

Our story, our future
 Queensland Multicultural Policy and Queensland Multicultural Action Plan 2016-17 – 2018-19
 ANNUAL REPORT
STATE LIBRARY OF QUEENSLAND

Background

- 'Our story, our future' is the Queensland Government's multicultural policy promoting an inclusive, harmonious and united community for Queensland. The policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – achieving culturally responsive government; supporting inclusive, harmonious and united communities; and improving economic opportunities.
- The policy is being implemented through a three year Queensland Multicultural Action Plan 2016-17 – 2018-19.
- The policy and action plan are a requirement of the *Multicultural Recognition Act 2016* (the Act) and represent one of three key provisions of the Act – together with establishing the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- Section 24 of the Act requires entities with actions in the action plan to report publicly on an annual basis. The attached report fulfils this requirement for **State Library of Queensland**.

Priority area 1: Culturally responsive government

Outcome	Action	Lead agency	Timeframe	Progress status Legend: • On track • Completed • Yet to commence • Ceased (include reason in notes)	Progress/achievements/outcomes for culturally diverse Queenslanders
Culturally capable services and programs	Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.	DET DTMR QH RTA SLQ	2016–19	• On track	<ul style="list-style-type: none"> • Cultural Awareness training for all State Library of Queensland staff was completed in the third quarter of 2017-18. • State Library follows the requirements under the Queensland Language Services Policy and the Queensland Language Service Guidelines for providing interpreting services for clients.
	Increase availability of e-resources in languages other than English in partnership with public libraries.	SLQ	2016–17	• Completed	<ul style="list-style-type: none"> • Four e-resource services offered: <ul style="list-style-type: none"> • <i>PressReader</i> has nearly 6,000 newspapers and magazines in more than 60 languages from over 100 countries. This new service is available to all State Library members. • <i>Tumblebooks</i> offers ebooks for children in English, Spanish and French and is available to all Queensland public library members. • <i>OverDrive</i>, an ebook service, offers 52 languages. This service is available in many Queensland public libraries. • <i>Kanopy</i> video streaming service of feature films and documentaries offers content in languages other than English. • State Library monitors e-resource markets for availability of relevant, affordable content.
	Partner with and support multicultural community organisations in the delivery of significant events to enhance awareness of SLQ services and facilities.	SLQ	2016–17	• Completed	<ul style="list-style-type: none"> • Partnered with Create Global to deliver International Women's Day in 2017. Approximately 100 people attended the event, which took the form of a panel discussion with guest speakers followed by networking on the Queensland Terrace. • Partnered with Multicultural Development Association (MDA) to deliver the pilot of the Brisbane Student Hub for international Students during 2016-17, which resulted in an extension of the partnership for 2017-18. The pilot saw the hub opened on Wednesdays, Fridays and Saturdays during the financial year. The Student Hub engaged over 700 individuals and provided students general and intensive support in 30 cases. MDA's survey result of the student population demonstrated that students found the Hub a useful support service, in particular in terms of providing opportunities for English conversation and meeting people and making friends. The pilot was successful in introducing international students to the services of State Library and providing a safe space for international students to meet others and get support.

Our story, our future
 Queensland Multicultural Policy and Queensland Multicultural Action Plan 2016-17 – 2018-19
 ANNUAL REPORT

STATE LIBRARY OF QUEENSLAND

					<ul style="list-style-type: none"> During Multicultural Month 2018, State Library led a social media campaign to help connect Queenslanders with our collections and programs, and to share stories from across the State. One access point was through a promotional 'tile' on the State Library website that linked to detailed information that could be translated into many community languages.
A productive, culturally capable and diverse workforce	Participate in migrant work experience programs, such as the Work and Welcome program.	DILGP DTMR SLQ	2016–19	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> The Work and Welcome program at State Library continued with the placements of: <ul style="list-style-type: none"> A participant from Sudan for 12 weeks paid employment from October to December 2016. A participant from Burma for 12 weeks paid employment from June to August 2018 The placements were made possible through voluntary payroll deductions from State Library staff.

Priority area 2: Inclusive, harmonious and united communities

Outcome	Action	Lead agency	Timeframe	Progress status Legend: <ul style="list-style-type: none"> On track Completed Yet to commence Ceased (include reason in notes) 	Progress/achievements/outcomes for culturally diverse Queenslanders
Queenslanders celebrate our multicultural identity	Enhance the representation of Queensland's rich cultural heritage and identity in the John Oxley Library collection.	SLQ	2016–17	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> In 2016-17, State Library acquired the archive of Brisbane Multicultural Arts Centre (BEMAC). The collection contains a large amount of musical recordings, memorabilia, photographs and organisational records. Guest posts on the John Oxley Library Blog were scheduled during Queensland Multicultural Month. Examples of posts included an insight into Lebanese experiences in Queensland, particularly those of early shopkeepers, by Dr Anne Monsour, professional historian and President of the Australian Lebanese Historical Society. Queensland Business Leaders Hall of Fame fellow Toni Risson gave three public talks on her research on Greek cafes in Queensland, providing information of State Library's collections and the story they tell about early Greek experiences in Queensland. In 2017-18, as part of a Queensland Library Foundation Heritage Talk featuring Toni Risson, members of the Greek community were encouraged to bring along personal collections. Several items were donated and others have been donated to State Library's collection. This model is being considered for encouraging other CALD communities to contribute to State Library's collection. State Library developed its 2018-19 Digitisation Plan, with one of the key digitisation areas is content from Queensland's CALD communities. State Library worked with University of Queensland's (UQ's) School of Historical and Philosophical Inquiry on a potential Australian Research Council (ARC) Linkage funded project, Queensland Atlas of Religion. Two regional Queensland forums, and one Brisbane forum, were held with representatives from CALD communities to scope diverse communities' interest in participating in the UQ project, investigating the intersection between different religions and cultures in Queensland.