

# Our Multicultural Island

Tasmania's Multicultural Action Plan 2019–2022





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# Introduction

***Our Multicultural Island: Tasmania's Multicultural Policy (the Multicultural Policy) is the Tasmanian Government's commitment to build 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.***

To support the Multicultural Policy, Tasmanian Government agencies have developed a three-year Action Plan which outlines actions planned for the period 1 July 2019 to 30 June 2021.

The Multicultural Policy is built around six key values that bind us together as a peaceful and successful Multicultural Island and enable us to harness the benefits of our cultural and linguistic diversity.

*Our Multicultural Island* is underpinned by six value statements, namely 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.

These values translate into three key priorities:

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

Under the three priorities, a number of specific outcome areas have been identified 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. Under the NSF, services are delivered by agencies across the three tiers of government, as well as by government-funded service providers and the non government sector.

The Tasmanian Government aims to provide accessible and equitable mainstream services to the Tasmanian community, and also fund a range of complementary programs and services that support people from culturally and linguistically diverse backgrounds to participate in the economy, community, sport and recreation.

The Multicultural Consultative Reference Group will continue to provide advice to the Government on how to enhance our services, facilitate education, training and economic opportunities, and further our efforts to build a safe, inclusive and harmonious state.

In developing future Action Plans, agencies will continue to listen to the valuable advice provided by non-government agencies in the multicultural sector. Agencies also acknowledge the important contribution made by our community organisations in the delivery of services to our multicultural communities.

# OUR VALUES, PRIORITIES AND OUTCOME AREAS

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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

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





<b>Action</b>		<b>Lead Agency</b> <b>Partner Agency</b>
<b>Language Services</b>		
1.1	Review the <i>Multicultural Languages Services Guidelines for Tasmanian Government agencies</i> to promote the effective engagement of interpreters.	<b>Communities Tasmania</b>
1.2	Jointly fund the National Accreditation Authority for Translators and Interpreters (NAATI) to set and maintain high national standards in translating and interpreting.	<b>Communities Tasmania</b>
1.3	Increase the number of NAATI credentialed interpreters in new and emerging languages.	<b>Communities Tasmania</b>
1.4	Work with NAATI and languages service providers to address regional challenges in interpreting.	<b>Communities Tasmania</b>
1.5	Revise and update the on-line cultural competency training package.	<b>Communities Tasmania</b>
1.6	Facilitate access to information on services through the Multicultural Access Point (MAP) website.	<b>Communities Tasmania</b>
1.7	Provide information on agency websites to enable those who require an interpreter to contact one.	<b>All agencies</b>



Action	Lead Agency Partner Agency	
<b>Health and Well-being</b>		
I.8	Continue to provide free comprehensive assessments through the Refugee and Humanitarian Arrival Clinic to help GPs address on-arrival health needs of refugees.	<b>Department of Health</b>
I.9	Continue to assist acute and primary health services to work with culturally and linguistically diverse patients accessing care.	<b>Department of Health</b>
I.10	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.	<b>Department of Health</b>
I.11	Deliver the 'Get Outside' program for culturally and linguistically diverse groups. This innovative program is a collaboration between the Tasmanian Parks and Wildlife Service and Wildcare Inc.	<b>Department of Primary Industries, Parks, Water and Environment</b>
I.12	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.	<b>Communities Tasmania</b>
I.13	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 six-week sessions ranging from water awareness to learn-to-swim to stroke improvement and involvement in aquatic sport over two years.	<b>Communities Tasmania</b>
I.14	Continue to provide leadership, support and advice to sporting and community organisations regarding multicultural training, opportunities and initiatives.	<b>Communities Tasmania</b>
I.15	Support community programs, such as Police and Citizens Youth Clubs to empower young people to reach their potential.	<b>Department of Police, Fire and Emergency Management</b>



<b>Action</b>		<b>Lead Agency Partner Agency</b>
<b>Transport</b>		
I.16	Provide a range of concessions to asylum seekers and temporary refugees, including transport.	<b>Communities Tasmania</b>
I.17	Fund the Learner Driver Mentor Program.	<b>State Growth</b>
I.18	Assist migrants to obtain a Tasmanian Driver Licence by continuing to develop educational videos ( <a href="https://www.transport.tas.gov.au/licensing/learning_to_drive">https://www.transport.tas.gov.au/licensing/learning_to_drive</a> ) in a range of languages.	<b>State Growth</b>
I.19	Provide services that run earlier in the morning, later in the evening and on the weekend to provide better transport choices for all passengers.	<b>State Growth</b>
I.20	Ensure consistency of concession types and fare methodology on all public bus services to improve ease of understanding and connectivity.	<b>State Growth</b>
<b>Housing</b>		
I.21	Continue to make available on-arrival properties for refugees.	<b>Communities Tasmania</b>
I.22	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.	<b>Communities Tasmania</b>
I.23	Progress implementation of Tasmania's Affordable Housing Strategy.	<b>Communities Tasmania</b>



