



Our story, our future  
 Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19  
 Progress Report 2018-19  
 DEPARTMENT OF COMMUNITIES, DISABILITY SERVICES AND SENIORS

**Priority area 1: Culturally responsive government**

**Outcomes**

*Improved knowledge about customers' diversity  
 Culturally capable services and programs  
 A productive, culturally capable and diverse workforce*

**Progress status Legend:**

Completed  
 Partially completed  
 Not completed

**Culturally capable services and programs**

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a National Disability Insurance Scheme (NDIS) environment.	DCDSS	2016-19	Completed	<ul style="list-style-type: none"> <li>Action completed in 2017-18 reporting period.</li> </ul>
Embed the Queensland Language Services Policy (LSP) and Multicultural Queensland Charter in the Human Services Quality Framework to improve access to funded services.	DCDSS	2016–19	Completed	<ul style="list-style-type: none"> <li>In April 2019, DCDSS published an updated version of the Human Services Quality Framework User Guide - Certification.</li> <li>During 2018-19, more than 350 funded non-government organisations were required to comply with the Human Services Quality Framework.</li> </ul>
Support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks.	DCDSS	2016–19	Completed	<ul style="list-style-type: none"> <li>In 2018-19, DCDSS allocated \$50,000 to Queenslanders with Disability Network to auspice AMPARO Advocacy Inc to work with individuals from CALD backgrounds, who were known to them through their work in 2017-18. These individuals, who had difficulty accessing the NDIS, were assisted to submit or re-submit NDIS access requests.</li> </ul>

**A productive, culturally capable and diverse workforce**

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	Completed	<ul style="list-style-type: none"> <li>As at 30 June 2019, DCDSS had exceeded the Public Service Commission 2022 foundation non-English speaking background diversity target of 10 per cent, with 13.6 per cent of departmental employees identifying as people from a non-English speaking background.</li> <li>DCDSS continued to work at maintaining the departmental 2022 target of 13 per cent and towards attaining a stretch target of 15 per cent.</li> </ul>
Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders.	DESBT DNRME DJAG <b>DCDSS</b> DCSYW DES DITID DHPW DoE	2016–19	Completed	<ul style="list-style-type: none"> <li>On 31 October 2018, the DCDSS Diversity and Inclusion Strategy was approved and implemented. A Diversity and Inclusion Network, including Workplace Champions and Target Group Representatives, was convened to advise on and drive relevant initiatives. As a result DCDSS achieved the following:             <ul style="list-style-type: none"> <li>Developed and promoted a Diversity and Inclusion calendar of events, which included celebrating and raising awareness of cultural events important to culturally and linguistically diverse staff and clients.</li> <li>Participated in the multi-agency <i>Diversity and Inclusion Community of Practice</i> and shared resources.</li> <li>Reviewed and refreshed Human Resource policies and resources to ensure DCDSS maintained a contemporary and integrated approach to diversity and inclusion.</li> </ul> </li> </ul>



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Action	Lead	Timeframe	Progress status	Achievements and outcomes
				<ul style="list-style-type: none"> <li>- Supported employees of all ages, life stages, backgrounds and abilities to maintain an optimal blend of work and life through offering a range of flexible work possibilities. In particular, DCDSS committed to supporting staff from culturally and linguistically diverse backgrounds through cultural leave.</li> <li>- Published clarified explanation of Cultural Leave and use of Flexible Working Arrangements to enable attendance at religious and cultural observances.</li> <li>- Continued to invest in the development of our current and future leaders through a range of leadership and professional development programs aligned to the Public Service Leadership competencies.</li> <li>- Reviewed and revised DCDSS' approach to leadership development. The review included a comprehensive needs analysis and resulted in the development of the <i>Workforce Capability plan 2019-23</i>, under which staff are supported to undertake leadership development and performance management including skills development of capability in culture and diversity and inclusion practices. The review resulted in the development of a Leadership Charter encompassing five leadership values: Partnership, Integrity, Recognition, Respect and Innovation, and defines the department's commitment to the leadership values, behaviours and actions expected of those working in the department.</li> <li>- Completed a photo shoot which included staff from culturally and linguistically diverse backgrounds to portray and model diversity and inclusion on departmental collateral.</li> <li>- Displayed copies of the Multicultural Queensland Charter in workplaces.</li> <li>- Promoted the Multicultural Queensland Charter and how it applies to staff on various occasions including in response to the Christchurch Mosque Shootings, Harmony Day, and World Refugee Day.</li> </ul>
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG <b>DCDSS</b> DCSYW DSDMIP DLGRMA DoE	2016–19	Completed	<ul style="list-style-type: none"> <li>• DCDSS conducted three workshops to address unconscious bias and other barriers in recruitment and selection. The workshops, conducted by Merit Solutions, targeted Service Area Managers, staff who conduct recruitment processes, and potential panel members.</li> </ul>



