

Queensland Multicultural Policy ‘Our story, our future’

Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2023-24

Department of Child Safety, Seniors, and Disability Services

● KEY ACTION 1: Economic participation

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following outcomes:

- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*

Agency activities supporting Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Review agency grants processes to ensure they are accessible to applicants from new and emerging communities by using clear language, translating information where relevant, and providing constructive feedback on unsuccessful applications submitted by community organisations.	Delivered	<p>The Department of Child Safety, Seniors, and Disability Services (DCSSDS), through Multicultural Affairs Queensland (MAQ) reviews and updates grant processes under the Celebrating Multicultural Queensland (CMQ) program after each funding round based on gaps and improvements identified and community feedback. This includes review of the guidelines, application and reporting forms. MAQ also continues to provide feedback to unsuccessful applicants including information on how future applications can be strengthened, and options for assistance and capability building through the multicultural sector peak organisation, funded by MAQ.</p> <p>In 2023-24, MAQ updated the guidelines and application form to further simplify the language and include additional information and hints to assist applicants. Applicants also now have the option to submit application responses in languages other than English.</p> <p>From 2024-25, project funding previously available under the CMQ program will be available under the new Strengthening Multicultural Queensland program to align more accurately with project outcomes and to remove confusion for applicants when applying for event and project funding.</p>
Support community organisations to provide work rights education to newly arrived Queenslanders and deliver assistance to vulnerable workers.	Delivered	From 2021-22, the Queensland government committed \$1M over four years to address concerns of migrant and refugee workers in precarious forms of employment in Queensland. DCSSDS (MAQ) contracts Multicultural Australia, in collaboration with the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT), to deliver the program.

Agency activities supporting Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>In 2023-24, Multicultural Australia recruited 18 community champions from Southeast Queensland who delivered 26 community information sessions to almost 2000 community members. Planning is underway for a second round of recruitment which will take place in Far North Queensland. A new WhatsApp communication platform has also been implemented to assist in connecting community champions.</p> <p>Multicultural Australia has reported that a flow-on benefit of the program is that community champions are gaining employment opportunities through their participation, providing character references, improving confidence and valuable work experience.</p>
Partnering with industry to facilitate employment outcomes for onshore migrants and refugees so employers in high-demand sectors can meet their workforce needs.	Delivered	<p>DCSSDS (MAQ) continues to collaborate with peak bodies to facilitate job outcomes for onshore migrants and refugees that can support employers meet their workforce needs in high-demand sectors.</p> <p>In 2023-24, this included collaborating with the Queensland Fruit and Vegetable Growers' Association, the Queensland Farmers' Federation and TAFE Queensland - Toowoomba to develop and implement the Agri-Connect Pilot Initiative. The initiative is building connections between agribusiness employers and participants in the Adult Migrant English Program run by TAFE as a mechanism to better utilise the skills and experiences of migrants and refugees and fill critical skill shortages in the agricultural sector. The pilot is providing opportunity for employers and job seekers to gain understanding of mutual employment needs and opportunities by establishing connections, providing workplace visits for job seekers, and supporting employers with inclusive recruitment and onboarding practices.</p> <p>This work will continue throughout 2024-25, with initial employer presentations on the work available in agriculture businesses in and around Toowoomba to be delivered regularly along with workplace visits and cultural capability training for employers.</p>
Advocate and improve workforce outcomes for migrants and refugees in Queensland	Delivered	<p>Under the <i>Good people. Good jobs: Queensland Workforce Strategy 2022-32</i>, DCSSDS (MAQ) has established the Strategic Settlement Partnerships team to advocate and improve workforce outcomes for migrants and refugees in Queensland from 2022-3 to 2025-26. The team works across a system of interconnected policies, programs, and initiatives, including workers' rights; small business; regional activities; system level advocacy; supporting local governments and local clubs and developing industry partnerships. By focusing on these priorities, the team supports equality of opportunity for all Queenslanders and harnesses the remarkable benefits cultural diversity offers to our economy and our community.</p> <p>In 2023-24, the MAQ Strategic Settlement Partnerships team:</p> <ul style="list-style-type: none"> facilitated productive connections and collaborative efforts in Ipswich, Townsville, Toowoomba, Mackay, Cairns, and the Sunshine Coast, focused on breaking down barriers to participation and improved workforce outcomes for migrants and refugees, including providing support to various job expos that resulted in job outcomes for jobseekers from culturally and linguistically diverse backgrounds.

