


# Queensland Multicultural Policy Action Plan Annual Progress Report 2021-22

## Department of Justice and Attorney-General

### 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 Policy is being implemented through a three-year Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan).
- The Policy and Action Plan are a requirement of the *Multicultural Recognition Act 2016* (the Act).
- 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 2021-22 for the **Department of Justice and Attorney-General**.


### Notes

- See page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#) for a list of government entities covered under 'All agencies'.
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#). All sub-actions, where relevant, for the **Department of Justice and Attorney-General** have been listed in this template for ease of reporting.
- For the purposes of this report, all references to **diversity** within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.

## Priority area 1: Culturally responsive government

### Outcomes:


- Improved knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable, and diverse workforce

Action	Responsible agency	Timeframe	Progress status for 2021-22	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 <sup>1,2</sup> . 	Multiple agencies including DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Plans and frameworks developed by the Office for Women and Violence Prevention (OWVP), including evaluation measures to support better identification and collection of data related to culturally and linguistically diverse (CALD) community members experiencing domestic and family violence, and activities aimed at preventing suicide and sexual violence will continue to be implemented.</li> </ul>
Develop and promote specific resources to improve access for customers from culturally diverse backgrounds.	DJAG and LAQ	2019–22		
<ul style="list-style-type: none"> <li>○ Promote the availability of translation services offered to Blue Card Service customers through staff training and provision of information.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Internal promotion for staff to offer translation services and National Relay Service to customers takes place via weekly call centre meetings and posters.</li> </ul>
<ul style="list-style-type: none"> <li>○ Publish and promote multilingual resources including factsheets, guides and videos on a variety of consumer topics.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Factsheets and guides on a range of consumer protection and education topics are published in languages other than English. The Office of Fair Trading's suite of six clips on <i>My consumer rights</i> is available in seven languages.</li> <li>• The Gambling Help counselling, and support service brochures were translated into six languages (i.e., Arabic, Japanese, Korean, Simplified Chinese, Traditional Chinese and Vietnamese). These groups were identified as being at greatest risk of gambling harm. Key stakeholders from each cultural group were consulted to ensure content and wording is appropriate. Brochures were released in September 2021. The domestic and family violence resource (Brochure, wallet card and poster – 'You have a right to feel safe in your home') was translated into 32 languages in addition to English. The resources provide information and contact details about where to get help as a victim of domestic and family violence or bystander observer. The translated resources can be ordered online.</li> <li>• Blue Card Services (BCS) developed and published information sheets on how to obtain a Customer</li> </ul>

<sup>1</sup> This action relates to the commitment in the Queensland Multicultural Policy: Our story, our future regarding a consistent approach to collecting statistical information about the diversity of people who access Queensland Government services. It builds on related actions in the Queensland Multicultural Action Plan 2016–17 to 2018–19. Agency implementation plans outline steps for relevant government agencies to collect and report on the minimum mandatory indicators for customers from culturally diverse backgrounds.

<sup>2</sup> The QPS collects information for legitimate law enforcement purposes only and cannot collect or disclose customer information as outlined in the Queensland Multicultural Policy: Our story, our future. QPS officers across the state have access to the QPS Annual Environmental Scan which details cultural diversity trends in the community, and which assists with QPS internal planning to address the needs of the whole community.

Action	Responsible agency	Timeframe	Progress status for 2021-22	<b>Achievements and outcomes for people from culturally and linguistically diverse communities</b> Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
				Reference Number form the Department of Transport and Main Roads in five different languages. <ul style="list-style-type: none"> <li>All BCS fact sheets and posters include contact details and contact centre hours, along with affiliated logos for 'Language Loop' and the 'National Relay Service'.</li> <li>A poster promoting the use of translation services in four languages and the National Relay Service was displayed at BCS reception for walk-in customers.</li> <li>The Interactive Voice Response (IVR) recording for incoming calls to BCS promotes the use of translation services and National Relay Services.</li> </ul>
<ul style="list-style-type: none"> <li>Support access to translated resources through a dedicated webpage.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>The Office of Fair Trading maintains a specific website section from which all translated resources can be accessed.</li> <li>The Government's domestic and family violence information resources are now available through an online ordering portal, in 32 languages in addition to English via <a href="http://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/my-situation-is/how-do-i-help-my-community-understand-domestic-violence/domestic-and-family-violence-resources">www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/my-situation-is/how-do-i-help-my-community-understand-domestic-violence/domestic-and-family-violence-resources</a></li> <li>The BCS website features a dedicated page for people of non-English speaking backgrounds. There is a suite of resources (11 online videos) in five languages available.</li> </ul>
<ul style="list-style-type: none"> <li>Engage with people from culturally diverse backgrounds through participation at community events and conducting information sessions in educational and community-based settings.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>The Office of Fair Trading regularly engaged with people from culturally diverse backgrounds via participation in community events and conducting information sessions for students in both traditional tertiary settings and community-based settings.</li> <li>DJAG delivered an internal initiative to celebrate multiculturalism in Liquor Gaming and Fair Trading (LGFT) during harmony week. LGFT published a cookbook containing recipes of the world.</li> <li>BCS regularly attended community engagement activities throughout Queensland, including various multicultural events in South-East Queensland, including community visits, events, and workshops.</li> <li>BCS staff undertook targeted engagements to provide blue card application assistance to various CALD communities, including assisting recent arrivals from Ukraine to obtain a Customer Reference Number and apply for a blue card.</li> </ul>
<ul style="list-style-type: none"> <li>Disseminate fair trading information to vulnerable Queenslanders, including those from culturally diverse backgrounds, through other government agencies, non-government organisations and local community groups.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>The Office of Fair Trading worked with other government agencies, Non-Government Organisations, and local community associations to disseminate fair trading information to vulnerable Queenslanders.</li> </ul>

