

Queensland Multicultural Policy 'Our story, our future'
 Queensland Multicultural Action Plan 2019–20 to 2021–22
 Annual Reporting for 2019–20
 DEPARTMENT OF COMMUNITIES, DISABILITY SERVICES AND SENIORS (DCDSS)

Priority area 1: Culturally responsive government

Outcomes:

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

Progress status Legend:

On track
 Completed
 Yet to commence

Use diversity and customer experience data to inform and improve service design

Action	Responsible agency	Timeframe	Progress status for 2019–20	Achievements and outcomes for people from culturally and linguistically diverse communities
Review and expand examples of evidence in the <i>Human Services Quality Framework User Guide</i> for use by non-government organisations to demonstrate culturally safe and responsive service delivery.	DCDSS	2019–22	Completed	<p><u>Human Services Quality Framework</u></p> <ul style="list-style-type: none"> DCDSS reviewed the Human Services Quality Framework (HSQF) and embedded requirements to ensure funded organisations in-scope of the HSQF engaged interpreters in line with the Queensland Language Services Policy. Funded organisations in-scope of the HSQF may also choose to confirm that they have adopted the Multicultural Queensland Charter to show how their services are tailored to respond to the needs and interests of people from diverse backgrounds and cultures. Organisations have progressively implemented these requirements since November 2016 when they were first incorporated into HSQF resources. The requirements continue to apply through the current versions of HSQF User Guides for organisations under certification and self-assessment, published 1 January 2020. The requirements are monitored by independent third party auditors and organisations' self-assessment processes. As at June 2020, there were more than 400 funded non-government organisations required to comply with the HSQF. The following examples meet the HSQF standards for culturally safe and responsive service delivery: <ul style="list-style-type: none"> <i>Funded Advocacy</i>: DCDSS provided funding to Amparo Advocacy Inc to ensure people from cultural and linguistically diverse backgrounds with disability have their fundamental needs met, so

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				<p>they and their families can actively participate, engage and contribute to the community. Amparo can assist people from cultural and linguistically diverse backgrounds with disability access the DCDSS complaints process and also take referrals from DCDSS for people needing support with the National Disability Insurance Scheme and other mainstream supports.</p> <ul style="list-style-type: none"> – <i>Complaints:</i> The DCDSS free and accessible complaints service is accessible to people from culturally and linguistically diverse communities. People from culturally and linguistically diverse communities can be supported by a friend, an advocate, an interpreter or a community elder when making a complaint to the department.
<p>Ensure the needs and interests of people from culturally diverse backgrounds are considered and reflected in relevant policy and legislation related initiatives.</p>	<p>DCDSS</p>	<p>2019–22</p>	<p>On track</p>	<ul style="list-style-type: none"> • In October 2019, DCDSS released the <i>Thriving Cohesive Communities: Action Plan for Queensland 2019 – 2021 (Stage 2)</i> (the Action Plan). • The Action Plan aims to assist Queenslanders of all ages, backgrounds and abilities to be socially and economically included, respected and treated fairly. • Action areas are targeted to objectives that include, to: <ul style="list-style-type: none"> – build understanding of workplace culture and expectations – strengthen the connection of young people to their family, culture and community – promote knowledge and understanding of and respect for the diverse identity of Queenslanders – build the skills of educators and community leaders to address discrimination, anti-social behaviour and behaviours that may lead to violence or physical harm to others. • The Action Plan, which is in the implementation phase, is supported by \$3M over two years (2019–2021), with funds allocated through the Thriving Cohesive Communities grants.

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				<ul style="list-style-type: none"> • DCDSS delivered the Disability Connect and Outreach Program with an investment of \$20M from the Commonwealth Government. A major element of the program was the Assessment and Referral Teams which assisted people from priority cohorts to access the National Disability Insurance Scheme (NDIS). One of the priority cohorts was people from culturally and linguistically diverse backgrounds. • DCDSS promoted the interests of culturally and linguistically diverse people through the consideration of NDIS policy issues at a national level and has diverse a range of tools via its website to assist NDIS providers support people from culturally and linguistically diverse backgrounds: https://www.communities.qld.gov.au/disability-connect-queensland/national-disability-insurance-scheme/ndis-market-information-resources/cultural-linguistically-diverse-resources. • The <i>Disability Services Act 2006</i> recognises that people with disability from culturally or linguistically diverse backgrounds may face additional barriers and the legislation requires that services and policies are designed by the department and service providers to meet these additional needs.

