


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

**Annual reporting for 2019-20  
DEPARTMENT OF YOUTH JUSTICE**

## 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 Youth Justice**.

## 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](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






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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 DYJ	2019–22	On track	DYJ's Culturally and Linguistically Diverse Customer Information Implementation Plan is expected to be finalised during 2020-21.
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"> <li>• Provide opportunities for staff to access ongoing learning and development through training courses (non-mandatory) such as:               <ul style="list-style-type: none"> <li>— Special Broadcasting Service cultural competence program</li> <li>— multicultural awareness</li> <li>— multicultural capability</li> <li>— working with interpreters</li> </ul> </li> </ul>		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







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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"> <li>• Ensure the Multicultural Queensland Charter is appropriately referenced in policy and procedural changes to relevant frameworks and practice manuals for Youth Justice.</li> </ul>		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.
<ul style="list-style-type: none"> <li>• Incorporate the Multicultural Queensland Charter into the Transition to Success program design.</li> </ul>		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.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> 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


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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 DYJ	2019–22	On track	<p>DYJ's recruitment and selection materials provide guidance to support inclusive attraction and selection methods for selection panels, including education relating to unconscious bias.</p> <p>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.</p>

**Insert case studies or good news stories to highlight achievements relevant to Priority area 3:**

If not relevant to your agency please insert NIL