

# Multicultural Action Plan

## Queensland Multicultural Policy and Queensland Multicultural Plan 2016-17 — 2018-19 Annual report for Legal Aid 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 **Legal Aid Queensland**.

Priority area 1: Culturally responsive government					
Outcome	Action	Lead agency	Timeframe	Progress status	Progress/achievements/outcomes for culturally diverse Queenslanders
<b>Culturally capable services and programs</b>	Implement an agency-specific language services policy aligned with the LSP.	LAQ	2016–19	Completed	In addition to having a language services policy, aligning with the Queensland Government Language Services Policy, under which Legal Aid Queensland provides interpreter services where necessary for clients whose first language is a language other than English, Legal Aid Queensland's home page has a "Other Languages" button which links to a Browsaloud service which translates our web content to a range of languages other than English. Legal Aid also has hard copy publications containing legal information in languages other than English.