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<ul style="list-style-type: none"> <li>○ Use and promote availability of interpreter services to access any of the agency's information or services.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Cultural diversity was acknowledged throughout the Government's domestic and family violence resources hub, including a page on translation services via <a href="https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/my-situation-is/how-can-i-access-a-translator-or-interpreter">https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/my-situation-is/how-can-i-access-a-translator-or-interpreter</a></li> <li>• BCS promoted interpreting services on its website, via recorded messaging on incoming calls, through fact sheets, and supporting resources in the office reception area.</li> <li>• A new data field has been added to BCS online and paper application forms requesting information from applicants on whether they require an interpreter. This information is used by front line officers answering enquiries to identify the need for and to provide direct assistance in the applicant's preferred language.</li> <li>• The Justices of the Peace Branch launched a JPs in the Community signing site at Multilink Community Services in Logan Central in May 2021. Volunteers at this location are supported by staff who offer a free translation service to the public.</li> </ul>
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 mandatory training for all staff that includes topics relating to courtesy and respect for co-workers, clients, and members of the public from culturally diverse backgrounds and discrimination.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• DJAG required all staff to complete three modules of DFV training, which incorporates respectful relationships for all people, including those from CALD backgrounds. In addition, management training packages have been developed with an embedded inclusive lens that includes cultural diversity.</li> <li>• DJAG's Ethical Standards Unit delivered mandatory annual training, in-person and online, for all staff about the Code of Conduct for the Queensland Public Service, departmental policy, and general legal and ethical obligations to treat everyone with courtesy and respect and avoid discrimination. This was delivered to 673 staff in-person and 2,238 staff online in 2021–22.</li> <li>• Additionally, in-person training was made available to current and aspiring managers which expanded upon these aspects in the context of managerial responsibilities. This was delivered to 39 managers in 2021–22. The program ensures that all staff directly or indirectly delivering services to people from CALD communities are aware of expectations in this regard and can act appropriately.</li> <li>• The SBS Inclusion program was offered to all DJAG employees through evolve training. These modules are</li> </ul>

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				aimed at building capability around cultural diversity in the workplace.
<ul style="list-style-type: none"> <li>○ Actively encourage all staff to undertake the online cultural competency training to improve the way staff work with people from culturally diverse backgrounds.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Cultural competency e-learning programs were advertised and encouraged through the Evolve SBS learning series. This training explores topics including cross-cultural communication, addressing stereotypes, unconscious bias, diversity, and the benefits of multiculturalism in the workplace. All DJAG staff are encouraged to complete the SBS training. DJAG completion numbers: <ul style="list-style-type: none"> <li>- Aboriginal and Torres Strait Islander course (334)</li> <li>- Core inclusion (161)</li> <li>- Culture Course (149)</li> <li>- Disability Course (144), and</li> <li>- LGBTI+ course (156).</li> </ul> </li> <li>• BCS encouraged all staff to complete cultural competency training, including Evolve SBS Cultural Capability Training. External training in cultural capability was proffered to key staff.</li> <li>• Office of Public Advocate actively encouraged all staff to complete inclusion and diversity training, including the SBS training suite available on Evolve.</li> <li>• Cultural capability training is encouraged through Expectations Agreements and regular supervision/team meetings.</li> </ul>
<ul style="list-style-type: none"> <li>○ Deliver leadership and management capability development programs which include topics related to inclusion and diversity, respectful behaviours, and awareness of bias.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• All learning programs developed and delivered by Corporate Services were developed with an inclusion lens. This included leadership and management programs and a mentoring program specifically incorporating inclusive leadership.</li> <li>• 74 x participants in Inclusive leadership mentoring program,</li> <li>• 2 x unconscious bias training webinars,</li> <li>• 2 x recruitment toolbox talks published on intranet, and</li> <li>• 3 recruitment training sessions containing bias mitigation.</li> <li>• Monthly leadership and diversity articles and development resources were published in Empower LGFT SharePoint site and Manage HR newsletters on the DJAG intranet.</li> </ul>
<ul style="list-style-type: none"> <li>○ Encourage and support staff to attend Cross Cultural Training: Working Effectively with People from Culturally and Linguistically Diverse Backgrounds in the Justice System workshops.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Cultural capability training is encouraged through Expectations Agreements, checklists, and regular supervision/team meetings.</li> <li>• ODPP provided the following programs online to all staff: <ul style="list-style-type: none"> <li>- Victim Assist Queensland and Working Alongside People with Intellectual &amp; Learning Difficulties (WWILD), and</li> <li>- Working with Clients from Culturally and Linguistically Diverse Backgrounds.</li> </ul> </li> </ul>