Support Queenslanders from culturally diverse backgrounds to better prepare for and recover from disasters

Action	Responsible agency	Timeframe	Progress status for 2019–20	Achievements and outcomes for people from culturally and linguistically diverse communities
Ensure appropriate engagement and recovery strategies are developed in disaster management planning for people identified as being vulnerable in the <i>People with Vulnerabilities in</i>	DCDSS	2019–22	On track	<p><u>Disaster Recovery Planning</u></p> <ul style="list-style-type: none"> • In 2019–20, a District Human Social Recovery Plan was completed for each of the 23 Disaster Districts across Queensland. • This plan included a Community Profile which identified specific population groups within the district who may require more targeted support to remain safe and/or to prepare for, respond to, and recover from, disaster events.

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<p><i>Disasters</i> framework, including migrants, refugees, temporary workers, students, tourists and people who speak languages other than English or have low literacy levels.</p>				<ul style="list-style-type: none"> • Within the district planning process, community engagement strategies were also considered to determine what methods would be most effective in engaging the various population groups including vulnerable people such as migrants, refugees, temporary workers, students, tourists and people who speak languages other than English or have low literacy levels within the community. Methods included the use of social media; use of significant community, faith based or cultural workers and groups to disseminate messaging; information displays at services, businesses and community or faith based meeting places; utilising local school or sporting club e-blasts or newsletters; or holding public meetings. • At a state-wide level, DCDSS developed relationships with the Ethnic Communities peak body as well as a range of service providers who support migrants and refugees and international students. • DCDSS produced a number of recovery fact sheets in the most common languages used in Queensland. • DCDSS and its partner agencies engaged interpreters to assist members of the public access supports and services following a disaster. <p><u>COVID-19</u></p> <ul style="list-style-type: none"> • DCDSS developed and implemented a COVID-19 Strategy for Accommodation Support and Respite Services to assist vulnerable clients and staff throughout the pandemic. • DCDSS expanded the State Human Social Recovery Committee and the State Human Social Recovery Group (SHSRG) membership to include Multicultural Affairs Queensland and Multicultural Australia to ensure a broad representation of the needs of the multicultural community including migrants and refugees and international students. The SHSRG Essential Food and Medicine working group

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				<p>also included representatives from the Queensland Program of Assistance to Survivors of Torture and Trauma and Community.</p> <ul style="list-style-type: none"> • DCDSS collaborated with Study Queensland, Multicultural Australia and GIVIT to address the needs of international students impacted by COVID-19.
Support and promote the roles that multicultural and faith-based community groups play in assisting communities to recover from disaster.	DCDSS	2019–22	On track	<ul style="list-style-type: none"> • DCDSS supported and encouraged multicultural and faith-based community group participation in assisting communities recover from disasters by engaging with local multicultural and faith-based services in affected communities either directly or through the local human and social recovery committees (local and district). This engagement ranged from disaster chaplains and local cultural workers or services through to representation from Combined Church Groups. • At the state level, cultural and faith based agencies participated in the State Human Social Recovery Group including Multicultural Affairs Queensland, Multicultural Australia, Ethnic Community Council Queensland and the Uniting Church Chaplains. • As per previous disaster seasons, Disaster Recovery Chaplains (who can be drawn from multi-faith) may be engaged to provide support and assistance at Recovery Hubs.
Translate community recovery fact sheets into a range of languages to support people from culturally diverse backgrounds to better prepare for and recover from disasters.	DCDSS	2019–22	Completed	<ul style="list-style-type: none"> • Community Recovery financial fact sheets and natural disaster fact sheets continue to be available in translated languages: https://www.qld.gov.au/community/disasters-emergencies/disaster-recovery-information-languages. • Community Recovery translated all Community Recovery hub signs into 17 languages: http://communities.govnet.qld.gov.au/comgovnet/community-recovery-governance/multilingual-resources. • The 17 languages that the fact sheets and signs were translated into are: Arabic, Cantonese, Creole, Greek, Hindi, Hmong, Japanese,

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				Korean, Punjabi, Samoan, Simple Chinese, Spanish, Tagalog, Tokpisin, Tongan, Vietnamese and Wik.

Increase cultural understanding and capability of staff by providing access to events, training and development opportunities.

