

Annual Reporting for 2020-21

Queensland Multicultural Action Plan
2019-20 – 2021-22

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22
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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 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 Children, Youth Justice and Multicultural Affairs (DCYJMA)**.

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 at www.cyjma.qld.gov.au. All sub-actions, where relevant, for the **Department of Children, Youth Justice and Multicultural Affairs** 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 <small>Please provide commentary (e.g. 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds ^{1,2} .		Multiple agencies including DCYJMA	2019–22	ON TRACK	<p><i>Youth Justice</i> All Youth Justice operational procedures are currently under review. Included in a suite of amendments to all procedures is standard wording asserting DCYJMA's support for the Multicultural Queensland Charter which promotes Queensland as a unified, harmonious and inclusive community. This statement is being added at the beginning of each procedure. A link to the Charter is also included.</p> <p><i>Child Safety</i> Integrated Client Management System (ICMS) has data fields to capture cultural background for children, families and carer entities. This is not a mandatory field.</p>
Use diversity and customer experience data to inform and improve service design. 		Multiple agencies including DCYJMA	2019–22		
<ul style="list-style-type: none"> • Continuously improve assessments to ensure interventions are culturally sound and that cultural information is captured accurately to deliver the most effective services to children and families in the child protection system. 		DCYJMA	2019–22	ON TRACK	<p>ICMS has data fields to capture cultural background for children, families, and carer entities. This is not a mandatory field.</p> <p>When working with a family Child Safety will seek to understand cultural background and engage relevant community supports that are culturally sound.</p>
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 		All agencies	2019–22		

¹ This action relates to the commitment in the Queensland Multicultural Policy: Our story, our future regarding a consistent approach to collecting statistical information about the diversity of people who access Queensland Government services. It builds on related actions in the Queensland Multicultural Action Plan 2016–17 to 2018–19. Agency implementation plans outline steps for relevant government agencies to collect and report on the minimum mandatory indicators for customers from culturally diverse backgrounds.

² The Queensland Police Service (QPS) collects information for legitimate law enforcement purposes only and cannot collect or disclose customer information as outlined in the Queensland Multicultural Policy: Our story, our future. QPS officers across the state have access to the QPS Annual Environmental Scan which details cultural diversity trends in the community and which assists with QPS internal planning to address the needs of the whole community.

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<ul style="list-style-type: none"> Provide opportunities for staff to access ongoing learning and development through training courses (non-mandatory) such as: <ul style="list-style-type: none"> - Special Broadcasting Service (SBS) <i>Cultural Competence Program</i> - Multicultural Awareness - Multicultural Capability - Working with Interpreters 		DCYJMA	2019–22	COMPLETED	<p>Since the launch of the <i>Inclusion and Diversity Strategy 2020-2023</i>, DCYJMA continues to provide staff with access to the Special Broadcasting Service's (SBS) <i>Cultural Competence Program</i>. The training consists of seven topics covered in nine modules:</p> <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. <p>DCYJMA is a member of the Diversity Council of Australia, enabling all employees to access research, resources, advice and free events about inclusion and diversity dimensions, including multicultural capability, and provides access to a community of industry practitioners.</p>
<ul style="list-style-type: none"> Invest in training for child safety staff to undertake best practice in working with clients from culturally diverse backgrounds through Working with and Across Difference (WwAD), and embed best practice cross cultural approaches through a state-wide WwAD champions network. 		DCYJMA	2019–22	COMPLETED	Working with and Across Difference has been delivered. Ongoing capability is being delivered through a series of practice workshops called 'Inclusion and Diversity in Practice' with key regional champions.
Commit to increasing all forms of diversity on Queensland Government boards.		DCYJMA	2019–22	ON TRACK	Continued to engage with the cross-agency working group and drafted a practical toolkit to help guide agency considerations when recruiting and supporting diversity on boards. Ongoing consideration being given to best governance and collaborations on this work.
Develop an interactive online resource on Queensland demographic and diversity data.		DCYJMA	2019–22	COMPLETED	Search Diversity Queensland is DCYJMA's educational and engagement tool developed by Geografia and released in January 2020. The tool promotes Queensland's diversity using ABS Census data. Since its inception, promotion of the Search Diversity Queensland tool, including via DCYJMA's website and social media, has resulted in more than 1200 users (as at June 2021).
Administer the Asylum Seeker and Refugee Assistance program responding to the needs of vulnerable refugees and people seeking asylum on temporary visas.		DCYJMA	2019–22	ON TRACK	Under the Asylum Seeker and Refugee Assistance program, Community Queensland is funded to coordinate delivery of support services to people seeking asylum and vulnerable

