibrancy of multiculturalism through festivals and/or events that encourage the participation of the whole community.

A diverse and harmonious Tasmania has benefits for us all, and the exciting cultural offerings of these festivals contributes to the rich multicultural fabric of our community.

The 2019 Moonah Taste of the World Festival is the ninth Festival presented by the Glenorchy City Council. The Festival is an annual event that celebrates the cultural diversity, multicultural heritage and social inclusion in the Glenorchy Municipality through food, music, dance and cultural activities from around the world. The Festival has grown into one of Tasmania's largest multicultural focused events.

The Festival coincides with Harmony Week each year. Harmony Week builds on national Harmony Day, which is celebrated on 21 March to coincide with the United Nations International Day for the Elimination of Racial Discrimination.

Harmony Day celebrates Australia's cultural diversity through activities that promote inclusiveness, respect and a sense of belonging for everyone. The Government is a proud supporter of Harmony Week.





# Spotlight on

## LEARNING THE ROPES

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Imagine setting sail on a Brigantine voyage. The Windeward Bound's Annual Youth Challenge builds young people's skills, confidence and friendship networks as they ride the waves and learn the ropes by embarking on a sail training adventure.

The Windeward Bound Trust's Annual Youth Leadership Challenge provides an opportunity for 10 young people from refugee backgrounds, who recently arrived in Tasmania, and 10 local young people to embark on a 10-day sailing expedition.

It's a good way to meet and get to know others.

The Youth Leadership Challenge is open to young people between the ages of 15–18 living in Tasmania, and promotes understanding, inclusiveness, and community by bringing together 20 young people of vastly different backgrounds for the voyage aboard the STV Windeward Bound.

In 2019, the challenge has received a grant of \$12,000 from the Tasmanian Government's Multicultural Grant Program.

The Windeward Bound Trust has enjoyed a significant relationship with Rotary in Tasmania since 1994, and the Rotary Club of Hobart has been a driving force in the development and success of the Youth Leadership Challenge since its inception in 2012.

















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