

# Multicultural Australia Strategic Plan 2019-2022



**MULTICULTURAL  
AUSTRALIA**  
*it's who we are*



## Multicultural Australia

For over 21 years, we have worked to advance multicultural Australia and build communities where everyone belongs.

Developing inclusive and prosperous communities, changing the conversation and keeping fit for the future are the strategic pillars that highlight why we exist. They underpin what we do—our services, partnerships and business. Ethical leadership and deep collaboration with community is at the heart of how we work—our culture and practice.

Our vision, purpose and values guide the work of our board, executive and staff as we implement this strategic plan to 2022.





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## OUR VISION

A trusted Queensland not-for-profit, **creating welcome and inclusion for new Queenslanders**. Exceeding stakeholder expectations by delivering exceptional services, working with others to solve big issues and driving innovative projects that make a real difference.

## OUR PURPOSE

Multicultural Australia exists to create a **welcoming, inclusive and economically stronger community**. This is an agenda shared with many others. Our part is to ensure that new Queenslanders are included, skilled and thriving. We are passionate about promoting positive conversations about inclusion.

## OUR VALUES

**We are fiercely committed to human rights and demonstrating our values in our daily work.**

We show up for one another, we are faithful to our clients' aspirations and we solve problems by finding the third way.

We are ethical and strive for impact. We pride ourselves on being an organisation with the grit needed to effect real change.



## Our three strategic pillars

# 1. Inclusive and prosperous communities

We will develop communities where all feel valued and safe, and where others will be drawn to live.



## Settlement Success

Multicultural Australia will deliver settlement services beyond our clients' expectations, working with them to realise their aspirations and foster their ability to prosper. Our services will be centred on evidence-based practice and shaped by client and community voices.



## Prosperity

We recognise that meaningful work is a critical factor in settlement success. Multicultural Australia will develop potent employment strategies that enable our clients to prosper and contribute to their communities. Importantly, these strategies will also help Australia build strong economies and communities. By investing in newcomers, we invest in Australia.



## Collaborative Communities

We will collaborate with stakeholders, partners, community groups and community service providers to build a network of welcoming and inclusive organisations and communities across Queensland where all newcomers will feel inspired to contribute and grow.



## Our three strategic pillars

# 2. Changing the conversation

We will seize opportunities to advance multiculturalism in Australia, creating welcome and a strong sense of belonging for newcomers.



## Impact and Influence

Multicultural Australia will strive for impact and aim to be a voice of influence to advance multiculturalism. Our work will use the best evidence and our impact will be measurable, so we know we are making a positive difference.

We will leverage strategic partnerships to build our knowledge of emerging issues, best practice in service delivery, diversity and inclusion, and significant issues facing newcomers. Our goal is to help effect humane multicultural policies.



## Community of Interest

We recognise the importance of a community of interest to influence and advance multiculturalism in Australia, built through our services, programs, social businesses, events and celebrations.



## Valuing Partnerships

Multicultural Australia will value and grow our strategic partnerships across a wide range of sectors to promote our vision and help us deliver conversation-changing programs, events and celebrations. Our relationships will focus on building leadership that creates a positive social movement for change.



## *Our three strategic pillars*

### 3. Keeping fit for the future

We will invest in the right skills, knowledge and technology to achieve our vision. We will invest in social business opportunities that help us shape a better future for all.



#### **A Shared Future**

Across Multicultural Australia we share a vibrant vision for our future and the futures of the clients and communities we serve. We will develop clear pathways for sustainable growth opportunities while remaining agile and responsive to emerging needs.



#### **Inspired Leadership**

Multicultural Australia leads with character and love. We will invest in developing a new generation of leaders who act with conviction, compassion and curiosity. Finding the 'third way' is embedded across our organisation and enables us to respond to challenges with creative solutions and innovation.



#### **Building Capability**

We invest in our people. Multicultural Australia will recruit and retain skilled individuals, including leading professionals, who share our core values. We are committed to helping them reaching their full potential. We will embrace staff using their experience to advance our shared agenda and we will stay connected through our alumni program.



#### **Resourced for Success**

We will use our resources responsibly and collaboratively, and we will invest wisely in secure, fit-for-purpose technologies that target our vision. We take very seriously our stewardship of public funds and our responsibility to remain fit to lead this work into the future.







# MULTICULTURAL AUSTRALIA

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[www.multiculturalaustralia.org.au](http://www.multiculturalaustralia.org.au)



Multicultural Australia acknowledges Aboriginal and Torres Strait Islander peoples as the original owners of our land and we respect their unique status as the First Australians.

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