Agency activities supporting Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> • built awareness and capability of local employers to attract, recruit and support skilled migrants and refugees into meaningful jobs and employment pathways through presentations to industry networks. • worked with the Office of the Queensland Chief Entrepreneur and Advance Queensland in November 2023 to deliver The Global Fusion Futures event which was attended by 80 people and provided participants with the opportunity to network, ask questions, share experiences, engage with mentors from DESBT’s Mentoring for Growth program, and learn about the range of information, programs, and services available to assist current and future entrepreneurs. <p>DCSSDS (MAQ) will continue to collaborate both locally and centrally to address gaps in the provision of tailored, targeted, and timely information for skilled migrants to better support their settlement journey and facilitate employment opportunities where they can work to the full scope of their skills.</p>

Case studies or good news stories to highlight achievements relevant to <i>Key Action 1 (Economic participation)</i>:
<p>In April 2024, the Springfield Regional Jobs Committee delivered a Multicultural Jobs Forum (the Forum). The Forum was delivered in partnership with Link and Launch, Woodcrest State College, DCSSDS (MAQ), the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts and the Department of Employment, Small Business and Training. This collaboration provided job seekers of all ages from culturally and linguistically diverse backgrounds the opportunity to find meaningful and sustainable employment in Springfield and the Western Growth Corridor by engaging one-on-one with prospective local employers in a safe, inclusive, and supportive space.</p> <p>DCSSDS promoted this event through its MAQ social media channels and network connections with other agencies, community leaders and local communities. DCSSDS staff were present on the day, providing candidates with orientation information on the event and interview session process. The event also provided opportunity to engage with jobseekers and employers to gain further insights into barriers, challenges, and opportunities.</p> <p>The event attracted over 100 registrations from schools, employment service providers and those that registered through social media promotion. Approximately 13 local employers participated with jobs available in engineering, trade, health care services, and industries that provided employment, training, and apprenticeships pathways. The Forum enabled local employers to increase their reach into communities to support sustainability and growth through talent management and a more diverse workforce. It also provided employers with an alternative and more targeted approach to expand and diversify their workforce other than through traditional recruitment processes.</p> <p>The Forum also provided people from culturally and linguistically diverse backgrounds direct channels, into opportunities and access to workforce pathways. Participants praised the Forum for providing a supportive, inclusive, and safe space to articulate their skills and experience and build confidence and connections to enter the workforce.</p> <p>This collaboration delivered successful employment outcomes for jobseekers from culturally and linguistically diverse backgrounds with one employer offering 12 jobs on the day to participants attending the Forum.</p>

● **KEY ACTION 2: Recruitment and workplace culture**

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*
- *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.*

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Establish internships/pathways to employment to better utilise the skills and experiences of people with overseas qualifications.	Not delivered	DCSSDS continues to explore and consider options to establish internships/pathways to employment to better utilise the skills and experiences of people with overseas qualifications. The department is liaising with Multicultural Australia to explore the viability of the <i>Work and Welcome</i> program.
Revise recruitment and selection processes such as highlighting agency's recognition of the benefits of a diverse workforce and inclusive workplace in job descriptions to encourage culturally diverse talent to apply, addressing the impact of unconscious bias and considering the 'two in the pool' approach to shortlisting.	Delivered	<p>DCSSDS has updated the departmental role profile template to reflect our positive obligations with respect to Equity, Diversity, Respect, and Inclusion under the <i>Public Sector Act 2022</i>. Role Profiles demonstrate our commitment to growing the volume of staff from culturally and linguistically diverse communities.</p> <p>In 2023-24, consistent with the Equity, Diversity, Respect and Inclusion provisions of the <i>Public Sector Act 2022</i>, the following measures have been undertaken to acknowledge, recognise and enhance the opportunities for culturally and linguistically diverse applicants within recruitment and selection:</p> <ul style="list-style-type: none"> - Between February and August 2024, the Business Partnerships team delivered approximately 45 face-to-face Recruitment and Selection training sessions for staff with panel member responsibilities. These sessions were provided across Queensland to inform and educate departmental staff on the reframed obligations pursuant to Equity, Diversity, Respect, and Inclusion obligations which explicitly targets the requirement to foster and create equal employment opportunities for target groups, including culturally and linguistically diverse applicants. - Approximately 500 staff have attended and participated in these sessions and are now educated regarding diversity obligations in contemporary public sector recruitment.