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**Priority area 2: Inclusive, harmonious and united communities**

**Outcomes**

*Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture  
 Queenslanders celebrate our multicultural identity  
 Connected and resilient communities  
 A respectful and inclusive narrative about diversity*

**Connected and resilient communities**

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Support older people from all backgrounds through the implementation of the Queensland: an age-friendly community action plan.	DCDSS	2016–19	Partially completed	<ul style="list-style-type: none"> <li>The <i>Queensland: an age-friendly community action plan</i> continued to be delivered across 13 departments in collaboration with key stakeholders and communities throughout 2018-19.</li> <li>The <a href="#">Age-friendly Report Card 2017-18</a> was released in 2018-19 and highlights key achievements of the second year of implementation.</li> <li>DCDSS undertook a number of projects as part of the implementation of <a href="#">Queensland: an age-friendly community</a>, supporting people from a wide range of backgrounds, including:               <ul style="list-style-type: none"> <li>Seniors Week 2018 (18 to 26 August 2018): providing an opportunity to celebrate the diverse contributions of older people.</li> <li>The Ageing Diversely project: providing information, training and referral service for preventing, responding to, and raising awareness of elder abuse to people from CALD backgrounds.</li> <li>Social isolation programs: conducted by 43 services across Queensland. The programs were aimed at older people's awareness of healthy lifestyle options, reducing social isolation and improving links with agencies and their community.</li> </ul> </li> <li>Under the social isolation programs, DCDSS allocated \$51,364 to Multicultural Communities Council - Gold Coast Limited to conduct the Multicultural Seniors Program, a service that specifically targets people with CALD backgrounds. The program provided a free social support phone call to isolated CALD participants throughout Queensland in their own language as well as other activities for people living on the Gold Coast.</li> <li>DCDSS funded \$165,298 to the Council on the Ageing Queensland (COTA) for Seniors Week 2018 events. A total of 115 subsidised Seniors Week events were held across Queensland in 2018, including events for CALD seniors.</li> <li>DCDSS funded 17 grant recipients through the 2018-19 Age-Friendly Community Grants Program totalling \$1 million.</li> </ul>



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**Priority area 3: Economic opportunities**

**Outcomes**

*Queensland gets the most benefit from our diversity and global connections*  
*Individuals supported to participate in the economy*

**Individuals supported to participate in the economy**

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Promote opportunities for people from culturally diverse backgrounds to participate in the NDIS workforce.	DCDSS	2016–19	Completed	<ul style="list-style-type: none"> <li>In 2018-19, DCDSS, in partnership with the Department of Employment, Small Business and Training, and Jobs Queensland, allocated \$987,000 to WorkAbility Queensland to continue to develop workforce solutions for local needs, including opportunities for people from culturally and linguistically diverse backgrounds to access local employment and training opportunities.</li> </ul>
Engage with culturally diverse community organisations to identify barriers and generate solutions to increase participation in formal volunteering opportunities.	DCDSS	2016–19	Partially completed	<ul style="list-style-type: none"> <li>In 2018-19, DCDSS allocated \$452,148 to Volunteering Queensland (VQ) to promote volunteering opportunities, raise awareness, provide advice and referral to support volunteer activities across Queensland, and operate the Emergency Volunteering Community response during disasters.</li> <li>VQ reported that approximately one in four people who register their interest in volunteering, identify as culturally and or linguistically diverse.</li> <li>Across Queensland, 124 neighbourhood centres provide universal supports such as playgroups, social activities and parenting programs.</li> </ul>
Deliver a volunteering strategy to drive increased participation in formal volunteering opportunities, including actions that target culturally diverse individuals and communities.	DCDSS	2016–19	Not Completed	<ul style="list-style-type: none"> <li>The Hon Coralee O'Rourke, Minister for Communities and Minister for Disability Services and Seniors has confirmed with the Premier a new approach for volunteering for progression in 2019-20.</li> </ul>