

Our story, our future
Queensland Multicultural Policy and Queensland Multicultural Action Plan
ANNUAL REPORT 2016–17
**DEPARTMENT OF COMMUNITIES, CHILD SAFETY AND
DISABILITY SERVICES**

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: achieving culturally responsive government; supporting inclusive, harmonious and united communities; and 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 below report fulfils this requirement for the **Department of Communities, Child Safety and Disability Services (DCCSDS)**.

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Priority area 1: Culturally responsive government

Outcome	Action	Lead agency	Timeframe	Progress status	Progress/achievements/outcomes for culturally diverse Queenslanders
Improved knowledge about customers' diversity	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: DCCSDS DJAG QPS DET QH, including HHS DHPW DTMR QFES	2016–17	Completed	We have developed a 'Culturally and Linguistically Diverse Customer (CALD) Information Implementation Plan' which: <ul style="list-style-type: none"> ensures the Integrated Client Management System (ICMS) captures statistical information consistent with the mandatory indicators provides a comprehensive communications plan for educating staff on the importance of capturing the culturally diverse data includes a review of policies, procedures and training to ensure they support the collection of culturally diverse data. We will include data about the cultural and linguistic diversity of clients in select data sets for regular reporting such as Triple P access, Community Connect trial, youth services.
	Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.		2016–19	On track	We will include information regarding the culturally diverse data collection requirements within Child Safety Training's one-day workshop on 'Working with Clients from Culturally and Linguistically Diverse Backgrounds', and within the 'Getting Starting in Child Protection' workbook for new Child Safety Officers. The training is delivered within regions on demand.
	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	We have developed the Culturally diverse Customer (culturally diverse) Information Implementation Plan. We will undertake regular analysis of the data collected on a quarterly basis to monitor the impact of the Plan. When the data has improved to a sufficiently high standard the department will publish the data, subject to all privacy requirements being met.
Culturally capable services and programs	Establish a panel of training providers to better support the cultural capability of organisations.	DCCSDS	2016–18	On track	We are planning for establishment of the cultural capability panel of training providers including considering needs across Queensland Government services and programs.
Culturally capable services and programs	Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a National Disability Insurance Scheme (NDIS) environment.	DCCSDS	2016–19	On track	We are delivering the Queensland provider readiness project which assists organisations to enter and operate sustainably in the NDIS environment. Activities are targeted at increasing the capability of organisations in culturally diverse communities to provide people with disability with a range of culturally appropriate supports and service options under the NDIS.

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Culturally capable services and programs	Embed the Queensland Language Services Policy (LSP) and Multicultural Queensland Charter in the Human Services Quality Framework to improve access to funded services.	DCCSDS	2016–18	On track	<p>We have incorporated specific requirements into the department's quality system for human services, the Human Services Quality Framework (HSQF), to embed the Queensland Language Services Policy and the Multicultural Queensland Charter.</p> <p>We have provided training on these requirements to the independent auditors who assess organisations' compliance with HSQF.</p> <p>Organisations are required to demonstrate that they meet these requirements through regular, ongoing third-party audits or self-assessments.</p>
Culturally capable services and programs	Support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks.	DCCSDS	2016–19	On track	<p>We are delivering the Participant Readiness Initiative which supports people from diverse backgrounds to get ready to transition to the NDIS. Eleven organisations provide activities for a range of cohorts including people from culturally diverse backgrounds.</p> <p>Four organisations are engaging hard to reach groups. Through their natural support networks and relationships. This includes AMPARO Advocacy which is delivering readiness activities specifically targeting people with disability and their families from culturally diverse backgrounds. AMPARO Advocacy has delivered 44 workshops with approximately 630 attendees.</p>
Culturally capable services and programs	Deliver a workforce capacity and capability building strategy to strengthen the cultural capability of the domestic and family violence sector in Queensland.	DCCSDS	2016–19	On track	<p>We have identified through the DFV Workforce Capacity and Capability Building program that women from culturally diverse backgrounds including refugee backgrounds, face a number of specific barriers to accessing DFV or Sexual Assault services including a lack of awareness and cultural capability of frontline staff.</p> <p>We are investigating options for strengthening the cultural capability of the domestic and family violence sector in Queensland through online learning and cultural capability development.</p> <p>The Workforce Capability Development strategy will include a specific focus on training in relation to the needs of clients from culturally diverse backgrounds.</p>
Culturally capable services and programs	Improve the cultural appropriateness of decision making for families from diverse backgrounds through the Collaborative Family Decision Making Investment Strategy (2016–19).	DCCSDS	2016–19	On track	<p>We have provided training to all Principal Team Leaders on Collaborative Family Decision Making. Principal Team leaders have completed 'Working Across Difference', a two-day training program which assists participants to improve the cultural appropriateness of decision making for families from diverse backgrounds.</p> <p>In addition, all family group meeting convenors have attended training or been inducted to the value of cultural integrity within the resource 'Strengthening Families Protecting Children Framework for Practice'.</p>

