



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

Priority area 1: Culturally responsive government

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

Improved knowledge about customers' diversity

Action	Lead	Timeframe	Progress status Legend: • Completed • Partially completed • Not completed	Achievements and outcomes <i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
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.	DCSYW DHPW DJAG DoE	2016-17	Completed	This action was completed in the 2016-2017 reporting period. The Department of Child Safety, Youth and Women (DCSYW) continues to actively progress the Queensland Government's multicultural policy which promotes inclusiveness and diversity.
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	DTMR QCS QFES QH including HHSs QPS	2016-19	Completed	<p>The importance of collecting information on minimum mandatory indicators is communicated to staff as part of the department's culturally and linguistically diverse (CALD) training. CALD Training is available online to Queensland Government staff to respond sensitively and appropriately to people from culturally and linguistically diverse backgrounds within the workplace and when providing services to clients. Information on the cultural, religious and linguistic backgrounds of children, young people, families and approved carers is collected, stored and used in accordance with the relevant Queensland Government's Information Standard).</p> <p>DCSYW operational policy cultural diversity data collection and reporting provides additional guidance to staff on data collection requirements. Information on how the policy is applied in practice can be viewed online at www.csyw.qld.gov.au/resources/childsafety/practice-manual/prac-paper-working-cald.pdf</p> <p>Working together, these training and policy requirements strengthen the capacity of the department to identify children, young people and families from CALD backgrounds and to inform the development and delivery of funded services (consistent with the Queensland Government's broader commitment to improved data collection and service delivery to Queenslanders from CALD backgrounds).</p>
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.		2016-19	Completed	The <i>Culturally and Linguistically Diverse Customer Information Implementation Plan</i> (the Plan) outlines the actions DCSYW will undertake to strengthen its capacity to identify children, young people and families from CALD backgrounds through improved data collection. The Plan includes actions for reporting on the data once it is sufficiently improved. DCSYW 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, DCSYW implemented a new Child Safety Data Governance Framework to provide more timely and accurate information to support the recording in the DCSYW client management system.


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				<p>A successful child protection system must be wide ranging and responsive to the diverse needs of communities. Demographic information helps form a picture of the location of a community, their access to services, family characteristics, and the number of people living there. When combined with information about the children, young people and families in the child protection system, demographic information helps to target services and responses to address the particular needs of communities across Queensland.</p>
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Culturally capable services and programs

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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	Partially Completed	<p>Addressing the needs of those with CALD backgrounds is identified as a priority for Queensland's Third Action Plan under the Domestic and Family Violence Prevention Strategy 2016-2026.</p> <p>In May 2019, DCSYW appointed the Healing Foundation, in partnership with Australia's National Research Organisation for Women's Safety (ANROWS), to establish a new workforce capacity and capability building service for the domestic, family and sexual violence (DFV) sector, and a statewide workforce strategy which includes a focus on priority areas including cultural capability.</p>
Improve the cultural appropriateness of decision making for families from diverse backgrounds through the Collaborative Family Decision Making (CFDM) Investment Strategy (2016–19).	DCSYW	2016–19	Completed	<p>In support of the Collaborative Family Decision Making (CFDM) Investment Strategy (2016-2019), DCSYW introduced CFDM when undertaking case planning processes with children and families to address a child's need for safety, belonging and wellbeing.</p> <p>Introduced through trials in 2016, one of the aims of CFDM is to improve cultural appropriateness of decision making, especially for Aboriginal and Torres Strait Islander families. CFDM empowers families through increasing choice about who convenes and participates in CFDM meetings, as well as how, where and when they occur.</p>
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	Completed	<p>The Queensland Government committed \$600,000 from 2016-2019 to the <i>Toward Gender Parity: Women on Boards</i> initiative.</p> <p>Additional resources for aspiring women candidates have been developed and are available on the DCSYW Women on Boards website (https://www.csyw.qld.gov.au/campaign/women-boards).</p> <p>A 'Women on Boards – Queensland' LinkedIn group has been established to connect: government departments with women from diverse backgrounds in leadership; board representatives and women aspiring to be on boards with peer support, leadership opportunities and access to board vacancies. The group currently has more than 900 members.</p> <p>As at 30 June 2019, 49 percent of members of Queensland Government bodies were women, an increase from 31 percent in July 2015.</p>


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				<p>The Queensland Government's Office for Women continues to work with sector stakeholders appointed to the Strategic Advisory Group, which provides advice to support the development, implementation, promotion and evaluation of the <i>Toward Gender Parity: Women on Boards</i> initiative.</p>
<p>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.</p>	DCSYW	2016–19	Completed	<p>Under the Domestic and Violence Prevention Strategy 2016-2026, addressing needs of those with CALD background is a priority for Queensland. Three services in Brisbane, Logan and the Gold Coast have been funded to work specifically with CALD clients experiencing domestic and family violence.</p> <p>DCSYW continues taking steps to recognise and support mainstream services to better respond to the needs of CALD community members affected by domestic and family violence through the Workforce Capacity and Capability Building initiative. The initiative addresses skills and capabilities for services, such as case management and counselling, as well as working with vulnerable groups including Aboriginal and Torres Strait Islanders, and people with disability. It also supports training around human resourcing, succession planning, organisational leadership and governance to better enable organisations involved with service delivery to focus on client support.</p> <p>The three services in Brisbane, Logan and the Gold Coast provide a case management response to support each client's immediate and longer term needs and work as part of the broader integrated responses to domestic and family violence in these locations.</p>
<p>Target specific support for women from culturally diverse backgrounds as part of the Logan/Beenleigh domestic and family violence integrated response trial.</p>	DCSYW	2016–19	Completed	<p>The trial of an Integrated Service Response model in Logan/Beenleigh has concluded, with the region now providing coordinated services and supports across government, non-government services and other community organisations, to people experiencing high risks of domestic and family violence. Further improvements to the model, such as refinements to the <i>Common Risk and Safety Framework</i> (https://www.csyw.qld.gov.au/campaign/end-domestic-family-violence/our-progress/enhancing-service-responses/integrated-service-responses) and risk assessment tools to better support priority population groups, including CALD women, will be ongoing.</p> <p>Specific achievements include:</p> <ul style="list-style-type: none"> • Logan District Police developed an educational video – <i>Open Doors, Act Now, Break the Cycle</i> – to educate the CALD community about domestic and family violence. This video has been translated into eight predominate languages in the Logan community. • Relationships Australia run a parenting group in Logan for CALD women and provide access to multilingual counsellors for women in need, as part of the broader Integrated Service Response to domestic and family violence in Logan/Beenleigh. • Funding for The Centre for Women and Co in Logan includes a full-time position to coordinate the response to women experiencing high-risks of domestic and family violence. The High-Risk Team Coordinator continues to build relationships and linkages with specialist CALD services in the region.