<b>Action</b>		<b>Lead Agency</b> <i>Partner Agency</i>
<b>Education and Training</b>		
1.24	Fund dependent children of Skilled Regional (Provisional) (subclass 489) visa holders so that they can be supported in their acquisition of English.	<b>Department of Education</b>
1.25	Support language schools under the Community Languages Schools Program (Prep to Year 12).	<b>Department of Education</b>
1.26	Support migrant students with their learning in senior High School years, and with transition into Years 11 and 12 and vocational education.	<b>Communities Tasmania</b>
1.27	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.	<b>TasTAFE</b>
1.28	Fund and support innovative projects that address barriers for humanitarian entrants in education and training, through the Skills Tasmania Training and Work Pathways Program.	<b>State Growth</b>
1.29	Work with industries and employers to establish practical initiatives to assist humanitarian entrants to overcome barriers to employment, including coaching and mentoring support.	<b>State Growth</b>
1.30	Provide State Government subsidised training for all holders of temporary humanitarian visas.	<b>State Growth</b>
1.31	Support community and local government initiatives to welcome and integrate international students into local community life.	<b>State Growth</b>
1.32	Foster opportunities for outbound mobility and international engagement for Tasmanian students and teachers.	<b>State Growth</b> <i>Department of Education</i>
1.33	Work with the Multicultural Consultative Reference Group to identify gaps and opportunities to support people of diverse cultural and linguistic background to be able to access services.	<b>Communities Tasmania</b> <i>All agencies</i>

# 2

## ECONOMIC OPPORTUNITY

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





<b>Action</b>		<b>Lead Agency</b> <i>Partner Agency</i>
<b>Employment</b>		
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.	<b>Premier and Cabinet</b>
2.2	Promote Agency workforce diversity data and equity strategies being incorporated into senior leaders' performance conversations.	<b>Premier and Cabinet</b>
2.3	Work nationally and at State level to improve the Australian system for the recognition of overseas qualifications.	<b>Communities Tasmania</b> <i>Department of Education (TASC)</i>
2.4	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.	<b>Premier and Cabinet</b>
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.	<b>State Growth</b>
2.6	Through the Tasmanian Employment Networking Service (TENS), provide 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.	<b>State Growth</b>
2.7	Review <i>State Growth Advice to Applicants</i> to make sure it is accessible and easily understood by culturally and linguistically diverse people in terms of applying for work.	<b>State Growth</b>
2.8	Promote Tasmanian State Service Graduate Programs to people from culturally and linguistically diverse backgrounds.	<b>State Growth</b> <i>Communities Tasmania</i>
2.9	Target work placement and work experience opportunities towards people from culturally and linguistically diverse backgrounds, in conjunction with other agencies and appropriate representatives.	<b>State Growth</b>



<b>Action</b>		<b>Lead Agency</b> <i>Partner Agency</i>
<b>Employment</b>		
2.10	Support initiatives that promote international students gaining work experience to enhance diversifying workplace cultures in Tasmanian businesses.	<b>State Growth</b>
2.11	Work with employers, as well as temporary and permanent refugees, to meet labour shortages in growth areas of the Tasmanian economy.	<b>Communities Tasmania</b>
2.12	Support initiatives to increase employment for people from culturally and linguistically diverse backgrounds through increasing work experience opportunities across government, business and community sectors.	<b>State Growth</b> <i>Communities Tasmania</i>
<b>Entrepreneurial Opportunities</b>		
2.13	Increase small business support and mentoring to assist migrants to establish and grow their own small business.	<b>State Growth</b>
2.14	Provide no-interest micro-business loans to migrants on low incomes to start or grow their Business.	<b>State Growth</b>
2.15	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.	<b>State Growth</b>
2.16	As a component of the Multicultural Grants Program, provide grants to community organisations to start and grow enterprises to support migrants who face barriers to entering the labour market.	<b>Communities Tasmania</b>
2.17	Proactively engage with the Multicultural Consultative Reference Group on how to facilitate economic opportunities for people from culturally and linguistically diverse backgrounds.	<b>Communities Tasmania</b> <i>All agencies</i>