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<ul style="list-style-type: none"> <li>o Encourage and support staff to attend training to improve cross cultural understanding and communication in the workplace.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• DJAG promoted 8 Multicultural Week Webinars. National reconciliation week and NADOC week daily development series. In addition to circulating an education email relating to the importance of MABO day.</li> <li>• BCS staff from CALD backgrounds have delivered “lunch and learn” sessions to other staff around their cultural heritage. These sessions provide staff with insight into different religions, foods, customs and practices, language, housing, and dress. Through this internal program, staff have attended sessions and learned about the following cultures to date: <ul style="list-style-type: none"> <li>• Tongan,</li> <li>• Maltese,</li> <li>• Croatian,</li> <li>• Chinese,</li> <li>• South Sudanese,</li> <li>• Columbian, and</li> <li>• Bangladeshi.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>o Support key staff members to complete cultural competency training to ensure services delivered are respectful and inclusive.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• DJAG Evolve programs encourage staff to work effectively with People from Culturally and Linguistically Diverse Backgrounds – the program was developed by the Special Broadcasting Service (SBS) and is an immersive online program that aims to help individuals gain practical skills and culturally specific knowledge for use in the workplace and everyday life.</li> <li>• DJAG encouraged managers to complete bystander training, with 283 staff completing this training during 2021-22.</li> <li>• LGFT communications provided a Diversity and Inclusion Calendar to encourage publishing of time relevant multicultural articles in internal newsletters for staff.</li> <li>• DJAG encouraged all staff to complete cultural competency training to ensure that all services are respectful and inclusive.</li> <li>• DJAG encouraged discussions of ‘Cultural capability resources’ at Directors meetings, to then discuss with individual teams.</li> </ul>
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• OWVP delivered the Women on Boards Initiative, which includes the Queensland Government gender equity targets for Queensland Government boards and bodies to be achieved by 2020: <ul style="list-style-type: none"> <li>- 50% representation of women on the boards of Queensland Government bodies. As at 30 June 2022, 54% of all board appointees were women.</li> </ul> </li> <li>• OWVP has worked with the Department of Children, Youth Justice and Multicultural Affairs, and the Department of the Premier and Cabinet to develop the Diversity on Boards Project, by leveraging existing</li> </ul>

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				<p>efforts across the Queensland Government to support diversity on boards more broadly.</p> <ul style="list-style-type: none"> <li>• Diversity cohorts considered as part of this work include Aboriginal people and Torres Strait Islander people, people from CALD communities, people with disability, seniors, young people, women, and people who identify as LGBTIQ+. The project recognises the intersectionality between these and other diverse communities and cohorts.</li> <li>• Membership of Queensland's Responsible Gambling Advisory Committee was revised to ensure diversity includes representation from the Ethnic Communities Council of Queensland and an Aboriginal and/or Torres Strait Island representative.</li> </ul>
Provide funding to support the provision of specialist legal support and advice for refugees and people seeking asylum.	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Legal Aid Queensland is provided an annual allocation of \$50,000 for Refugee and Immigration Legal Services (RAILS) for women who experience domestic and family violence and are refugees or asylum seekers.</li> </ul>



