

# Multicultural Queensland Ambassador Program – St Vincent de Paul Society Queensland

## Charter Principle 1

*A shared commitment to Queensland and Australia, and a free and democratic society governed by the rule of law, fosters a strong and unified community.*

### How We Can Contribute?

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| <ul style="list-style-type: none"> <li>• Promote positive messages about our multicultural identity</li> <li>• Ensure your organisational culture values diversity and include this commitment in your strategic plan or mission statement</li> </ul> | <ul style="list-style-type: none"> <li>• SVDP Aspiration, Mission and Rule (constitution) already encompasses the organisation’s value on diversity:             <ul style="list-style-type: none"> <li>• Our Aspiration: “An Australia transformed by compassion and built on justice”</li> <li>• Our Mission: “...working to shape a more just and compassionate society”</li> <li>• The Rule, 1.4: “The Society serves those in need regardless of creed, ethnic or social background, health, gender or political opinions.”</li> </ul> </li> <li>• SVDP Strategic Plan 2017-2022, Theme 4 (Our Governance): Increase diversity in the Society. Deliverables under this objective align closely with the Multicultural Charter.</li> <li>• Diversity Working Group established.</li> <li>• Conditional approval of Reconciliation Action Plan (RAP) granted by Reconciliation Australia.</li> <li>• RAP Project Officer recruited in March 2019 to drive RAP strategies.</li> <li>• RAP Art Prize competition held to find the hero image for the front cover of the plan. The competition was open to Queensland based Indigenous artists aged 18-25 with the winning entry receiving a \$1000 cash prize.</li> <li>• An official launch of SVDP’s first Reflect Reconciliation Action Plan was held on 29 May. Welcome to Country performed by Shannon Ruska</li> </ul> <p>SVDP programs which specifically target people from culturally and linguistically diverse backgrounds include:</p> <ul style="list-style-type: none"> <li>• Community Voices (Logan) – partnership with Creativity Australia &amp; WISE Employment. Community Voices is a community choir to improve the social connections and address barriers to employment for at-risk young people (16-21) and migrants and refugees.</li> <li>• Migrant and Refugee Special Works (Toowoomba - Holy Angels) and (Woodridge - St Peter and Pauls) – Sewing groups, retreats and home visitations.</li> <li>• VoRTCS (Brisbane, Townsville) – A volunteer-run initiative that provides free in-home tutoring and support for refugee families.</li> <li>• Settlement Services – Supports people from six months after arrival to Australia up until five years to overcome barriers to settlement.</li> <li>• Migration Advice Service (Southport, Logan, Burleigh Heads, Woolloongabba) – Provides free migration and visa legal advice by appropriately qualified volunteers.</li> <li>• The Vinnies Youth team have established Soccer Stars in Zillmere and Moorooka, a program that offers disadvantaged children aged 8-11 a cost-free opportunity to learn and play recreational soccer in a relaxed non-competitive environment.</li> </ul> |
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# Multicultural Queensland Ambassador Program – St Vincent de Paul Society Queensland

## Charter Principle 2

*The people of Queensland come from many diverse backgrounds and have worked, and continue to work, together to build a prosperous, fair and harmonious QLD.*

### How We Can Contribute?

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| <ul style="list-style-type: none"> <li>• Include a statement of commitment on your website that recognises the contributions of your diverse workforce or membership base</li> <li>• Engage speakers to talk about diversity and inclusion at staff or board meetings</li> <li>• Reflect the diversity of your workforce and customers in publications and promotions</li> </ul> | <ul style="list-style-type: none"> <li>• Development of a survey seeking feedback from internal stakeholders on relevant issues for inclusion in to RAP.</li> <li>• Annual report reflecting diversity in the organisation and through the people we assist. State communications actively source case studies and photos of staff, volunteers and client groups reflecting diversity in communications.</li> <li>• Refer to response under Charter Principle 8.</li> </ul> |
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## Charter Principle 3

*The people of Queensland should be able to express and celebrate, in a lawful way, their cultural, linguistic and religious diversity.*

### How We Can Contribute?

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| <ul style="list-style-type: none"> <li>• Provide access and opportunities to learn about different cultures, languages and religions to increase understanding</li> <li>• Host or sponsor a multicultural event</li> <li>• Hold events where people share their culture such as A Taste of Harmony</li> </ul> | <ul style="list-style-type: none"> <li>• SVDP stall registered for NAIDOC week celebrations at Musgrave Park. Other events across the state have also been coordinated. All council offices have been linked to localised NAIDOC committees for participation. Information about NAIDOC has been provided leading up to the event.</li> <li>• SVDP have participated in:             <ul style="list-style-type: none"> <li>○ MDA's Luminous Lantern Parade</li> <li>○ MDA's Mosaic Multicultural Festival</li> <li>○ Taste of Harmony staff lunch</li> </ul> </li> <li>• Working together with the Brisbane Lions Club of Macgregor for A Taste of Harmony on a larger scale at a local TAFE in 2019 – including VoRTCS families.</li> </ul> |
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# Multicultural Queensland Ambassador Program – St Vincent de Paul Society Queensland

