




**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 to 2021-22**

**Annual Reporting for 2019-20
DEPARTMENT OF CHILD SAFETY, YOUTH AND WOMEN**

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](#), 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 Child Safety, Youth and Women**.

Notes

- The list of Government entities covered under ‘All agencies’ is provided on page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at 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 Child Safety, Youth and Women (DCSYW)** 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





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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	Achievements and outcomes for people from culturally and linguistically diverse communities
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds.		Multiple agencies, including DCSYW	2019–22	On track	The Department of Child Safety, Youth and Women (DCSYW) continues to improve the collection, use and availability of information about customers from culturally diverse backgrounds. DCSYW continues to actively progress the Queensland Government's multicultural policy, which promotes inclusiveness and diversity.
Use diversity and customer experience data to inform and improve service design. 		Multiple agencies, including DCSYW	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. 		DCSYW	2019–22	On track	<p>DCSYW implements Continuous Quality Improvement (CQI) with Child Safety Service Centres (CSSC) to assess service delivery against standards and quality indicators and outcomes for children and families.</p> <p>The quality service delivery standards on 'Assessment' contribute to the achievement of this action.</p> <p>The CQI standards promote DCSYW gathering and analysing information to make timely and informed decisions and a family's culture influencing information gathering and decision-making.</p> <p>Findings from the CQI processes are shared with other areas within the department to strengthen CSSC staff capability to undertake rigorous assessments and to enhance their skills in gathering cultural information to improve outcomes for children and families from diverse backgrounds.</p>



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Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 		All agencies	2019–22		
<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 <i>Cultural Competence Program</i> — Multicultural Awareness — Multicultural Capability — Working with Interpreters 		DCSYW	2019–22	Completed	<p>The DCSYW <i>Inclusion and Diversity Strategy 2020-2023</i> was launched in May 2020. The priority objectives of this strategy include:</p> <ul style="list-style-type: none"> • staff education and raising awareness • building leadership capability, and • supporting our staff. <p>DCSYW provides staff with access to the Special Broadcasting Service's <i>Cultural Competence Program</i>. The training comprises seven topics covered in nine modules:</p> <ol style="list-style-type: none"> 1. Diversity works 2. Cultural differences and similarities 3. Practical cultural competence 4. Unconscious bias 5. Cross-cultural communication (two modules) 6. Cultural adaptation 7. Australia by the numbers. <p>DCSYW provides professional development to build the Aboriginal and Torres Strait Islander cultural capability of staff, including:</p> <ul style="list-style-type: none"> • the Yarn and Grow Mentoring program • '<i>Starting the Journey</i>' – foundational Aboriginal and Torres Strait Islander Cultural Capability training, which is a mandatory course for all staff, and • 'Our Journey, My Story,' a self-assessment tool to assist staff to determine their cultural capability and provide recommendations to build further capability. <p>DCSYW is an organisational member of the Diversity Council of Australia, enabling all employees to access research, resources, advice and free events about all inclusion and diversity dimensions, including</p>

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					<p>multicultural capability, and provides access to a community of industry practitioners.</p> <p>In 2020-21, DCSYW is proposing to update the Family and Child Connect and Intensive Family Support Guidelines, and Families Investment Specifications to incorporate relevant information about multicultural capability resources (including the <i>Multicultural Recognition Act 2016</i> and the Multicultural Queensland Charter).</p> <p>DCSYW included Practice Kits in the redesign of the Child Safety Practice Manual. Each Practice Kit includes a section on enhancing practice with children, young people and families from culturally and linguistically diverse backgrounds.</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. 		DCSYW	2019–22	Completed	DCSYW continued to support our WWAD champions to raise awareness of WWAD in regions and develop a new strategy to further embed the principles of the Visions Inc. model of diversity and inclusion in practice.
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	Completed	<p>DCSYW worked with sector stakeholders appointed to the Strategic Advisory Group to facilitate promotion of the <i>Toward Gender Parity: Women on Boards (WOB)</i> initiative to women from culturally and linguistically diverse (CALD) backgrounds.</p> <p>Resources for aspiring women candidates were developed and made available on the WOB website.</p> <p>A 'Women on Boards – Queensland LinkedIn group has been established to connect: government departments with women from diverse backgrounds in leadership; and 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 1,000 members.</p>

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					The Queensland Government achieved its target of 50 per cent representation of women on government bodies by 2020.

