**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 Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first [Multicultural Action Plan](http://www.dlgrma.qld.gov.au/resources/multicultural/policy-governance/qmap-16-19-actions.pdf), and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.
* The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of 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 report below fulfils this requirement for 2019-20 for the **Department of Youth Justice.**

**Notes**

* [](#_2._Use_diversity)The list of Government entities covered under ‘All agencies’[](#_2._Use_diversity) is provided on page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](https://www.dlgrma.qld.gov.au/resources/multicultural/policy-governance/qmap-19-22.pdf).
* Actions marked with the symbol are broad actions with related agency sub-actions that can be viewed online at [www.dlgrma.qld.gov.au](http://www.dlgrma.qld.gov.au), (i) click on ‘Multicultural Affairs’, (ii) click on ‘Queensland Government Multicultural Policy and Action Plan’. All sub-actions, where relevant, for the **Department of Youth Justice (DYJ)** have been listed in this template for ease of reporting**.**
* 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

**Priority area 1: Culturally responsive government**

**Outcomes:**

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

| **Action** | **AQP** | **Responsible agency** | **Timeframe** | **Progress status for 2019-20**  Legend:   * On track * Completed * Yet to commence | **Achievements and outcomes for people from culturally and linguistically diverse communities**  Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. |
| --- | --- | --- | --- | --- | --- |
| Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds. |  | Multiple agencies, including DYJ | 2019–22 | On track | DYJ’s Culturally and Linguistically Diverse Customer Information Implementation Plan is expected to be finalised during 2020-21. |
| [C:\Users\tohl\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\BC4033F5.tmp](#_2._Use_diversity)Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. |  | All agencies | 2019–22 |  | |
| * Provide opportunities for staff to access ongoing learning and development through training courses (non-mandatory) such as: * Special Broadcasting Service cultural competence program * multicultural awareness * multicultural capability * working with interpreters |  | DYJ | 2019–22 | On track | DYJ staff had the opportunity to undertake the SBS training program during 2019-20.  During 2020-21 DYJ is exploring what other learning and development training courses can be made available. |
| Commit to increasing all forms of diversity on Queensland Government boards. |  | All agencies | 2019–22 | N/A | (Note to DLGRMA: DYJ does not support any statutory boards; suggest removing DYJ from this action.) |
| **Insert case studies or good news stories to highlight achievements relevant to Priority area 1:**  If not relevant to your agency please insert NIL | | | | | |

**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 2019-20**  Legend:   * On track * Completed * Yet to commence | **Achievements and outcomes for people from culturally and linguistically diverse communities**  Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. |
| --- | --- | --- | --- | --- | --- |
| [C:\Users\tohl\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\BC4033F5.tmp](#_2._Use_diversity)Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. |  | All agencies | 2019–22 |  | |
| * Ensure the Multicultural Queensland Charter is appropriately referenced in policy and procedural changes to relevant frameworks and practice manuals for Youth Justice. |  | DYJ | 2019–22 | Yet to commence | DYJ is undertaking a review of its operational policies and procedures and will be referencing the Multicultural Queensland Charter as part of this comprehensive piece of work. |
| * Incorporate the Multicultural Queensland Charter into the Transition to Success program design. |  | DYJ | 2019–22 | On track | Transition to Success (T2S) provides education and training opportunities to young people from a range of culturally diverse backgrounds. As of September 2020, T2S enrolment data identified 19 cultural backgrounds.  During 2020-21 DYJ is reviewing the T2S program design for consistency with, and appropriate references to the Charter. |
| [C:\Users\tohl\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\BC4033F5.tmp](#_2._Use_diversity)Sign up and participate in the Australian Human Rights Commission *Racism. It stops with me* campaign. |  | All agencies | 2019–22 | On track | DYJ is in contact with the Australian Human Rights Commission about becoming a supporter of the ‘Racism. It stops with me’ campaign. An outcome is expected early in 2020-21. |
| **Insert case studies or good news stories to highlight achievements relevant to Priority area 2:**  If not relevant to your agency please insert NIL | | | | | |

**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 2019-20**  Legend:   * On track * Completed * Yet to commence | **Achievements and outcomes for people from culturally and linguistically diverse communities**  Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. |
| --- | --- | --- | --- | --- | --- |
| 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 DYJ | 2019–22 | On track | DYJ’s recruitment and selection materials provide guidance to support inclusive attraction and selection methods for selection panels, including education relating to unconscious bias.  During 2020-21 a review of DYJ’s student placement and volunteers policy/procedure will explore opportunities to provide work experience for migrants, refugees and people seeking asylum, possibly through partnering with community organisations. |
| **Insert case studies or good news stories to highlight achievements relevant to Priority area 3:**  If not relevant to your agency please insert NIL | | | | | |