2011–2014
Multicultural Action Plan

Department of Community Safety

A multicultural future for all of us - Queensland Multicultural Policy 2011

On 19 July 2011, *A multicultural future for all of us - Queensland Multicultural Policy 2011* (the Policy) was released. The Policy outlines priorities for all Queensland Government departments to continue the delivery of services and promote Queensland's vibrant cultural diversity. The Policy is structured around six key themes:

1. Multicultural recognition legislation;
2. Language, information and communication;
3. Improving service delivery;
4. Regional and emerging communities;
5. Skills, jobs and enterprise; and
6. Inclusive communities.

To support the implementation of the Policy, the *Queensland Multicultural Action Plan 2011-2014* (whole-of-government Action Plan) has been developed. The whole-of-government Action Plan is a State-wide plan, aiming to achieve four core outcomes:

1. Improved cultural competence of staff;
2. Improved access to interpreters for clients when accessing services;
3. Improved communication and engagement with culturally and linguistically diverse (CALD) communities and/or organisations; and
4. Improved recruitment and retention strategies for staff from CALD backgrounds.

In relation to these outcomes, a number of performance indicators have been developed to monitor whole-of-government progress. A key feature of the whole-of-government Action Plan is the strong collaboration between multiple departments to deliver more inclusive services across Queensland.

The Department of Community Safety (DCS) is committed to ensuring the rights of people from CALD backgrounds are promoted and protected. DCS is also committed to ensuring that departmental services, programs and information are accessible and responsive to the needs of the CALD community.

The DCS *Multicultural Action Plan 2011-2014* (the MAP 2011-2014) directly aligns with the Policy and the whole-of-government Action Plan, through the delivery of actions under all six key theme areas. In total, DCS will implement 22 actions. Fifteen of these actions also appear in the whole-of-government Action Plan as specific departmental or whole-of-government action items. DCS will monitor and report on the MAP 2011-2014 twice yearly during the life of the three-year plan.

Our vision	Safe and secure communities			Our Purpose	Our people help make Queensland safer	
Our values	**Accountability** We are accountable and open in our operations	**Integrity** We act ethically, honestly and in the best interest of the community	**Performance** We commit to high standards of service and performance	**Safety** We value a safe and fair work environment	**Relationships** We value collaborative relationships with communities and in the workplace	**Diversity** We respect each other and value our diversity
Our divisions	**Queensland Ambulance Service**	**Queensland Corrective Services**	**Emergency Management Queensland**	**Queensland Fire and Rescue Service**	**Strategic Policy Division**	**Corporate Support Division**
Our objectives	Meeting the needs of the community with a timely response	Humane containment and rehabilitation of prisoners; and supervision of offenders in the community	Delivering effective disaster management arrangements and emergency response	Partnering with the community for a safer Queensland	Leading strategic policy to strengthen community safety	Delivering corporate services to the divisions, Director-General and Minister

Key themes	1. Multicultural recognition legislation	2. Language, information and communication	3. Improving service delivery	4. Regional and emerging communities	5. Skills, jobs and enterprise	6. Inclusive communities

Whole-of-government core outcomes

Whole-of-government core outcome performance indicators	Division responsible
Core outcome 1: Improved cultural competence of staff	
1.1 Number of staff that have participated in cultural competence training annually (broken down by internal, external and online training).	All divisions
1.2 Number of staff that have participated in cultural competence training (broken down by internal, external and online training) as a percent of the total number of staff for the year.	All divisions
Core outcome 2: Improved access to interpreters for clients when accessing services	
2.1 Amount spent annually on interpreters engaged by department and government funded non-government organisations.	All divisions
2.2 Number of interpreters engaged annually by the department and government funded non-government organisations.	All divisions
Core outcome 3: Improved communication and engagement with CALD communities and/or organisations	
3.1 Number of key information publications translated annually into languages other than English.	QAS QCS (OSS) EMQ QFRS SPD (MACC,IRU)
3.2 Number of languages in which publications are available.	QAS QCS (OSS) EMQ QFRS SPD (MACC, IRU)
3.3 Number of people from CALD backgrounds participating in information sessions or workshops on government services and programs.	QAS EMQ QFRS
3.4 Number of CALD groups, peak bodies and other stakeholders consulted or engaged annually on the development or implementation of government projects, services, policies and programs.	All divisions
Core outcome 4: Improved recruitment and retention strategies for staff from CALD backgrounds	
4.1 Number of staff indicating they are from a non-English speaking background.	CSD (HR)
4.2 Number of complaints raised about racial discrimination within the department.	SPD (ESU)

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If you need an interpreter, call the Translating and Interpreting Service (TIS) on 131 450.

Glossary - Areas responsible for implementation

CO	Custodial Operations	IRU	Information Rights Unit	OPE	Organisational Performance and Evaluation Branch
CSD	Corporate Support Division	MACC	Media and Corporate Communications	PLR	Policy and Legislative Reform Branch
EMQ	Emergency Management Queensland	MILS	Ministerial, Information and Legal Services	QAS	Queensland Ambulance Service
ESU	Ethical Standards Unit	OCI	Office of the Chief Inspector	QCS	Queensland Corrective Services
HR	Human Resources	OSS	Operational Support Services	QFRS	Queensland Fire and Rescue Service
				SPD	Strategic Policy Division

Key theme: 1. Multicultural recognition legislation

Results: Our goals for 'multicultural recognition legislation' are to strengthen statutory recognition and drive the multicultural Policy's implementation.