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Culturally capable services and programs	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.	DCCSDS	2016–19	On track	<p>We have committed \$600,000 over three years to the Toward Gender Parity: Women on Boards Initiative including delivering a range of workshops and practical support activities.</p> <p>We have launched the Women on Boards initiative which provides targeted support to achieve gender parity on boards, including online resources to support government, business and community sectors to increase women’s representation on boards.</p> <p>We are working with sector stakeholders to help facilitate promotion of the initiative to women from culturally diverse backgrounds.</p>
Culturally capable services and programs	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.	DCCSDS	2016–19	On track	<p>We have launched the Queensland Violence against Women Prevention Plan 2016–22 outlining Queensland’s approach to preventing and responding to all forms of violence against women, including targeted actions for women from culturally diverse backgrounds.</p> <p>In 2016–17, we allocated \$66.161 million for specialist domestic and family violence support services, including women’s shelters.</p> <p>This includes new services in Logan and the Gold Coast that work with women from culturally diverse backgrounds, including migrant and refugee women experiencing domestic and family violence. We have allocated an additional \$100,000 per annum to a Brisbane-based service working with migrant women experiencing domestic and family violence or sexual assault.</p> <p>We have commenced a review of the professional practice standards used by funded service providers to create a modern, contemporary standard, including requirements in relation to the delivery of domestic and family violence support services for people from culturally diverse backgrounds</p> <p>In 2017–18, we have allocated \$76.013 million for specialist domestic and family violence support services, including women’s shelters.</p>
Culturally capable services and programs	Target specific support for women from culturally diverse backgrounds as part of the Logan/Beenleigh domestic and family violence integrated response trial.	DCCSDS	2016–19	On track	<p>We are well underway with the Logan-Beenleigh Integrated Response Trial.</p> <p>Queensland Government agencies have appointed staff to all High Risk Team positions in Logan-Beenleigh.</p> <p>We are observing positive case outcomes in Logan-Beenleigh including engaging non-government stakeholders to facilitate referrals for women from culturally diverse backgrounds.</p> <p>Access Community Services Pty Ltd, a major provider of community services to multicultural individuals and families in the Logan/Beenleigh area, is engaged in the integrated response. Access is able to provide direct referrals to the High Risk Team for women from culturally diverse backgrounds and provide a lens to domestic and family</p>

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					<p>violence in culturally diverse communities by attending High Risk Team governance meetings.</p> <p>In addition, Access has developed and facilitated a culturally diverse Domestic and Family Violence Reference Group in Logan, engaging multiple agencies and community representatives.</p>
Culturally capable services and programs	Develop a resource on using interpreters and translating information for services providing support in domestic and family violence and sexual assault situations.	DCCSDS	2016–17	On track	<p>We are updating the Practice Standards for working with women affected by domestic and family violence including ensuring the standards provide guidance to front line workers around working with people from culturally diverse backgrounds.</p> <p>We have worked with the Queensland Council of Social Services to develop a draft guide for engaging and working with interpreters in cases of domestic and family violence and sexual assault, which is being finalised.</p>
Culturally capable services and programs	Deliver on the Queensland Youth Strategy vision of an inclusive, respectful and supportive Queensland for young people of all backgrounds.	DCCSDS	2016–19	On track	<p>We have launched the Queensland Youth Strategy: Building young Queenslanders for a global future and Queensland Youth Strategy Action Schedule.</p> <p>The Queensland Youth Strategy Action Schedule includes over 129 actions which commit the Queensland Government to deliver policies and programs that include and support young people of all backgrounds in Queensland.</p> <p>We are establishing the Queensland Youth Reference Group (QYRG). Consisting of young people from diverse backgrounds and diverse lived experiences and sector representatives, the QYRG will be a useful reference on how the Queensland Government can more effectively engage with young people into the future to improve responsive policy and service developments.</p> <p>We are currently developing the Youth Charter in consultation with young people from diverse backgrounds to ensure that the Queensland Government has meaningful engagement with young Queenslanders.</p>
A productive, culturally capable and diverse workforce	Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments DCCSDS	2016–19	On track	<p>We have exceeded the Queensland Public Sector 2022 target of 10%, with 11.97% of employees within the department identify as people from a non-English speaking background</p> <p>We will work towards the departmental 2022 target of 12% with a stretch target of 13%.</p>
A productive, culturally capable	Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for	DEHP DET	2016–17	On track	We have committed to the placement of two refugees in work experience placements as part of the Work and Welcome 500 program. One of the people who undertook work experience through the program has secured temporary employment.