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				<ul style="list-style-type: none"> • Specialist CALD advice is available to the High-Risk Team, as well as guidance for the broader Integrated Service Response for Logan/Beenleigh, through key CALD organisations and programs. • A portal to enable direct referrals into the High Risk Team is also in place for domestic and family violence specialist services, including 99 Steps who work with women from CALD backgrounds. • The 99 Steps program is a supporting member of the Logan/Beenleigh High Risk Team (attending to give specific advice relevant to a case or situation) to ensure appropriate considerations are made when supporting CALD women and children, and holding perpetrators to account. Considerations may include cultural advice relating to logistics and make-up of the specific community involved, and community level feedback/information. In addition, the Integration Manager, as a contributor to the 99 Steps program, ensures there is collaboration between the program and the team on Domestic and Family Violence reforms.
<p>Deliver on the Queensland Youth Strategy vision of an inclusive, respectful and supportive Queensland for young people of all backgrounds.</p>	DCSYW	2016–19	Completed	<p>Implementation of the <i>Queensland Youth Strategy: Building young Queenslanders for a global future</i> (the Strategy) is progressing well. The Strategy and supporting Action Schedule focus on driving improved outcomes for young Queenslanders, and the achievement of the Queensland Government vision for all young people to actively contribute to Queensland's economic, civic and cultural life. Young people can get involved and express their views through Queensland Government initiatives such as the Queensland Youth eHub, the Queensland Child and Family Commission (QFCC) Youth Advisory Council and the Minister for Education's 2018 Ministerial Student Advisory Council, and Youth Parliament. Consultation for QFCC's Growing Up in Queensland project involved over 5,000 children and young people.</p> <p>Central to the success of the Strategy is the Queensland Government's ongoing commitment to continuous engagement with young people, including those from CALD backgrounds. As part of this commitment, the Queensland Government will ensure young people have a voice in developing relevant government policies, programs and services. This will enable young people to help shape Queensland's future, and also encourage innovation and community ownership of these policies and services.</p> <p>The Queensland Government reports annually on the progress and future priorities of the Strategy, through the public Annual Youth Statement. To date, key engagement outcomes have included:</p> <ul style="list-style-type: none"> • Queensland Youth eHub, which provides an online platform for young people to have their say on government business; and • Establishment of the Queensland Youth Engagement Panel, comprising 11 members from across Queensland who together represent and advance the collective interests of young Queenslanders aged 12 -25 years.


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				Work to achieve the vision of the Strategy will continue, with further actions to be created over the life of the Strategy, based on continued engagement with young people, and to respond to issues as they emerge.
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	This action was completed and reported on in the 2017-18 report.

A productive, culturally capable and diverse workforce

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Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	Partially completed	DCSYW is on track (9.73 percent) to achieve the Public Service Commission 2022 target of 10 percent The DCSYW Diversity Framework and Action Plan (https://www.forgov.qld.gov.au/inclusion-and-diversity-commitment) includes diversity workforce targets to remove disadvantage in employment through equal employment opportunities for Aboriginal and Torres Strait Islander peoples, people with disability, and people from CALD backgrounds. These targets align to the Queensland Public Service Commission’s Inclusion and Diversity strategy 2015-22.
Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders.	DCSYW DESBT DNRME DJAG DCDSS DES DITID DHPW DoE	2016–19	Completed	An online training course, developed by the Special Broadcasting Service (SBS) has been adopted by the DCSYW. The course remains the property of SBS and use of this content is open to DCSYW staff only. The training consists of seven topics covered in nine modules. The topics cover the following: <ul style="list-style-type: none"> • Diversity works • Cultural differences and similarities • Practical cultural competence • Unconscious bias • Cross-cultural communication (two modules) • Cultural adaptation • Australia by the numbers



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				Resources were dedicated to develop the DCSYW Diversity Framework and Action Plan.
Provide training to address unconscious bias and other barriers in recruitment and selection.	DCSYW DESBT DTMR DJAG DCDSS DSDMIP DLGRMA DoE	2016-19	Completed	DCSYW has developed guidelines to provide information about recruitment and selection methods to help selection panels design an inclusive selection process. These guidelines direct staff to the Public Service Commission diversity commitment, and information about unconscious bias. DCSYW will undertake recruitment and selection training for panels. The training sessions will be delivered in 2019-2020 and will cover unconscious bias.