## 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	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities <small>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
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>○ Promote the benefits of embedding the Multicultural Queensland Charter in practice through intranet bulletins and good news stories.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Principles of the Charter are celebrated and recognised throughout the year across DJAG internal communications platforms.</li> </ul>
<ul style="list-style-type: none"> <li>○ Promote the Multicultural Queensland Charter to new staff through agency induction initiatives.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• The principles within the DJAG Inclusion and Diversity Strategy have been embedded into onboarding processes as well as business as usual (BAU) across the Department and throughout the employee lifecycle within policy and procedure.</li> </ul>
<ul style="list-style-type: none"> <li>○ Encourage and support staff to participate in events and access resources related to the Multicultural Queensland Charter.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Localised events are held regularly, and days of recognition are advertised and shared across the Department on the intranet and Yammer.</li> </ul>
<ul style="list-style-type: none"> <li>○ Display the Multicultural Queensland Charter in workplaces.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• The Charter is displayed in a high-traffic location within the Brisbane CBD offices of the Office for Women and Violence Prevention.</li> </ul>
<ul style="list-style-type: none"> <li>○ Consider the Multicultural Queensland Charter when reviewing policies and procedures that impact on service delivery to clients from culturally diverse backgrounds.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• People management and engagement procedures are developed in line with inclusive policy direction.</li> </ul>
<ul style="list-style-type: none"> <li>○ Embed principles of the Multicultural Queensland Charter into the agency's Diversity and Inclusion Plan.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• Strategic documents such as:               <ul style="list-style-type: none"> <li>- DJAG Inclusion and Diversity Strategy 2018-2022</li> <li>- DJAG Strategic workforce plan and</li> <li>- DJAG Charter</li> </ul>               have embedded a strong cultural diversity and inclusion lens.             </li> </ul>
<ul style="list-style-type: none"> <li>○ Raise awareness of the Multicultural Queensland Charter in leadership and management capability development programs.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• The Positive People Management series, currently in development, will incorporate awareness of the Multicultural Queensland Charter.</li> </ul>



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities <small>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
<ul style="list-style-type: none"> <li>Embed principles of the Multicultural Queensland Charter in human resource policies and procedures.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>Inclusive principles are embedded in all HR policies and procedures developed by People and Engagement.</li> </ul>
<p>Promote the rights, interests and wellbeing of women and girls from culturally diverse backgrounds.</p>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>The QLD Women’s Strategy is a key driver in the delivery of activities undertaken by the Women’s working group of DJAG, and this incorporates the wellbeing and interests of women and girls from CALD backgrounds. Small discussion and learning experiences specifically designed to support women and girls are currently under development in addition to generalised development activities for all DJAG employees.</li> <li>OWVP continues to fund three domestic and family violence services through \$1.59M to provide specialist support to CALD women and communities.</li> <li>In consultation with the Culturally and Linguistically Diverse Roundtable, the OWVP has developed the <i>Safe and Diverse Communities</i> grant program. The program targets culturally and linguistically diverse communities to support community-led projects to increase the capability of multicultural communities to recognise, respond, and prevent sexual, domestic and family violence.</li> <li>A \$250,000 grant round will be held each year from 2021 to 2024, for projects seeking funding from \$10,000 to \$25,000.</li> <li>In 2021-22, 14 community organisations were successful in receiving <i>Safe and Diverse Communities</i> funding, totalling \$301,787.</li> </ul>
<p>Celebrate and promote Queensland’s multicultural identity, such as through government publications and communication. </p>	Multiple agencies including DJAG	2019–22		
<ul style="list-style-type: none"> <li>Ensure all ministerial and agency correspondence with customers are culturally responsive and reflective of Queensland’s diverse community.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>To be included in planned writing course to be run within three months for LGFT staff.</li> <li>The OWVP’s correspondence guide includes support resources and content designed to support engagement with diverse communities.</li> </ul>
<p>Sign up and participate in the Australian Human Rights Commission Racism. It stops with me campaign<sup>3</sup>. </p>	All agencies	2019–22		
<ul style="list-style-type: none"> <li>Include the commitment to addressing racism in executive performance agreements, and in leadership and management capability development programs.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>Leadership programs such as the Positive People Management program currently under development have embedded inclusive and anti-racism messaging throughout the curriculum. Mentoring programs across DJAG have a strong focus on inclusive leadership.</li> </ul>

<sup>3</sup> Specific sub-actions, where nominated by agencies, can be viewed on the web version of the *Queensland Multicultural Action Plan 2019–20 to 2021–22*.

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<ul style="list-style-type: none"> <li>○ Promote key messages about addressing racism to staff via implementation of Our Charter.</li> </ul>	DJAG	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• DJAG values and behaviours charter, and Inclusion, Diversity and Equity Strategy are currently under review and will maintain a strong commitment to maintaining an inclusive workforce with no tolerance for racism.</li> </ul>