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and diverse workforce	action to improve participation rates for diverse Queenslanders.	DJAG DSITI DEWS DCCSDS DHPW			We are continuing to implement flexible work arrangements for all employees as well as implement the Cultural Capability Action Plan. We have developed and commenced implementation of a Lesbian, Gay, Bisexual, Transgender, Intersex, Queer+ (LGBTIQ+) strategy and action plan.
A productive, culturally capable and diverse workforce	Provide training to address unconscious bias and other barriers in recruitment and selection.	DCCSDS DET DILGP DTMR DJAG	2016–19	On track	We have developed resources including an information booklet to raise awareness of unconscious bias. We will undertake further scoping to consider the forward training strategy.
Spotlight on: asylum seeker and refugee support	Actively support improved outcomes for refugees and asylum seekers by working with government and non-government partners to improve settlement outcomes.	DCCSDS	2016–19	On track	We are working closely with the Commonwealth Government, state and territory counterparts, community stakeholders, and across Queensland Government to ensure the best possible mainstream supports for refugees, asylum seekers and migrants. We have secured a broad definition of 'regional' for Safe Haven Enterprise Visa holders in Queensland to make it as easy as possible for work and study to count towards visa requirements We are working with our national and inter-jurisdictional counterparts to secure positive outcomes for refugees and asylum seekers through our continued representation at the national Senior Officials Settlement Outcomes Group meetings and associated working groups We are supporting actions across government which have seen electricity and transport concessions extended to asylum seekers; improved access to playgroups and kindergarten programs; and delivery of a refugee health and wellbeing policy and action plan.

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Priority area 2: Inclusive, harmonious and united communities

Outcome	Action	Lead agency	Timeframe	Progress status	Progress/achievements/outcomes for culturally diverse Queenslanders
Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture	Support opportunities through multicultural grants funding, which foster stronger connections between migrant and refugee communities and Aboriginal and Torres Strait Islander communities.	DCCSDS	2017–19	On track	<p>We have provided funding to numerous multicultural events and community projects with components to foster stronger connections between migrants, refugees and Indigenous communities in 2017–18 under the Celebrating Multicultural Queensland events and projects grants rounds. For example:</p> <ul style="list-style-type: none"> the Townsville Cultural Fest, which engages diverse cultural groups and Indigenous communities in traditional performances and arts displays two separate rugby tournaments that engage young people and families from Indigenous and Pasifika communities in positive interaction through rugby competition and associated activities a Community Leaders and Elders Engagement event, which promotes positive engagement among young people and community Elders from Indigenous and culturally diverse communities an Indigenous and Muslims Connected project, which promotes positive interaction among Muslim and Indigenous women and their social development through workshops and social gatherings.
Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture	Partner with DATSIP to increase recognition and respect across culturally diverse communities for Aboriginal and Torres Strait Islander heritage and culture, build Queensland's story of inclusion and ensure our communities are connected and resilient.	DCCSDS	2017–19	On track	<p>We worked with government partners including Department of Aboriginal and Torres Strait Islander Partnerships and Anti-Discrimination Commission Queensland on the Yarnin' Together project in Cairns, which aimed to build stronger community through a conversation about discrimination, racism and reconciliation. We participated in Yarning Circles in Brisbane during Naidoc Week which promoted conversations around how language can be used to promote human rights</p>
Queenslanders celebrate our multicultural identity	Deliver the Multicultural Queensland Ambassador Program to engage businesses, organisations and local governments on practical ways to adopt and implement the Multicultural Queensland Charter.	DCCSDS	2016–18	On track	<p>We have commenced the Multicultural Queensland Ambassador program targeting 200 corporations, institutions, organisations and local governments, announced by Minister Grace in August 2017 at the Queensland Multicultural Awards ceremony.</p> <p>We are delivering an induction program for the inaugural cohort of Multicultural Queensland Ambassadors in October 2017.</p> <p>We launched a Multicultural Queensland Ambassador program website at www.qld.gov.au/multiculturalambassadors</p>
Queenslanders celebrate our multicultural identity	Promote and celebrate Queensland's multicultural identity and increase awareness of the benefits of multiculturalism through the Celebrating Multicultural Queensland grants program.	DCCSDS	2016–18	On track	<p>We allocated \$1.006 million to 131 multicultural events and projects under two separate grants rounds in 2016–17.</p> <p>Funded events and projects involved more than 60 diverse cultural and faith groups in planning and delivery of various activities that promote Queensland's multicultural identity and awareness of the benefits of multiculturalism.</p>