# 3

## HARMONIOUS, INCLUSIVE AND RESPECTFUL ISLAND

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



Action	Lead Agency Partner Agency	
<b>Integration— Inclusive and welcoming communities</b>		
3.1	Support the Federation of Ethnic Communities Council (FECCA) to host the National Biennial FECCA Conference in Hobart in October 2019. The Conference aims to promote shared learning on key multicultural issues.	<b>Communities Tasmania</b>
3.2	Provide a Multicultural Grants Program to build the capacity of ethnic organisations to deliver positive outcomes for the community, and foster greater cross-cultural understanding.	<b>Communities Tasmania</b>
3.3	Support the Multicultural Council of Tasmania to promote a culturally and linguistically diverse and harmonious Tasmania that is just, fair and inclusive.	<b>Communities Tasmania</b>
3.4	Support Harmony Week and a range of Multicultural Festivals and Events that celebrate Tasmania's diversity.	<b>Communities Tasmania</b> <i>State Growth</i>
3.5	Work with Local Government to create welcoming communities for new arrivals.	<b>Communities Tasmania</b>
3.6	Facilitate access to accessible and affordable meeting spaces for multicultural communities.	<b>Communities Tasmania</b>
3.7	Review the <i>Community Use of Facilities Policy</i> to maximise opportunities for use of Department of Education facilities by community groups.	<b>Department of Education</b>
3.8	Work with the Australian Government to facilitate migration opportunities for Tasmania.	<b>State Growth</b>
3.9	Encourage and facilitate overseas and interstate migration to Tasmania and encourage Tasmanians living elsewhere to resettle in Tasmania.	<b>State Growth</b>



Action	Lead Agency Partner Agency	
<b>Integration—Inclusive and welcoming communities</b>		
3.10	Build and promote Tasmania's liveability and foster a culture which is vibrant, inclusive, respectful and supportive.	<b>State Growth</b> <i>Communities Tasmania</i>
3.11	Ensure family and skilled migrants are provided with information and support on arrival in Tasmania.	<b>State Growth</b> <i>Communities Tasmania</i>
3.12	Support 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.	<b>State Growth</b>
3.13	Implement the <i>Tasmanian Global Education Strategy</i> to grow Tasmania's international education sector, and attract interstate and international students to Tasmania.	<b>State Growth</b> <i>Department of Education</i>
3.14	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.	<b>Brand Tasmania</b> <i>Premier and Cabinet</i>
3.15	Ensure that the Tasmanian brand is collectively owned and promoted by government, business and the community as 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.	<b>Brand Tasmania</b> <i>Premier and Cabinet</i>
3.16	Support family reunion for humanitarian entrants.	<b>Communities Tasmania</b>
3.17	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.	<b>Communities Tasmania</b>





Action	Lead Agency Partner Agency	
<b>Rejection and discrimination</b>		
3.18	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.	<b>Equal Opportunity Tasmania</b>
3.19	Provide training and deliver workplace and community education to promote non-discriminatory practices, as well as increase awareness of rights and responsibilities under discrimination law and help people to understand and exercise those rights.	<b>Equal Opportunity Tasmania</b>
3.20	Develop new training modules on discrimination law suitable for delivery to newly arrived refugees and culturally and linguistically diverse students studying at TAFE and University.	<b>Equal Opportunity Tasmania</b>
3.21	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.	<b>Equal Opportunity Tasmania</b>
3.22	Provide translated basic information about Tasmanian anti-discrimination law and how to make a complaint into the most commonly used local languages and make these available in written format. Audio record information in these languages and make available for sharing with major community stakeholders to assist those who may have poor written language skills.	<b>Equal Opportunity Tasmania</b>
3.23	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.	<b>Equal Opportunity Tasmania</b>
3.24	Provide cultural awareness training for staff, and refresh their knowledge of how to use translation services.	<b>Equal Opportunity Tasmania</b>
3.25	Continue to promote <i>Racism. It Stops with Me</i> by encouraging organisations to become signatories and to coordinate forums that enable Tasmanian signatories to share experiences and engage in joint efforts to address racism in Tasmania.	<b>Equal Opportunity Tasmania</b>





Action	Lead Agency Partner Agency
<b>Safety and Justice</b>	
3.26	Support Tasmanians to be safe and secure in their own homes and communities through the new <i>Safe Homes, Families, Communities: Tasmania's response to family and sexual violence 2019–2022</i> .
<b>Communities Tasmania</b>	
3.27	Administer State and Commonwealth funding to the legal assistance sector to ensure the provision of legal assistance to vulnerable Tasmanians.
<b>Department of Justice</b>	
3.28	Work with communities through multicultural liaison officers to build community relations.
<b>Department of Police, Fire and Emergency Management</b>	
3.29	Promote respect for the diverse religious, racial, cultural and gender backgrounds in our community to promote a harmonious community.
<b>Department of Police, Fire and Emergency Management</b>	
3.30	Work with the Multicultural Consultative Reference Group to promote respect and inclusion of people from culturally and linguistically diverse background.
<b>Communities Tasmania</b> <i>All agencies</i>	

Photo courtesy of Students Against Racism and A Fairer World.







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