DCS Actions		Whole of government Action Plan	Division responsible	Timeframe
1.1	Contribute to strengthening leadership and accountability by participating in the development of Queensland Government legislation to recognise the Policy's multicultural principles, planning and reporting arrangements.	✓	SPD (PLR)	2011-2012
1.2	Publish information on progress of actions from the whole-of-government Action Plan in the DCS Annual Report.	✓	SPD (OPE)	2011-2012
1.3	Contribute to publishing a report on the whole-of-government Action Plan at the end of the three-year period.	✓	SPD (OPE,PLR)	2011-2014
1.4	Participate in a government taskforce to identify expenditure on multicultural activities.	✓	SPD (OPE,PLR)	2011-2012
1.5	Contribute to improving cross-government collaboration by implementing the whole-of-government Action Plan.	✓	All divisions	2011-2014
1.6	Continue to participate in the Interdepartmental Committee on Multicultural Affairs, to ensure whole-of-government cooperation in planning, implementing and evaluating the Policy.	✓	SPD (PLR)	2011-2014

Key theme: 2. Language, information and communication

Results: The Government's 'language and communication' goals are to support all Queenslanders' access to the information they need, in the language they need and to support opportunities for people to build their English language skills.

2.1	Increase community and personal safety through the Queensland Government's disaster resilience and recovery initiatives.	✓	EMQ	2011-2014
2.2	Increase the accessibility of culturally appropriate information by translating information into languages identified as high need and making the information available online.	✓	QAS QCS (OSS) EMQ QFRS SPD (MACC, IRU)	2011-2014
2.3	Contribute to establishing a whole-of-government taskforce to investigate options for a Queensland Government interpreter service or strategy, including consideration of existing models within departments.	✓	SPD (PLR)	2011-2012
2.4	Work with accredited interpreters to facilitate communication with people who experience difficulty communicating in English.		All divisions	2011-2014

Key theme: 3. Improving service delivery

Results: Our goal is for all Queenslanders to have equal access to services, regardless of their cultural, linguistic or religious backgrounds.

3.1	Support, recognise and participate in the range of activities that celebrate and recognise the diversity of staff and the community.	✓	CSD (HR) SPD (MACC)	2011-2014
3.2	Ensure that Queensland correctional centres work towards meeting the needs of prisoners from CALD backgrounds and ensure that they are managed in accordance with their cultural needs: • provide meals that meet cultural and religious needs; • ensure libraries have sufficient culturally appropriate material; and • ensure inspection methodology for centres includes standards for the appropriate management of prisoners from CALD backgrounds.	✓	QCS (OCI, CO)	2011-2014
3.3	A key element of the National Strategy for Disaster Resilience is about building partnerships with government and non-government organisations. This will be central to disaster management approaches and the DCS Action Plan for Disaster Resilience.	✓	EMQ SPD (MACC, PLR)	2011-2014
3.4	Educate and engage with people from CALD backgrounds, including international students and visitors, to provide safety and emergency service information and advice.		QAS EMQ QFRS	2011-2014
3.5	Evaluate the success of a paramedic training program to support emergency service workers to identify and use a range of techniques to communicate with people with diverse abilities, including people from CALD backgrounds.		QAS	2011-2012
3.6	Manage complaints concerning racial discrimination within the department, including prisoner complaints, in accordance with the DCS complaints management system.		SPD (ESU)	2011-2014

Key theme: 4. Regional and emerging communities

Results: Our goals for 'regional and emerging communities' are to manage population growth sustainably and to create positive opportunities for people and communities from CALD backgrounds at risk of poor social and economic outcomes.

4.1	Develop training programs in regional communities to increase employment opportunities for people from CALD backgounds.		QAS	2011-2014

Key theme: 5. Skills, jobs and enterprise

Results: Our goals for 'skills, jobs and enterprise' are for Queensland's economy to make the best use of our diversity and for Queenslanders from CALD backgrounds to have equal opportunities in employment and enterprise.

5.1	Contribute to increasing the number of people from CALD backgrounds employed in the Queensland public service through the ongoing development of diversity and equity strategies.	✓	CSD (HR)	2011-2014
5.2	Contribute to ensuring that the Queensland State Migration Plan is updated at regular intervals to reflect the needs of Queensland employers throughout all regions of Queensland.	✓	All divisions	2011-2014
5.3	Develop and implement a whole-of-department Induction Framework which incorporates information on diversity and cross cultural awareness, including discrimination and harassment.		CSD (HR)	2011-2012
5.4	Provide cultural awareness training to new and existing staff.		All divisions	2011-2014

Key theme: 6. Inclusive communities

Results: Our goal for 'inclusive communities' is for people from all CALD backgrounds to be able to participate in Queensland's community and civic life, free from discrimination and racism.

6.1	Contribute to developing the new whole-of-government Multicultural Queensland Community Education campaign that will promote anti-racism messages and positive community relations.	✓	SPD (PLR)	2011-2014

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