Action	Responsible agency	Timeframe	Progress status for 2019–20	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote tools and resources to support multicultural capability, awareness and understanding.	DCDSS	2019–22	On track	<ul style="list-style-type: none"> • DCDSS promoted tools and resources through internal communication channels at various times throughout the year, and provided mandatory training to all staff. In addition: <ul style="list-style-type: none"> – annual subscription to the SBS Cultural Competence online program was purchased. In February 2020, DCDSS created a team study guide to encourage teams to undertake the training together. These resources were promoted, alongside other online events and activities, as part of Harmony Day and Refugee Week 14-20 June 2020 – awareness raising was undertaken in relation to issues of racism and COVID-19 to ensure staff understood that racism has no place in Australia. • A Multicultural Affairs (DLGRMA) staff member and a Community Action for a Multicultural Society Grant Access Worker were recruited as evaluation panel members for two of the five streams of Thriving Cohesive Communities grants assessed in January-February 2020. • DCDSS participated on the evaluation panels for the DLGRMA Multicultural Events grant round in October 2019.
The agency will maintain representation on the #DiversityandInclusionMatters Forums.	DCDSS	2019–22	Completed	<ul style="list-style-type: none"> • DCDSS maintained representation until July 2019 when Forums ceased.

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Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	On track	<ul style="list-style-type: none"> • The Queensland Social Cohesion Implementation Committee (QSCIC) provided advice to the Queensland Government to preserve and strengthen the social cohesion of Queensland communities. QSCIC meets quarterly and the Chair of QSCIC liaises with the Multicultural Queensland Advisory Council to provide an integrated approach to social cohesion efforts in Queensland. QSCIC guides social cohesion initiatives delivered under the Action Plan. • The seven QSCIC members (five women) contributed diverse experience and perspectives to the committee, including: <ul style="list-style-type: none"> – growing up in a rural or regional community or settling in one as a recent migrant or refugee – being active in a faith community – leading and working in human service organisations or business. – professional experience in the areas of research, youth support, education and advocacy.

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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

Progress status Legend:

On track

Completed

Yet to commence

Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.

Action	Responsible agency	Timeframe	Progress status for 2019–20	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote and display the Multicultural Queensland Charter in workplaces and in Accommodation Support and Respite Service centres.	DCDSS	2019–22	Completed	<ul style="list-style-type: none"> DCDSS has displayed Multicultural Queensland Charter posters in foyers and noticeboards in CBD offices since March 2019. In August 2019, the Charter was distributed across DCDSS for ongoing display in other locations.
Create an intranet page to raise awareness amongst staff about the Multicultural Queensland Charter and how it applies to their work.	DCDSS	2019–22	Completed	<ul style="list-style-type: none"> In May 2020, information on the Multicultural Queensland Charter was incorporated into the Cultural Diversity page of the DCDSS Intranet.
Promote and encourage staff to participate in events and access resources related to the Multicultural Queensland Charter, such as attending Multicultural Queensland Charter events and accessing the Multicultural Queensland Charter in Action videos.	DCDSS	2019–22	Completed	<ul style="list-style-type: none"> DCDSS featured special events/dates on the Intranet and Yammer, and included links back to the Cultural Diversity Intranet page and a calendar of events. These have included Lunar New Year and BrisAsia Festival, Harmony Day, Multicultural Month, Vesak Day, Ramadan and Eid al-Fitr, and Multicultural Australia's COVID-related Culture of Connection project.

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<p>Demonstrate the agency values and is committed to multiculturalism through implementing actions committed to in the Diversity and Inclusion Strategy.</p>	DCDSS	2019–22	On track	<ul style="list-style-type: none"> • DCDSS implemented actions in the Diversity and Inclusion Strategy 2018–2020, which included: <ul style="list-style-type: none"> – promoting flexible working arrangements to reflect diversity and, due to COVID-19, placing a focus on supporting people working from home – creating an intranet based diversity calendar in 2018-19 and updating it annually – preparing Our Inclusive Workplace content for DCDSS induction since 2018–19 – establishing a Diversity Network in 2019 with regular meetings scheduled since that time – promoting a SBS Cultural Competence program to supervisors and developing a team study guide to supplement the program in March 2020 – promoting events through Yammer and the intranet across the year, including Lunar New Year, Women’s Day/Week and Harmony Day.
<p>Review and update the human resources policies and resources to ensure the agency maintains a contemporary approach to diversity and inclusion topics in line with public sector and legislative requirements.</p>	DCDSS	2019–22	On track	<ul style="list-style-type: none"> • DCDSS completed a review of all human resources policies, procedures and resources for compatibility with the <i>Human Rights Act 2019</i> in February 2020.
<p>Review training sessions for face-to-face residential care officer training programs to ensure there is information about cultural capability and</p>	DCDSS	2019–22	Completed	<ul style="list-style-type: none"> • The review of Residential Care Officers (RCOs) training sessions occurred in December 2019 where the development of a training package occurred in line with the Multicultural Queensland Charter requirements.