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					<p>refugees on temporary visas living in Queensland.</p> <p>Communitify Queensland and its service partners, Australian Red Cross, Refugee and Immigration Legal Service, Queensland Program of Assistance to Survivors of Torture and Trauma, Multicultural Australia and World Wellness Group, have delivered a variety of support services to hundreds of people, including employment assistance, personal and family counselling, emergency relief and food supplies, clothing, medication, housing and allied health to alleviate financial and mental distress.</p>

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 <small>Please provide commentary (e.g. 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
Support opportunities to foster stronger connections between migrant and refugee communities with Aboriginal and Torres Strait Islander communities.		DCYJMA	2019–22	ON TRACK	<p>As a part of welcoming and inclusive communities, the Regional Partnerships Projects have been building stronger relationships with Aboriginal and Torres Strait Islander communities, to grow local recognition of culture and enhance connection with migrant and refugee newcomers.</p> <p>The Celebrating Multicultural Queensland program has funded many events and projects that promote increased connections for people from culturally diverse backgrounds, including migrants, refugees, people seeking asylum and the wider community including First Nations communities. For example:</p>

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					<ul style="list-style-type: none"> • Waitangi at Twilight is an annual celebration that engages Maori and Pacific Islander groups, local Indigenous community (specifically Mugabe people), and people from the wider community in a cultural journey that features Welcome to Country and Maori Welcome ceremonies. • Through Youth Off The Streets, young people from African, Muslim, Pacific Islander, Aboriginal and Torres Strait Islander communities at risk of social isolation, or at risk of being disengaged from their families, schools or communities will participate in project activities aimed at increasing cross cultural understanding, community participation and increased sense of belonging in the Logan and broader communities. • Through Woodfordia Inc's project young people from culturally diverse backgrounds will be connected with other young people from the Rako community and Jinibara First Nations communities to learn dance and circus skills leading towards a public performance. <p>Through the Community Action for a Multicultural Society (CAMS) program, funding is provided for activities that support greater intercultural connectedness so that people from culturally diverse backgrounds can achieve their ambitions for social and economic participation. Activities often include connecting people from culturally diverse backgrounds with Aboriginal and Torres Strait Islander communities, however in 2020-21 the primary focus was supporting culturally and linguistically diverse community members with crisis and recovery responses to the COVID-19 pandemic.</p>
Work with organisations through the Multicultural Queensland Ambassador Program to apply the Multicultural Queensland Charter to their business practices and support Queenslanders from culturally diverse backgrounds in practical ways.		DCYJMA	2019–22	ON TRACK	Disruptions experienced throughout the COVID-19 pandemic have limited the ability to engage members in program activity. Members continue to promote and support Multicultural Queensland Charter principles as relevant and meaningful to their own work.