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>In 2024-25, an online Recruitment Fundamentals course will be released on iLearn, which will make information about contemporary Recruitment and Selection processes available to all employees.</p> <p>Various resources supporting Equity, Diversity, Respect and Inclusion practices within Recruitment and Selection were developed and placed on the departmental intranet to support the changed requirements, including the selection report template and shortlisting templates.</p> <p>Strategies to increase culturally and linguistically diverse applicants in the casual Disability Support Worker positions included a review of the application process and simplifying this process by removing the requirement to respond using leadership capabilities. This has been successful with a continued increase in applications from culturally and linguistically diverse applicants.</p>
<p>Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.</p>	<p>Delivered</p>	<p>Twelve percent of members in the DCSSDS' Inclusion and Diversity Reference Group identify as culturally and linguistically diverse employees. The reference group creates a space for staff from diverse backgrounds to share perspectives from their lived experience to strengthen the design of inclusion and diversity initiatives and strategies. The voice and influence of this group assists the department to ensure strategies and actions are informed by contemporary thinking and a user perspective. The reference group has influence over inclusion work and have helped inform the department's Disability Service Plan, Inclusion Strategy and the Equity and Diversity Plans among others.</p> <p>The 2023 Working for Queensland survey indicated 15% of respondents speak a language other than English at home, and 21% were born overseas.</p> <p>DCSSDS promoted staff participation in multicultural activities, significant days and events on the intranet, Yammer, through the Equity and Diversity Champion all staff email messages and social media. This Harmony Day/International Day for Elimination of Racial Discrimination, A Taste of Harmony – staff were encouraged to hold local activities such as morning teas/multicultural lunch/discussion sessions etc as well as expanding the DCSSDS A Taste of Harmony cookbook for staff to share recipes and their culture with their colleagues.</p>
<p>Develop a culturally sensitive range of recruitment tools to attract, recruit, train and retain applicants from culturally and linguistically diverse environments.</p>	<p>Delivered</p>	<p>The DCSSDS intranet has a section on inclusive recruitment with information and resources to support inclusive recruitment practices. The information continues to be updated and refined.</p> <p>To support the culturally and linguistically diverse workforce and to enhance the ongoing opportunities for the culturally and linguistically diverse community within the recruitment process, all departmental Recruitment and Selection Resources have been reviewed and reframed under the Equity, Diversity, Respect, and Inclusion principles of the <i>Public Sector Act 2022</i>, to clearly identify, support and guide inclusive recruitment practices across the target groups.</p>

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	Delivered	<p>The SBS Inclusion Program series, available to all staff, is designed to improve understanding of inclusion and the principles enabling every individual to achieve their full potential. It provides tools to apply knowledge to promote diversity and help make organisations more inclusive of a range of diverse communities - leading to a fairer, more inclusive organisation. Course topics include Cultural Diversity, Multicultural Queensland Charter, First Nations, and Core Inclusion.</p> <p>Both face-to-face and online departmental Recruitment and Selection training addresses unconscious bias. The training provides strategies to minimise and eradicate unconscious bias within recruitment.</p>
Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and other employment opportunities such as Graduate Programs.	Delivered	<p>DCSSDS has subscribed to the working group created by the Public Sector Commission in relation to the creation of a Public Sector graduate program.</p> <p>DCSSDS's professional pathways program was designed to attract a diverse group of individuals who are commencing their careers in Child Safety post completion of a degree. The opportunity to join the program was promoted widely through Linked In and directly sent to universities. This has attracted a high proportion of applicants from culturally and linguistically diverse backgrounds.</p> <p>The range of advertising platforms has broadened for casual Disability Support Workers to assist in increasing applicant pools from diverse backgrounds and continue to be reviewed to ensure effectiveness.</p>
Collect, analyse, and report on data relating to culturally and linguistically diverse recruitment, employment, retention, and career progression to leadership positions.	Delivered	<p>As part of the DCSSDS Equity and Diversity audit report 2023–24, the team examined recruitment data from the quarter ending September 2023. In this period, 24.42% of applicants identified as coming from non-English speaking backgrounds (comparable with the previous year's rate). Of these applicants, 36.88% applied for role in the Operational Officer classification stream, which tend to be Residential Care Officers /disability support workers working directly with people with disability. Another 19.93% applied for Senior Officer (SO) and Senior Executive (SES) Officer positions. In the same period, only 4.2% of separations were from people who identified being born overseas.</p> <p>The 2023 Working for Queensland survey results showed 21% of respondents identified as being born overseas and 15% of respondents identified speaking a language other than English at home.</p> <p>The department's Equity and Diversity Plan 2023-24 sets out actions to improve inclusion for culturally and linguistically diverse employees. These include:</p> <ul style="list-style-type: none"> - Develop and promote a resource to help embed inclusion, equity and cultural safety considerations into workforce and strategic planning. - Ensure our leadership and career progression programs are inclusive and accessible to our diverse workforce. - Develop attraction strategies that break barriers to attracting talents from diverse backgrounds and groups. - Embed inclusive recruitment practices, allowing all candidates equal opportunities to showcase their relevant skills and lived experience.

