

**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**


Annual Reporting for 2021-22

DEPARTMENT OF SENIORS, DISABILITY SERVICES AND ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS

Background

- ‘Our story, our future’ is the Queensland Government’s Multicultural Policy (the 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 – (1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.
- The Policy is being implemented through a three-year Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan).
- The Policy and Action Plan are a requirement of the *Multicultural Recognition Act 2016* (the Act).
- Section 24 of the Act requires entities with actions in the Action Plan to report publicly on an annual basis. The report below fulfils this requirement for 2021-22 for the **Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**.

Notes

- See page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#) for a list of government entities covered under ‘All agencies’.
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#). All sub-actions, where relevant, for the **Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships** have been listed in this template for ease of reporting.
- For the purposes of this report, all references to **diversity** within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.

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Priority area 1: Culturally responsive government

Outcomes:


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

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Use diversity and customer experience data to inform and improve service design. 	Multiple agencies including DSDSATSIP	2019–22		
<ul style="list-style-type: none"> • Ensure the needs and interests of people from culturally diverse backgrounds are considered and reflected in relevant policy and legislation related initiatives. 	DCHDE and DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	<p>The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships policy and legislation work has ensured that the needs and interests of people from culturally diverse backgrounds have been considered through the following avenues:</p> <ul style="list-style-type: none"> • Diversity and Inclusion Reference Group which includes a number of people from culturally and linguistically diverse backgrounds. The lived experience of the Reference Group’s members provides valuable insights that have improved human resources policies and resources for culturally diverse people. • Engagement of the All Abilities Queensland Working Party to co-design the new Queensland State Disability Plan. The working party included representatives from culturally diverse backgrounds and relevant disability sector representatives. • Funding Amparo Advocacy Inc. under the Queensland Disability Advocacy Program, for the period 1 January 2022 to 30 June 2023, to provide specialist individual advocacy services to people with disability from Culturally and Linguistically Diverse backgrounds. • Implementing many recommendations from the former Queensland Productivity Commission’s final report on its inquiry into the National Disability Insurance Scheme (NDIS) Market in Queensland. These actions will improve outcomes for people with disability, including those who are from culturally diverse backgrounds. Some relevant recommendations include:

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<ul style="list-style-type: none"> - advocate for simpler NDIS access processes (Rec.1) - propose that planners and local area coordinators include a role to support participants to develop their capabilities and increase independence (Rec. 8) - propose that National Disability Insurance Agency (NDIA) data on participant demographics and outcomes be used to evaluate the benefits of support coordination and how they vary between cohorts (Rec.26) <p>Implementation of these recommendations will assist with supporting NDIS participants from culturally diverse backgrounds to access and utilise appropriate NDIS supports. The full report and the Queensland Government response can be found here: https://www.dsdsatsip.qld.gov.au/our-work/disability-services/disability-connect-queensland/national-disability-insurance-scheme/inquiry-ndis-market-queensland</p>
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 	All agencies	2019–22		
<ul style="list-style-type: none"> • Promote key events to staff during Multicultural Queensland Month and on Harmony Day. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The department actively promotes Harmony Day and Multicultural Queensland Month annually, with encouragement from the Director-General for staff to get involved in community activities and to also celebrate within their teams.
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	COMPLETED - for duration of Action Plan	The department is committed to actions to support diversity on Boards. During 2021-22, the department developed and promoted the Increasing Diversity on Boards and Committees Fact Sheet on the All Abilities website. This information is available in accessible format. Resources for All Abilities champions - Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (dsdsatsip.qld.gov.au)

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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

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Work with DCYJMA and culturally diverse communities to promote and respect Aboriginal and Torres Strait Islander culture, including fostering relationships with Traditional Owners and Elders.	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The department proactively supports the Queensland Government's commitment to reconciliation and the establishment of a reframed relationship with Aboriginal peoples and Torres Strait Islander peoples, through the implementation of the Reconciliation Action Plan, Indigenous Languages Action Plan and Cultural Capability Action Plan. In leading the implementation and monitoring of whole-of-government action plans, and through specific planning projects with the Department of Children, Youth Justice and Multicultural Affairs, the commitments to cultural capability, reconciliation, procurement and employment are delivered. Strategies in these areas ensure culturally diverse communities can liaise with the department's regional offices and participate in opportunities that foster relationships with Traditional Owners and Elders. This work is ongoing and is subject to ongoing collaborative partnerships and feedback from members of culturally diverse communities and Aboriginal and Torres Strait Islander communities.
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. 	All agencies	2019–22		
<ul style="list-style-type: none"> • Make information about the Multicultural Queensland Charter available through the agency's webpage. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The department makes information regarding the Multicultural Queensland Charter available through internal and external websites.
<ul style="list-style-type: none"> • Ensure policies and delivery of services are established on principles of respect and inclusion, such as those outlined in the Multicultural Queensland Charter. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The department's Inclusion and Diversity Network includes Culturally and Linguistically Diverse people. This group helped to shape the department's commitment to ensuring that its policies, and the delivery of services, are established on principles of respect and inclusion, such as those outlined in the Multicultural Queensland Charter.

