

# Multicultural Action Plan 2009-12

## For more information

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### Translating and Interpreting Service – 13 14 50

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# Community Multicultural Action Plan 2009-12

Department of Transport and Main Roads

**Common outcome** – set by Multicultural Affairs Queensland

**Our commitment** – what the department will do to address common outcomes

**Queensland multicultural policy strategies** – Queensland Government's blueprint for managing cultural diversity

I am pleased to introduce the Department of Transport and Main Roads Multicultural Action Plan 2009-12 which endorses whole-of-government multicultural policy. This plan shows our commitment to delivering an integrated transport environment that meets the needs of Queenslanders from all cultural backgrounds.

Queensland has a dynamic and diverse society with many cultures, languages and religions. The Queensland Government recognises that our diversity brings cultural, social and economic benefits to the state.

The Queensland Government's multicultural policy, *Multicultural Queensland – making a world of difference*, is the blueprint for how we will manage cultural diversity for the economic and social well-being of all Queenslanders. Under this policy all government departments must develop multicultural action plans.

The Department of Transport and Main Roads Multicultural Action Plan 2009-12 builds on the achievements of earlier plans and shows our continuing commitment to ensure that all Queenslanders, including culturally and linguistically diverse communities, have appropriate transport choices and fair access to the transport system.

As we move forward we will continue to align our corporate planning with our commitment to multiculturalism to ensure that the strategies and principles driving our business contribute to the Government's goal of a fairer and open society for all.



David Stewart

**Director-General**  
**Department of Transport and Main Roads**

Our commitment	Activity	Queensland Multicultural Policy Strategies			
		Community relations and anti-racism	Supporting communities	Strengthening multiculturalism in the Qld public sector	Productive diversity economic strategy
<b>Common outcome: Cultural competence</b>					
Knowledge: Develop cultural awareness	Continue to make available online multicultural awareness training – Harmony.			✓	
	Continue to make available face to face diversity training – Working with Difference.			✓	
	Continue to make available information on external cross-cultural awareness training providers.			✓	
Behaviour: Embed diversity in our corporate culture	Collaborate with internal divisions to ensure training and development programs and initiatives include reference to multicultural awareness.	✓		✓	
	Maintain a departmental Multicultural Communication Plan.			✓	
	Align all diversity action plans.			✓	
<b>Common outcome: Communication and engagement</b>					
Develop the 2009-12 Multicultural Action Plan	Consult with other departments and key stakeholder groups.	✓	✓	✓	✓
Make transport services information easily available to Culturally and Linguistically Diverse (CALD) communities	Continue to participate in multicultural festivals and events.	✓	✓	✓	✓
	Continue to promote Queensland Government Language Services policy as it relates to external communications.	✓	✓	✓	✓
	Engage with TAFE Qld to ensure the inclusion of transport services information in the Adult Migrant English Program (AMEP).	✓			
Major policies and projects consider CALD requirements	Continue to assess major departmental policies and projects to identify communication requirements of CALD communities.	✓		✓	
<b>Common outcome: Access to interpreters</b>					
Provide interpreter services in accord with Qld Government Language Services Policy	Continue to provide interpreter services for members of CALD communities.	✓	✓	✓	
	Improve administration of interpreter services.			✓	
	Continue to provide interpreter service assistance advice on publications.	✓	✓		
	Provide staff with information about how and when to use an interpreter.			✓	
<b>Common outcome: Recruitment and retention</b>					
Provide opportunities for people from a CALD background	Build on CALD appropriate recruitment and retention strategies.			✓	✓
Understand our workforce	Encourage completion of EEO census by all new starters.			✓	
	Continue to monitor information provided from staff surveys.			✓	
	Investigate racial discrimination complaints.			✓	