

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

Annual Reporting for 2020-21

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 2020-21 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.
- The Policy and Action Plan support priorities set out in the Government’s objectives for the community, Our Future State: Advancing Queensland’s Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start

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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	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> • 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 three significant avenues. Firstly, through the department's consultation with the Diversity and Inclusion Reference Group. The lived experience of the Reference Group's members provides valuable insights that have improved Human Resources policies for culturally diverse people. Secondly, through the preparation of the Queensland Government's submission to the Joint Reference Committee on the National Disability Insurance Scheme (NDIS) Inquiry. Significantly, the submission contributed to the Commonwealth abandoning its intention to conduct independent assessments for NDIS applicants. The submission can be viewed at https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/disability/ndis/qld-govt-submission-ndis-independent-assessments.pdf. Thirdly, through established governance forums within the Queensland and Commonwealth Governments, and the National Disability Insurance Agency. In these forums, the department raises issues and barriers for people from culturally and linguistically diverse backgrounds.
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	ON TRACK - meaningful activity has begun	The department actively promotes multicultural events through its internal communication channels. During 2020–21, the department promoted Harmony Day and Queensland Multicultural Month, which included providing opportunities for staff to get involved online or with local teams.
<ul style="list-style-type: none"> • Commit to increasing all forms of diversity on Queensland Government boards. 		All agencies	2019–22	ON TRACK - meaningful activity has begun	The department is committed to increasing diversity on Queensland Government boards by actively contributing through membership on the Diversity on Boards Working Group. This Working Group is hosted by the Department of Children, Youth Justice and Multicultural Affairs and works closely with the Department of the Premier and Cabinet. During 2020–21, through membership on the Working Group, departmental staff contributed to developing a Diversity on Boards toolkit resource. This kit assists agencies to improve diverse representation on government bodies and non-departmental entities.

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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	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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	ON TRACK - meaningful activity has begun	The department works with culturally diverse communities to promote and respect Aboriginal and Torres Strait Islander culture. Through specific planning projects with the Department of Children, Youth Justice and Multicultural Affairs, 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.
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 its internal and external websites. Following the Machinery-of-Government changes in November 2020, this information has also been included on the department's new website.
<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	ON TRACK - meaningful activity has begun	The department is committed to ensuring its policies, and the delivery of services, are established on principles of respect and inclusion, such as those outlined in the Multicultural Queensland Charter. A review of the department's policies is underway to consolidate and include a contemporary approach to diversity and inclusion.
<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 promotes and displays the Multicultural Queensland Charter in its workplace settings. During 2020–21, promotion activities were undertaken though the provision of regular advice concerning the Multicultural Queensland Charter being forwarded to all service outlets.

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Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
<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	ON TRACK - meaningful activity has begun	The department provides its employees with access to the Multicultural Queensland Charter and related resources, through its intranet site, to raise staff awareness and to inform 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	ON TRACK - meaningful activity has begun	During 2020–21, the department promoted and encouraged staff to participate in events and to access resources related to the Multicultural Queensland Charter. Featured special events and dates related to cultural diversity were delivered through internal communication channels and included links to the Cultural Diversity Intranet page and a calendar of events.
<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	ON TRACK - meaningful activity has begun	The department demonstrates its values, and is committed, to multiculturalism through its implementation of actions in the Diversity and Inclusion Strategy. During 2020–21, the department commenced the development of a refreshed Diversity and Inclusion Action Plan.
<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	ON TRACK - meaningful activity has begun	Following the Machinery-of-Government changes in November 2020, the review and consolidation of human resources policies, procedures and guidance materials has been undertaken to ensure the department maintains a contemporary approach to diversity and inclusion topics, in line with public sector and legislative requirements. As at 30 June 2021, 80 percent of the department's policies have been consolidated and these policies include a contemporary approach to diversity and inclusion.

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Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
<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	In December 2019, the former Department of Communities, Disability Services and Seniors completed its review of the residential care officer training program to ensure the inclusion of information regarding cultural capability and the Multicultural Queensland Charter. The training was subsequently delivered during the 2019-20 financial year and continues to be delivered as part of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships staff training program.
<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	ON TRACK - meaningful activity has begun	Following the Machinery-of-Government changes in November 2020, a review of the department's Induction program has been undertaken. This program is scheduled for approval during the next reporting period. The department's existing induction material contains references to the Multicultural Queensland Charter and its application.
<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	YET TO COMMENCE - no meaningful activity has begun	Following the Machinery-of-Government changes in November 2020, the review of the department's Induction program has been undertaken and is scheduled to be completed in the next reporting period. As a result, the action regarding an 'increased focus on being culturally appropriate and respectful, and staff understand how the Multicultural Queensland Charter applies to their role' is 'yet to commence'.
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	ON TRACK - meaningful activity has begun	The department is committed to providing resources to expand the All Abilities Queensland website. During this reporting period, there were some delays in expanding the website due to a postponed release of the new State Disability Plan 2021–23. The plan was scheduled for release within the 2020–21 financial year; however, the release was postponed due to COVID-19 affecting the consultation process. Despite this, the priority for the department during the latter half of the reporting period was to ensure COVID-19 information was available in accessible formats, including culturally and linguistically diverse formats.

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Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
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		

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	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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 DSDSATSIP	2019–22	YET TO COMMENCE - no meaningful activity has begun	The department is committed to providing pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum. Work will be undertaken over the 2021–22 financial year to scope ways in which to introduce pathways into the new department.