## Charter Principle 4

*Equal rights and responsibilities under the law and equitable access to the services provided or funded by the Government for all people of Queensland helps build a fair community.*

| How We Can Contribute?   |   |
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| <ul style="list-style-type: none"> <li>• Ensure your services are culturally responsive</li> <li>• Know how to access and engage an interpreter or translated information to meet your customers' language needs</li> <li>• Provide anti-discrimination training to your staff (<a href="http://www.adcq.qld.gov.au">www.adcq.qld.gov.au</a>)</li> </ul> | <ul style="list-style-type: none"> <li>• All programs are working towards Human Services Quality Framework standards which includes standards around diversity. All children, family, homelessness and disability programs are already accredited.</li> <li>• Contact made with SBS's Cultural Competency Program &amp; Red Cross's Cultural Awareness Program. Vinnies is looking in to our training framework and are exploring our options in increasing cultural awareness and diversity amongst our staff and volunteers whether this be through external sources or through our internal framework (or a mixture of both).</li> <li>• A Learning and Development Officer position has been employed to review our training framework and include cultural diversity training modules. A leadership program titled Leadership Conversations has been developed which includes topics on Leadership &amp; Multiculturalism and Embracing Diversity.</li> <li>• VoRTCS have developed a new refresher training program, Next Step training, to upskill program volunteers in cultural sensitivity and awareness.</li> <li>• Settlement Services held domestic and family violence training sessions in 2017 and 2018. Three different events for refugee men, women and youth involving the Police and different community groups to encourage and provide culturally appropriate conversations around domestic and family violence in Australia.</li> <li>• Creation of the RAP Project Officer position.</li> <li>• Translating and Interpreting Service (TIS) are available to SVDP programs and services, incl. free TIS for Emergency Relief. TIS details have been recently communicated to our emergency relief members and to our call centre/home visitations.</li> </ul> |

## Charter Principle 5

*A shared commitment, among members of the Queensland community, to mutual respect, fair treatment and valuing the diversity of peoples in the community fosters a caring, safe and inclusive community.*

| How We Can Contribute?   |  |
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| <ul style="list-style-type: none"> <li>• Use the Workplace Cultural Diversity Tool to see how you rate</li> <li>• Create a discrimination and harassment free environment<br/>Join a campaign such as Racism. It stops with me.</li> </ul> | <ul style="list-style-type: none"> <li>• The SVDP Human Resources team deliver regular Cultural Diversity Toolbox Talks to create a discrimination and harassment free environment.</li> <li>• Refer to work by Learning and Development Officer under Charter Principle 4.</li> </ul> |



# Multicultural Queensland Ambassador Program – St Vincent de Paul Society Queensland

## Charter Principle 6

*The creation of opportunities that encourage the full participation of people from diverse backgrounds in the cultural, economic, political and social life of Queensland helps build a prosperous state.*

### How We Can Contribute?

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| <ul style="list-style-type: none"> <li>• Provide work experience or internship opportunities to migrants, refugees and asylum seekers</li> <li>• Provide traineeships and mentors for young people from migrant and refugee backgrounds</li> <li>• Understand and remove unconscious bias from recruitment processes</li> </ul> | <ul style="list-style-type: none"> <li>• SVDP currently run two Skilling Queenslanders for Work programs, one in Brisbane targeting refugees, and one in Cairns targeting Aboriginal and Torres Strait Islander people. Both programs have consulted closely with industry and the client groups to identify their needs and ensure an engaging training package and employment pathways that consider the numerous barriers that they experience. These programs have been very successful achieving training and employment outcomes.</li> <li>• SVDP have partnered with a culturally appropriate driving school to provide subsidised driving lessons for refugees in Toowoomba and Townsville. Similar programs have also been completed in Brisbane and Townsville.</li> <li>• SVDP have connected with AFL Queensland to provide a soccer scholarship (free uniforms, games) for young female refugees</li> <li>• The VoRTCS program offers volunteering opportunities and work experience at the state administration office. The program recently hosted Paw Hel Soe, a VoRTCS youth from Karen minority who went on to find employment in the accounting industry.</li> </ul> |
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## Charter Principle 7

*Sustained, respectful and inclusive engagements between all individuals, groups and the Government are a basis for mutual understanding.*

