

Our story, our future
Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19
Annual Report 2017-18
DEPARTMENT OF CHILD SAFETY, YOUTH AND WOMEN

Background

- 'Our story, our future' is the Queensland Government's multicultural 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 2016-17 – 2018-19.
- The policy and action plan are a requirement of the *Multicultural Recognition Act 2016* (the Act) and represent one of three key provisions of the Act, together with establishing the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- Section 24 of the Act requires entities with actions in the action plan to report publicly on an annual basis. The attached report fulfils this requirement for 2017-18 for the **Department of Child Safety, Youth and Women (DCSYW)**.

Priority area 1: Culturally responsive government

Outcome: Improved knowledge about customers' diversity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence • Ceased 	
Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers.	Multiple agencies:	2016-17	Completed. Reporting completed in 2016-17 period.	
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	DCSYW DHPW DJAG	2016-19	On track	<ul style="list-style-type: none"> • 'Working With and Across Difference' workshops have been rolled out across the state. This increases staff's awareness of and skills in engaging with families about their cultural backgrounds and in ensuring that it's captured accurately within departmental systems.
Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met.	DoE DTMR QFES QH, including HHS QPS	2016-19	On track	<ul style="list-style-type: none"> • The department's performance framework for child safety services is being enhanced with performance information about cultural diversity, subject to this data meeting quality standards and privacy requirements. • In April 2018, the department implemented a new Child Safety Data Governance Framework to provide more timely and accurate information to support the delivery of high quality services. Cultural information is identified as a key data requirement for recording in the department's client management system.

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Outcome: Culturally capable services and programs

Action	Lead	Timeframe	Progress status Legend: • On track • Completed • Yet to commence • Ceased	Achievements and outcomes
Deliver a workforce capacity and capability building strategy to strengthen the cultural capability of the domestic and family violence sector in Queensland.	DCSYW	2016–19	On track	<ul style="list-style-type: none"> The department has undertaken an interactive procurement process to commission a new service to deliver workforce capacity and capability building strategies and initiatives to the DFV sector. Market sounding and analysis was conducted, as well as three co-design workshops. Data analysis and modelling was developed to inform scope of the workforce capacity needs for the sector over the coming decade.
Improve the cultural appropriateness of decision making for families from diverse backgrounds through the Collaborative Family Decision Making Investment Strategy (2016–19).	DCSYW	2016–19	On track	<ul style="list-style-type: none"> The department has increased the investment in Collaborative Family Decision Making processes, including brokerage funding for regions. The brokerage funding is available to facilitate the use of convenors from a range of cultural backgrounds to increase the cultural integrity of the case planning and decision making processes. In addition, the recruitment of departmental convenors is undertaken with consideration to the cultural backgrounds of the client group of the department and the appointment of identified convenors where appropriate.
Promote opportunities for women from diverse cultural backgrounds to participate on boards and in leadership positions through the Toward Gender Parity: Women on Boards initiative.	DCSYW	2016–19	On track	<ul style="list-style-type: none"> The Queensland Government committed \$600,000 from 2016-2019 to the Toward Gender Parity: Women on Boards Initiative. Resources for aspiring women candidates were developed and made available on the Women on Boards website. As at 30 June 2018, 46 per cent of members of Queensland Government bodies were women, up from 31 per cent in July 2015. The Office for Women worked with sector stakeholders appointed to the Strategic Advisory Group to help facilitate promotion of the initiative to women from CALD backgrounds.
Better meet the safety and support needs of women and children from diverse backgrounds affected by domestic and family violence through the rollout of services funded in the 2016–17 State Budget.	DCSYW	2016–19	On track	<ul style="list-style-type: none"> Multicultural Families Organisation, a Gold Coast based service, funded \$1.47 million over 5 years from 1 January 2017. Access Domestic Violence Service, a Logan City based service, funded \$1.313 million over 5 years from 1 January 2017.

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Action	Lead	Timeframe	Progress status Legend: • On track • Completed • Yet to commence • Ceased	Achievements and outcomes
				<ul style="list-style-type: none"> • Both services work specifically with women and children from diverse backgrounds who are affected by domestic and family violence.
Target specific support for women from culturally diverse backgrounds as part of the Logan/Beenleigh domestic and family violence integrated response trial.	DCSYW	2016–19	On track	<ul style="list-style-type: none"> • The Logan-Beenleigh Integrated Response Trial continued to operate and develop. • All relevant Queensland Government agencies appointed staff to the High Risk Team (HRT) positions in Logan/Beenleigh. • Funding to Working against Violence Support Service in Logan City includes a full time position to coordinate the response to high risk cases of domestic and family violence. • Specialist CALD advice was available to the HRT as well as guidance for the broader Integrated Service Response for Logan/Beenleigh through key culturally and linguistically diverse organisations and strong relationships. • A portal to enable direct referrals was put in place for DFV specialist services, such as 99 Steps, working with women from culturally and linguistically diverse backgrounds.
Develop a resource on using interpreters and translating information for services providing support in domestic and family violence and sexual assault situations.	DCSYW	2016–19	Completed	<ul style="list-style-type: none"> • Information on using interpreters and translation was incorporated into the review of the Practice Standards for working with women affected by domestic and family violence and is being updated. Attention will be given to ensure the standards provide guidance to frontline workers around working with people from CALD backgrounds. • In addition, a specific CALD public poster/brochure (in seven different languages), for the support in domestic and family violence and sexual assault situations is currently being developed by DCSYW.
Deliver on the Queensland Youth Strategy vision of an inclusive, respectful and supportive Queensland for young people of all backgrounds.	DCSYW	2016–19	On track	<ul style="list-style-type: none"> • Queensland Youth Strategy completed its first full year of implementation. It focuses on driving improved outcomes for all young Queenslanders, including those from culturally diverse communities, and supporting greater engagement and participation. • All 129 actions committed to in the whole-of-government action plan were progressed. Key engagement outcomes include the introduction of the youth eHub which has hosted 14 engagement projects, including one with a

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				specific CALD focus, to gather views of young people to inform government policy and programs.

Outcome: A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence • Ceased 	Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. <i>If action has ceased please include reason.</i>
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	<ul style="list-style-type: none"> • On track 	<ul style="list-style-type: none"> • The department is on track (9.20%) to achieve the 2022 target of 10%. • Stretch targets will be considered as part of the diversity and engagement plan for the new department.
Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders.	DESBT DNRME DJAG DCDSS DCSYW DES DITID DHPW DoE	2016–19	<ul style="list-style-type: none"> • On track 	<ul style="list-style-type: none"> • A diversity and engagement plan is under development for the new department, expected to be completed before December 2018. • To date strategies implemented include: - simplifying job application materials and requirements - promoting diversity inclusion as part of recruitment planning. • Non-mandatory training is available to all staff in the Cultural Competence Program, and multicultural awareness topics.
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG DCDSS DCSYW DSDMIP DLGRMA DoE	2016–19	<ul style="list-style-type: none"> • On track 	<ul style="list-style-type: none"> • Cultural Competence Program available to departmental staff includes an unconscious bias module. • The department will investigate further targeted unconscious bias training. • Recruitment and selection guidelines include information about a range of recruitment and selection methods to help selection panels design an inclusive selection process and directs staff to the Public Service Commission's diversity commitment, and information about unconscious bias.