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>The department is committed to the principles of co-design, and inclusive policy, program development and service delivery, which promotes diversity and ensures that policies and the delivery of services are established on principles of respect and inclusion.</p> <p>As example of such action is the delivery of the <i>Queensland Government Many Voices: Indigenous Languages Policy</i> and the implementation of the <i>Queensland Aboriginal and Torres Strait Islander Policy Action Plan</i> which aims to encourage, support and embed whole-of-government recognition and respect for Aboriginal and Torres Strait Islander languages in the everyday business of Queensland Government.</p> <p>The Many Voices Languages Policy and action plan reaffirms Queensland as a state with strong cultural values, diversity and heritage—ensuring that the many voices, stories and languages of Aboriginal and Torres Strait Islander Queenslanders are heard, seen and spoken for generations to come.</p>
<ul style="list-style-type: none"> Promote and display the Multicultural Queensland Charter in workplaces and in Accommodation Support and Respite Service centres. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The department actively promotes and displays the Multicultural Queensland Charter in all Accommodation Support and Respite Service centres and in the Service Support Unit.
<ul style="list-style-type: none"> Create an intranet page to raise awareness amongst staff about the Multicultural Queensland Charter and how it applies to their work. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The department's intranet (internal website) provides all staff with access to information and resources about the Multicultural Queensland Charter, to raise staff awareness and how it applies to their work.
<ul style="list-style-type: none"> 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. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	<p>The department actively promotes multicultural events through its internal communication channels, including intranet, Yammer, weekly All Staff Forum, calendar of events and SOLID newsletters.</p> <p>During 2021–22, the department promoted and encouraged staff participation in Harmony Day and Queensland Multicultural Month, which included providing opportunities for staff to get involved in online events or with local teams, and attending learning sessions provided by various organisations including the Diversity Council of Australia. Associated resources such as the Multicultural Queensland Charter in Action videos are available through weblinks on the department's intranet.</p>

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> Demonstrate the agency values and is committed to multiculturalism through implementing actions committed to in the Diversity and Inclusion Strategy. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	<p>The department is committed to multiculturalism through its implementation of actions related to the Inclusion and Diversity Strategy 2021–2024. Through the related departmental Inclusion and Diversity Action Plan 2021–2022, work has been undertaken to increase the visibility of culturally and linguistically diverse employees, ensuring the values of inclusion and diversity are communicated through induction, and to provide a mechanism for people across the organisation to provide feedback on related matters. This strategy is supported by the department's SOLID values which are available on the intranet and reinforced through weekly All Staff Forums and SOLID updates.</p>
<ul style="list-style-type: none"> 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. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	<p>The department's human resources policies and procedures are regularly reviewed. There have been a series of major reviews being undertaken since 2019, to ensure the agency maintains a contemporary approach to diversity and inclusion. The reviews are now finalised in relation to:</p> <ul style="list-style-type: none"> the introduction and embedding of the Queensland <i>Human Rights Act 2019</i> the review of a number of Public Service Commission Directives post Machinery-of-Government merging of two previously separate departmental policies and procedures into the one departmental policy.
<ul style="list-style-type: none"> Review training sessions for face-to-face residential care officer training programs to ensure there is information about cultural capability and the Multicultural Queensland Charter. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	<p>Following the review of the department's training programs, Residential Care Officers now complete the 'Starting the Journey' online onboarding and induction program. This involves completing a section on inclusive workplaces, which includes the Charter, the <i>Racism. It stops with me</i> campaign, and cultural capability modules.</p>
<ul style="list-style-type: none"> Review induction and training programs to ensure appropriate references to the Multicultural Queensland Charter and its application to the workplace. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	<p>A departmental review of the induction program has been completed. The review also included providing staff with a range of links to relevant resources such as the Aboriginal and Torres Strait Islander Cultural Capability Action Plan and the Multicultural Queensland Charter.</p> <p>The 'CHC DIV001 Work with diverse people' unit of competency has been included in the Certificate IV in Disability program. This program comprehensively covers human rights and cultural capability.</p>

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> 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. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The new departmental induction program focuses on our SOLID culture which involves treating others with respect; acknowledging and valuing the strengths of each individual; and creating positive change. The induction program includes links to the Multicultural Queensland Charter.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. 	Multiple agencies including DSDSATSIP	2019–22		
<ul style="list-style-type: none"> 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. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	<p>The department's All Abilities website was expanded for Disability Action Week 2021 to include information in support of the theme <i>Workforce diversity—open up to opportunity</i>. This includes links to articles on the importance of workplace diversity and ensuring that the workplace is an environment that provides equal rights and opportunities for all workers, regardless of gender, colour, age, ethnicity, physical ability, sexual orientation, and religious beliefs.</p> <p>Information factsheets on the All Abilities website are available in accessible formats.</p> <p>Resources for All Abilities champions - Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (dldsatsip.qld.gov.au)</p>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ . 	All agencies	2019–22		
<ul style="list-style-type: none"> 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. 	DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The department values, and is committed to, multiculturalism by providing training resources for staff to support cultural capability, including the option to undertake the Aboriginal Centre for Performance Arts (ACPA) Certificate 4 in Indigenous Cultural Capability. The Queensland <i>Human Rights Act 2019</i> is promoted through the department's intranet. The Australian Human Rights Commission ' <i>Racism, It stops with me</i> ' campaign has been promoted through the weekly All Staff Forum and SOLID update newsletter to staff. The department recognises events supporting multiculturalism, including Harmony Day and Multicultural Queensland Month, and promotes relevant campaigns and information across the organisation to reinforce the department's commitment to equity and diversity, and to strengthen its SOLID values.

¹ Specific sub-actions, where nominated by agencies, can be viewed on the web version of the *Queensland Multicultural Action Plan 2019–20 to 2021–22*.

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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

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> • 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 DSDSATSIP	2019–22	COMPLETED - for duration of Action Plan	The department is committed to providing pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum. With limited external recruitment for non-frontline positions able to occur during 2021-2022, the department focused on introducing a contemporary Recruitment and Selection Policy and associated documentation.