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 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"> Promote the Multicultural Queensland Charter through internal communication channels. 		DCYJMA	2019–22	COMPLETED	Promotion of the Multicultural Queensland Charter has been, and will continue to be undertaken when required and appropriate – e.g. via intranet feature article and DCYJMA-wide Yammer posts. This includes 'promoting' other divisions/units posts about the Multicultural Queensland Charter to increase messaging rates.
<ul style="list-style-type: none"> Raise awareness of the Multicultural Queensland Charter in agency multicultural awareness training programs. 		DCYJMA	2019–22	ON TRACK	The following eLearning training products include content on the Multicultural Queensland Charter and how to practically apply the eight principles. These courses have been reviewed in 2021 and remain up to date in content. These courses are: <ul style="list-style-type: none"> SBS Program – Core Inclusion course SBS Program – Cultural Inclusion course SBS Program – The Multicultural Charter Working with Interpreters Face to Face Multicultural Awareness training has been reviewed and its content is up to date. This contains information on the Multicultural Queensland Charter. Creation of an eLearning course based on this material is under consideration.
<ul style="list-style-type: none"> Ensure the Multicultural Queensland Charter is appropriately referenced in policy and procedural changes to relevant frameworks and practice manuals for Child Safety. 		DCYJMA	2019–22	ON TRACK	Continued attention in policy and procedural reviews and changes in line with the Multicultural Queensland Charter.
<ul style="list-style-type: none"> Embed principles of the Multicultural Queensland Charter into the agency's Diversity and Inclusion Plan. 		DCYJMA	2019–22	COMPLETED	The principles of the Multicultural Queensland Charter were considered in the development of the DCYJMA <i>Aboriginal and Torres Strait Islander Workforce Strategy 2019-2023</i> and the DCYJMA <i>Inclusion and Diversity Strategy 2020-2023</i> .
<ul style="list-style-type: none"> Include information about the Multicultural Queensland Charter and its application in induction materials and programs across the agency. 		DCYJMA	2019–22	COMPLETED	DCYJMA released the SBS eLearning course on the Multicultural Queensland Charter in 2021. The course is available to all staff and covers the <i>Multicultural Recognition Act 2016</i> , the eight Principles of the Multicultural Queensland Charter, how to turn these

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					<p>principles into actions and provides examples of how other organisations apply the Multicultural Queensland Charter principles.</p> <p>The DCYJMA Corporate Induction eLearning course is mandatory for all new staff and has been updated to include links to the Multicultural Queensland Charter.</p>
<ul style="list-style-type: none"> Showcase exemplary Multicultural Queensland Charter in action stories from business units across the agency at workforce engagement events (such as all staff forums) and through internal communication channels (such as Director-General e-newsletters). 		DCYJMA	2019–22	ON TRACK	<p>Director-General messages to staff including:</p> <ul style="list-style-type: none"> Introduction of Multicultural Affairs into the department and the important role they play in seeking to improve outcomes for people from culturally and linguistically diverse backgrounds and assist in building inclusive, united and harmonious communities. Encouragement of staff to get involved in Multicultural Queensland Month activities. <p>Ongoing promotion of Multicultural Affairs' initiatives on the DCYJMA intranet including Multicultural Queensland Month and funding programs via regular intranet web features.</p> <p>Ongoing social media promotion through the Multicultural Affairs Facebook, Twitter and Instagram channels and DCYJMA LinkedIn to share stories of 'Inclusion in action' to promote the role that everyone plays in contributing to Queensland's culture and prosperity.</p>
<ul style="list-style-type: none"> Review and embed Multicultural Queensland Charter principles into Human Resources policies and procedures. 		DCYJMA	2019–22	YET TO COMMENCE	Pending a review of the Human Resource Policy Framework, commencing October 2021.
<ul style="list-style-type: none"> Include reference to the legislative responsibilities regarding the Multicultural Queensland Charter in performance agreements of the Executive Leadership Team. 		DCYJMA	2019–22	ON TRACK	People and Culture provide Executive Leadership Team (ELT) members a performance agreement template that includes reference to the legislative responsibilities regarding the Multicultural Queensland Charter.
<ul style="list-style-type: none"> Ensure the Multicultural Queensland Charter is appropriately referenced in policy and procedural changes to relevant frameworks and practice manuals for Youth Justice. 		DCYJMA	2019–22	ON TRACK	Uploading of procedures to the Youth Justice intranet site is being staggered with a small number of updated versions already online. It is expected that all updated procedures will be live within the next 12 months.