Insert case studies or good news stories to highlight achievements relevant to Priority area 1: NIL






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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	Achievements and outcomes for people from culturally and linguistically diverse communities
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. 		DCSYW	2019–22	Completed	DCSYW promoted the Multicultural Queensland Charter to staff in an intranet feature article during June 2020. In 2020-21, DCSYW is proposing to update the Family and Child Connect and Intensive Family Support Guidelines, and Families Investment Specifications to incorporate relevant information about multicultural capability resources (including the <i>Multicultural Recognition Act 2016</i> and the Multicultural Queensland Charter).
<ul style="list-style-type: none"> • Raise awareness of the Multicultural Queensland Charter in agency multicultural awareness training programs. 		DCSYW	2019–22	On track	DCSYW training products have been reviewed to ensure alignment with the new Queensland Multicultural Action Plan, and include face-to-face and e-learning training on Multicultural Awareness and Working with Interpreters.
<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. 		DCSYW	2019–22	On track	Appropriate references to the Multicultural Queensland Charter are included the Child Safety Practice Manual quarterly updates (September 2020). Relevant information and links to the Multicultural Queensland Charter will be embedded in the requirements specified in the Child Safety Practice Manual's overarching Engage and partner guidelines, key steps in relevant procedures and across practice




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					<p>kits, which provide detailed information to strengthen knowledge, skills and resources for working with parents, children and young people.</p> <p>An operational policy development framework is to be developed, which will include guidance about ensuring obligations under the Multicultural Queensland Charter are considered when reviewing policies and developing new policies. Work is yet to commence on the operational policy development framework.</p>
<ul style="list-style-type: none"> • Embed principles of the Multicultural Queensland Charter into the agency's Diversity and Inclusion Plan. 		DCSYW	2019–22	Completed	<p>The principles of the Multicultural Queensland Charter were considered in the development of the DCSYW <i>Aboriginal and Torres Strait Islander Workforce Strategy 2019-2023</i> and the DCSYW <i>Inclusion and Diversity Strategy 2020-2023</i>.</p>
<p>Promote the rights, interests and wellbeing of women and girls from culturally diverse backgrounds.</p>		DCSYW	2019–22	Completed	<p>In March 2020, DCSYW hosted a forum on Domestic and Family Violence (DFV) Prevention in CALD communities in Queensland. The forum brought together over 50 key stakeholders and provided unique insights into the issues faced by people experiencing DFV in CALD communities.</p> <p>In April 2020, DCSYW established a CALD DFV and Sexual Violence Prevention Roundtable (Roundtable). The purpose of the Roundtable was to bring together community stakeholders and representatives of key government agencies to provide insight on issues related to domestic, family and sexual violence in CALD communities across Queensland; share insights on evidence-based approaches, and help identify opportunities and priorities for future action.</p> <p>Strengthening responses to address the impact of DFV on Queenslanders from CALD backgrounds is a signature action of the Third Action Plan of Queensland's <i>Domestic and Family Violence Prevention Strategy 2016-2026</i>. Initiatives to raise awareness and better support women from CALD communities include:</p>


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					<ul style="list-style-type: none"> • DFV information resources for CALD communities • WorkUP Queensland being established to build workforce capacity and capability within the DFV sector. The organisation provides training and professional development to strengthen responses for people with CALD backgrounds experiencing DFV, which has been identified as a priority professional development area; and • exploring options for improving data collection across the DFV sector and continuing to partner with ANROWS to build the evidence base. <p>In early 2019, DCSYW released the Queensland Women's Strategy (the Strategy) progress report for 2016-18, highlighting the significant progress being made to implement the Strategy. This included actions to promote the rights, interests and wellbeing of women and girls, including those from culturally diverse backgrounds.</p> <p>DCSYW is also a proud supporter of initiatives with a strong focus on recognising and celebrating the contribution of women and girls from culturally diverse backgrounds, including through the Queensland Women's Week grants program and sponsorship of the Australian Women in Music Awards and Women of the World festivals.</p>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign 		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. 		DCSYW	2019-22	On track	DCSYW's <i>Inclusion and Diversity Strategy 2020-2023</i> reflects the agency's stance against racism in its commitment statement: <i>'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.'</i>


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<ul style="list-style-type: none"> • Raise awareness about the International Day for the Elimination of Racial Discrimination. 		DCSYW	2019–22	Completed	DCSYW's registration as a supporter of the <i>Racism. It stops with me</i> campaign is pending. DCSYW raised awareness of the International Day for the Elimination of Racial Discrimination with staff in a Harmony Week intranet feature article during March 2020.

Insert case studies or good news stories to highlight achievements relevant to Priority area 2: NIL


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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

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
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 DCSYW	2019–22	On track	DCSYW is developing a suite of guides for hiring managers on culturally safe recruitment and selection practices including attraction, conducting interview processes and cultural leave/flexible work arrangements. These are specific to Aboriginal and Torres Strait Islander people to increase the staff profile of Aboriginal and Torres Strait Islander staff. This will contribute to better practice and decision making, leading to better outcomes for Aboriginal and Torres Strait Islander children and families.
Insert case studies or good news stories to highlight achievements relevant to Priority area 3: NIL					