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the Multicultural Queensland Charter.				<ul style="list-style-type: none"> • DCDSS provided ongoing support for RCOs who require language, literacy and numeracy support within training. • RCOs completed the Multicultural Queensland Charter as part of 'Working with diverse people', a unit of competency within their training qualification which aids in developing awareness of diversity and inclusion. • There is ongoing promotion of multicultural events to officers and posters of diversity, and inclusion are displayed in work places.
Review induction and training programs to ensure appropriate references to the Multicultural Queensland Charter and its application to the workplace.	DCDSS	2019–22	On track	<ul style="list-style-type: none"> • In February 2019, DCDSS included the Multicultural Queensland Charter within the DCDSS induction program and linked to the <i>Racism. It stops with me</i> campaign. • As part of the Diversity and Inclusion Strategy 2018–20, all training was reviewed to ensure application of the program supports the enhancement of diversity and inclusion in the workplace. • The DCDSS Queensland Government Ready Reserve training modules include a focus on how to be culturally appropriate and to communicate effectively with people from diverse backgrounds.
Following review of the induction and training programs, ensure increased focus on being culturally appropriate and respectful, and staff understand how the Multicultural Queensland Charter applies to their role.	DCDSS	2019–22	Yet to commence	<ul style="list-style-type: none"> • The evaluation of the outcome of the review is yet to commence.

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Celebrate and promote Queensland's multicultural identity, such as through government publications and communication.

Action	Responsible agency	Timeframe	Progress status for 2019–20	Achievements and outcomes for people from culturally and linguistically diverse communities
Expand the All Abilities Queensland website to feature additional stories of people with disability including those from culturally diverse backgrounds and make accessible resources to help build an inclusive community.	DCDSS	2019–22	On track	<ul style="list-style-type: none"> DCDSS published information fact sheets on the All Abilities website in accessible formats. Work will continue to update the website with stories from culturally diverse backgrounds. DCDSS published fact sheets on DCDSS' website in July 2020: https://www.communities.qld.gov.au/disability-connect-queensland/state-disability-plan-2017-2020/resources-all-abilities-champions These fact sheets were also circulated to all Ministers and departments to assist with raising awareness and championing inclusive attitudes towards people with disability. Fact sheets provided practical advice on a range of topics including recruitment, inclusive events and accessible communication.

Sign up and participate in the Australian Human Rights Commission Racism. It stops with me campaign.

Action	Responsible agency	Timeframe	Progress status for 2019–20	Achievements and outcomes for people from culturally and linguistically diverse communities
Demonstrate the agency values and is committed to multiculturalism and promote the agency's participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign.	DCDSS	2019–22	On track	<ul style="list-style-type: none"> Training on the <i>Human Rights Act 2019</i> was provided to DCDSS staff from November 2019. Office-based staff (with network access) were enrolled into the online mandatory training program, with 87 per cent of these staff completing the training as at 30 June 2020. Of staff without network access (Residential Care Officers), 70 per cent have completed the training as a self-paced workbook, and 48 per cent have completed role-specific Public Entities Decision Making training workbooks. This module now forms part of the compulsory induction training. DCDSS displays posters throughout its service centres for the Queensland <i>Human Rights Act 2019</i>.

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				<ul style="list-style-type: none"> • DCDSS shares new resources from the <i>Racism. It stops with me</i> campaign with staff, as they become available. • DCDSS included as one of five actions in the Thriving Cohesive Communities: Action Plan for Queensland 2019–2021 (Stage 2) – <i>Initiate conversations to increase exposure and build awareness, knowledge and understanding of the diverse identity of Queenslanders</i>. This action is supported with \$225,000 (excluding GST) of funding offered through <i>Thriving Cohesive Communities</i> grants and implemented through six projects with the objective to strengthen the capability of community members to address discrimination and racism and behaviours that lead to exclusion and isolation. • The <i>Thriving Cohesive Communities: Action Plan for Queensland 2019–2021 (Stage 2)</i> also aims to equip educators, and people in positions of influence with young people, with the skills and knowledge to challenge racism and all forms of discrimination. Implementation is supported with \$285,000 (excluding GST) funding.

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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

Progress status Legend:

On track
 Completed
 Yet to commence

Action	Responsible agency	Timeframe	Progress status for 2019–20	Achievements and outcomes for people from culturally and linguistically diverse communities
Provide pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum, such as through work experience, internships or targeted recruitment.	Multiple agencies, including DCDSS	2019–22	Yet to commence	<ul style="list-style-type: none"> People from culturally and linguistically diverse communities made up 14 per cent of the DCDSS workforce.