### How We Can Contribute?

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| <ul style="list-style-type: none"> <li>• Harness the diversity in your organisation by developing a culture where diversity of opinion is encouraged</li> <li>• Regularly ask your customers or members about how to improve</li> </ul> | <ul style="list-style-type: none"> <li>• The SVDP Monitoring, Evaluation and Reporting Framework includes client satisfaction measures to assist areas of improvement in service delivery.</li> <li>• For NAIDOC week, our Vinnies Conferences were encouraged to contact their local Community or Town NAIDOC leader/facilitator to work together to run different events such as a morning tea etc. through proper consultation and feedback from the community. Through this, a connection was made out of one of the events that was organised. A Community Liaison Officer from a mining company (Indigenous representative) contacted Vinnies staff to develop and education and training program for our Indigenous community (in progress).</li> <li>• SVDP are frequently networking and exploring opportunities to work together to better assist people from culturally and linguistically diverse communities, including:</li> </ul> |
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- Network with multicultural groups and organisations to identify opportunities to work together
- VoRTCS are working with Queensland Association of School Tuckshops Inc. in the development of Tuckshop Orientation for Refugee Families Project and other activities.
- VoRTCS are working with Save the Children's 'It Takes a Village' program - free supported playgroups to bring migrant and refugees families together for culturally appropriate, fun and safe playgroups.
- VoRTCS met with ATO to provide 'Tax in Australia' presentations to multicultural community members to learn about how the Australian tax and superannuation systems work.
- VoRTCS are working with Radio 4RPH to develop resources that assist English as a Second Language education via a voiceover component.
- Settlement Services deliver a Tenancy Rights Workshop at Redbank Plains Community Centre – to assist tenants in understanding their rights and responsibilities, as well as where to access advocacy support (a need regularly identified by many Settlement Providers and other services in the local community)
- Settlement Services deliver a Social Housing Workshop in Inala - to assist with promoting realistic expectations in accessing Government/Community Housing (a need regularly identified by many Settlement Providers, Department of Housing and Public Works/Rent Connect, Inala and other community housing organisations)
- Attendance at BRASS Network Meetings (Brisbane), Multicultural Advisory Forum (MAF), Asylum Circle (this led to a partnership with Red Cross, Mercy, Communitify, Indooroopilly Uniting Church and Access to deliver \$700,000 in asylum seeker assistance and emergency relief funded by Multicultural Affairs QLD. Partners developed an integrated service model to best support people seeing asylum – sector response. Hubs were created in Goodna, Inala, Logan and Indooroopilly).
- Settlement Services participates in the following interagency and network meetings:
  - Inala Ipswich Multicultural Network (IIMN) Meetings, Centrelink, Goodna
  - Southside Multicultural Network (SMN) Meetings, Centrelink, Mt Gravatt
  - Ipswich Housing and Homelessness Network, Department of Housing and Public Works, Ipswich
  - South West Case Coordination Meeting, Department of Housing and Public Works, Inala
  - Local Area Coordination Meetings (LAC), Multicultural Development Association (MDA), Woolloongabba
  - Local Area Coordination (LAC) Meetings, MDA, Logan/Gold Coast/Ipswich
- VoRTCS and Vinnies Youth work together to host a Kids Camp for disadvantaged children (migrant, refugee and youth).



# Multicultural Queensland Ambassador Program – St Vincent de Paul Society Queensland

## Charter Principle 8

*A unified and harmonious community promotes a sense of belonging among its people and builds community confidence and resilience.*

### How We Can Contribute?

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| <ul style="list-style-type: none"> <li>• Represent cultural diversity in public campaigns to support a sense of belonging</li> <li>• Showcase the contributions of staff/members from diverse backgrounds on your website, social media and internal newsletters</li> <li>• Volunteer as a corporate with multicultural non-profits across Queensland</li> </ul> | <ul style="list-style-type: none"> <li>• An internal newsletter, President’s Pen, is distributed to all staff and volunteers and showcases cultural diversity and promotes unity and belonging.</li> <li>• VoRTCS distribute a newsletter to all program volunteers that includes multicultural community events and highlights diversity with good news stories regarding our refugee families and volunteers.</li> <li>• SVDP maintain an active social media presence with good news stories featuring multicultural staff, volunteers and clients</li> <li>• SVDP held a Corporate Partnerships event in 2017 and 2018 to encourage corporate engagement and support for SVDP programs. A VoRTCS presentation was held at this event to encourage support of refugees in Brisbane.</li> <li>• VoRTCS held a stall at the Rio Tinto volunteering expo in 2019 to encourage staff to volunteer to support refugee families.</li> </ul> |
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