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<ul style="list-style-type: none"> Incorporate the Multicultural Queensland Charter into the Transition 2 Success program design. 		DCYJMA	2019–22	ON TRACK	Transition 2 Success has begun work to incorporate elements of the Multicultural Queensland Charter into program resources including site service plans, staff training and participant induction documents.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. 		Multiple agencies including DCYJMA	2019–22		
<ul style="list-style-type: none"> Promote and share stories and images through public and internal communication channels to lead respectful and inclusive narratives about diversity. 		DCYJMA	2019–22	ON TRACK	'Our stories', a collection of 16 community videos celebrating local diversity have been developed by Bulloo and Paroo Shire Councils, as part of Regional Partnerships Projects. Multicultural Affairs' partnership with Welcoming Cities leads to state-wide narrative on the benefits of inclusive and diverse communities, with Queensland councils featured in a national publication, 'Putting out the Welcome Mat', showcasing examples of inclusive practice in community. This publication offers a guide to councils interested in advancing inclusive policies and practice in their local area. Multicultural Queensland Month is Queensland's largest multicultural celebration held each August. The Month promotes Queensland as a unified, harmonious and inclusive community as outlined in the <i>Multicultural Recognition Act 2016</i> and Multicultural Queensland Charter. The COVID-19 pandemic disrupted planning for MQM in 2020. The Month, including the Multicultural Queensland Awards, were cancelled for the safety of Queenslanders. Positive messaging and stories about diversity and inclusion were shared as posts across Multicultural Affairs' various social media channels through 2020-21.

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Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ³ . 		All agencies	2019–22		
<ul style="list-style-type: none"> Reflect the agency's stance against racism in the agency's Diversity and Inclusion Plan. 		DCYJMA	2019–22	COMPLETED	The DCYJMA <i>Inclusion and Diversity Strategy 2020-2023</i> reflects the agency's stance against racism in its commitment statements, including: "The capability of our organisation is strengthened by our workforce from across different ages, genders, cultural backgrounds, faiths, marital status, sexual orientations, and who have a range of family responsibilities, education levels, abilities, experiences and working styles".
<ul style="list-style-type: none"> Raise awareness about the International Day for the Elimination of Racial Discrimination. 		DCYJMA	2019–22	COMPLETED	DCYJMA raised awareness of Harmony Week which coincides with the International Day for the Elimination of Racial Discrimination via an all-staff Director-General email and an all-staff message from the Assistant Director-General, both during March 2021.
<ul style="list-style-type: none"> Promote the agency's participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign through internal and external communication channels. 		DCYJMA	2019–22	COMPLETED	DCYJMA successfully registered as a supporter agency of the <i>Racism. It stops with me</i> campaign. An intranet page promotes the <i>Racism. It stops with me</i> campaign to staff, including resources for further information. DCYJMA continued to promote the agency's participation in the <i>Racism. It Stops With Me</i> campaign publicly through the department's website.

³ 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

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<p>Work together to address the findings of the Deloitte Access Economics report <i>Seizing the opportunity: Making the most of the skills and experience of migrants and refugees.</i></p>		DCYJMA, DESBT, JQ and TIQ	2019–22	ON TRACK	<p>Local and sector collaborations to enhance community participation in available training and employment programs, specifically Skilling Queenslanders for Work and Mentoring for Growth.</p> <p>Multicultural Affairs supported the Department of Agriculture and Fisheries (DAF) to expand their connections with the migrant and refugee workforce, bringing skills to industries experiencing labour shortages. Guidance was also provided to DAF on new incentives and pilot projects aimed to address identified barriers to workforce participation.</p> <p>Multicultural Affairs provided advice to Queensland Health regarding tested approaches to enhance employment opportunities for skilled migrant and refugee health professionals; and policy review of structural barriers relating to the English Language Standard for professional registration, particularly for nursing.</p> <p>Multicultural Affairs' partnership with Welcoming Cities advanced local government actions towards strengthening community readiness for sustainable regional resettlement that unlocked opportunity for skills utilisation in regional Queensland (12 current member councils).</p> <p>Multicultural Affairs funded a one-off project with CatholicCare Social Services to facilitate regional resettlement through employment pathways between Toowoomba and the Balonne Shire.</p> <p>Business Skilled Migration Queensland and Department of Home Affairs participated in Regional Partnerships Projects Peer Network to educate on visa opportunities and support</p>

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					pathways to utilise and retain skills in regional areas. This resulted in revisions to critical skills lists and support for temporary visa holders to access permanent residency pathways in regional Queensland.
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 DCYJMA	2019–22	YET TO COMMENCE	Due to Child Safety Officer retention and recruitment priorities, the department has not had the opportunity to provide employment pathways for migrants, refugees and people seeking asylum. The department will review options in the near future.