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Outcome	Action	Lead agency	Timeframe	Progress status	Progress/achievements/outcomes for culturally diverse Queenslanders
					It is expected around 1 million people will be engaged in all funded events and projects promoting increased intercultural connections and appreciation of diverse cultures in Queensland.
Queenslanders celebrate our multicultural identity	Support social connectedness and foster intercultural activities through our investment in the Community Action for a Multicultural Society program and projects.	DCCSDS	2016–18	On track	<p>We funded 19 organisations funded under the Community Action for a Multicultural Society (CAMS) program in 2016–17. Organisations delivered community-led activities to strengthen social ties and support between groups and across communities.</p> <p>More than 14,000 people across Queensland became more socially connected through a wide range of activities supporting participation in community life.</p> <p>These included activities about connecting individuals, developing leadership, building capability and welcome, and promoting the Multicultural Queensland Charter.</p> <p>Eight organisations completed additional projects exploring new approaches. For example, more than 250 mums, dads and kids made new connections within their local communities by attending mobile multicultural play van sessions in Bundaberg, Woodgate and Childers.</p>
Connected and resilient communities	Support older people from all backgrounds through the implementation of the Queensland: an age-friendly community action plan.	DCCSDS	2016–19	On track	<p>We are implementing the <i>Queensland: an age-friendly community Action plan</i> with a range of actions underway across the Queensland Government.</p> <p>We delivered Seniors Week 2016 which is an opportunity to celebrate the diverse contributions of older people. The department provides subsidies through Council on the Ageing Queensland for Seniors Week events. More than 800 events were held through Queensland and 14% these events identified seniors from culturally diverse backgrounds as part of their target group. Of the 112 subsidised Seniors Week events, 7% of all attendees were seniors from culturally diverse backgrounds.</p> <p>We have engaged with 600 participants at over 60 events, with more than half of attendees from a culturally diverse background.</p> <p>We funded the Elder Abuse Prevention Unit for the Ageing Diversely project to prevent and raise awareness of elder abuse in culturally diverse communities which has resulted in a train the trainer package, a guide on how to access culturally diverse communities, multilingual videos.</p>

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Priority area 3: Economic opportunities

Outcome	Action	Lead agency	Timeframe	Progress status	Progress/achievements/outcomes for culturally diverse Queenslanders
Individuals supported to participate in the economy	Promote opportunities for people from culturally diverse backgrounds to participate in the NDIS workforce.	DCCSDS	2016–19	On track	<p>We are continuing to work collaboratively with the non-government sector, through the WorkAbility consortium to support the development of a diverse NDIS workforce inclusive of people from culturally diverse backgrounds.</p> <p>In October 2016, we supported a Careers in Disability Jobs Expo in Townsville and worked directly with the Townsville Multicultural Support Group to facilitate a group of approximately 40 jobseekers from culturally diverse backgrounds to attend and meet employers.</p> <p>We facilitate regular Statewide NDIS Workforce Stewardship Group meetings which include State, Commonwealth and sector representative/s with an interest and influence in employment and training.</p> <p>We supported the development of an employer fact sheet — ‘Cultural diversity and the NDIS – Making it work for my business’. This fact sheet is available on the WorkAbility website and has been widely distributed through the consortium/peak body members and employer networks.</p>
Individuals supported to participate in the economy	Engage with culturally diverse community organisations to identify barriers and generate solutions to increase participation in formal volunteering opportunities.	DCCSDS	2016–19	On track	<p>We fund Volunteering Queensland as the peak organisation to promote volunteering opportunities, raise awareness, provide advice and referral to support volunteer activities across Queensland, and operate the Emergency Volunteering Community response during disasters.</p> <p>Volunteering Queensland reports that over 44% of volunteers registering interest identify as being from a culturally and or linguistically diverse background. In addition, Volunteering Queensland participate in a number multicultural networks.</p>
Individuals supported to participate in the economy	Deliver a volunteering strategy to drive increased participation in formal volunteering opportunities, including actions that target culturally diverse individuals and communities.	DCCSDS	2016–19	On track	We are developing the Volunteering Strategy in partnership with Volunteering Queensland.