● **KEY ACTION 3: Culturally responsive services**

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	Delivered	<p>Development of the Queensland Disability Reform Framework (QDRF), which was released on 31 July 2024. The QDRF identifies 12 outcome areas organised under three reform domains through which Queensland Government will focus its reform activity. Underpinning the reform domains are the cross-cutting priority of addressing intersectional disadvantage, including culturally and linguistically diverse communities.</p> <p>During 2023-24, DCSSDS developed <i>An Age-friendly Queensland: The Queensland Seniors Strategy 2024-2029</i> through extensive consultation with older people through surveys, expos, pop ups and listening posts. DCSSDS spoke to community members directly, through forums and invited older Queenslanders to talk to us through our Engagement Hub from March 2022 to June 2023, with over 3,000 responses received. Through these activities, DCSSDS heard from men and women, First Nations older people and people from culturally and linguistically diverse communities, people with disability, people who identify as LGBTIQ+ and people with caring responsibilities.</p> <p>In 2023-24, 7.5 per cent of respondents to the DCSSDS Seniors Survey identified as being from culturally and linguistically diverse backgrounds.</p> <p>To add depth to our engagement with older people from diverse backgrounds, in February and March 2023, 26 migrants, aged between 65 and 98, who now live in Queensland were interviewed to share their experiences of ageing.</p> <p>Queensland Seniors Month, held each year in October, aims to connect older Queenslanders to inclusive events and activities with culturally inclusive, intergenerational or lifestyle events/activities for Queenslanders in their communities. Of the 1,242 registered calendar events:</p> <ul style="list-style-type: none"> - 33 events were listed as culturally inclusive. - 459 events included LGBTQAI+ people were listed as a target audience. - 854 events were FREE to attend.

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>In October 2023, DCSSDS (MAQ) established a community engagement team to liaise with culturally and linguistically diverse communities experiencing social cohesion pressures. During 2023-24, MAQ engaged with:</p> <ul style="list-style-type: none"> • All parts of communities impacted by geo-political conflicts such as those centred on Gaza, northern Africa, the Great Lakes region of Africa and south Asia. The emerging needs of community and community voice were shared with decisionmakers. Communities were linked with government resources and departments to support their resilience building. • Communities impacted by domestic social cohesion incidents, such as the murder of Vyleen White in February 2024. Communities voice and community led responses were shared with decision makers. Liaison with other involved departments achieved higher levels of cultural responsiveness across government to these incidents and lessons learned towards building a culturally and linguistically diverse inclusive response mechanism for future social cohesion incidents. <p>DCSSDS (MAQ) supports the Multicultural Queensland Advisory Council (MQAC) to actively advocate for a community where diversity is appreciated, and everyone can participate and thrive. During 2023-24, MQAC consulted with:</p> <ul style="list-style-type: none"> • First Nations representatives, leaders, and invited guests to investigate respectful engagement between people from culturally and linguistically diverse backgrounds and First Nations peoples and opportunities for intersectional interests. • young people, families, and teaching staff at Sunnybank State High School about improving outcomes for students from culturally and linguistically diverse backgrounds in the education sector. • the Commonwealth Government’s Multicultural Framework Review. • culturally and linguistically diverse community leaders and members from the Toowoomba region to explore opportunities and issues facing community in the area; and • TAFE Adult Migrant English Program students to consult on employment opportunities for people from culturally and linguistically diverse, refugee, and migrant backgrounds.

● **KEY ACTION 4: Cultural diversity data**

The Queensland Government will collect, analyse, and use **cultural diversity data** to improve service delivery and better meet customer needs. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 4	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Ensure the right systems are in place to collect diversity data.	Delivered	Progress against the DCSSDS Inclusion Strategy 2024-2026 is monitored by workforce data sources. DCSSDS continues to collect diversity data through a Diversity census that can be completed via Aurion Employee Self Service (ESS) or a paper form for those without access to a computer. The collection of workforce diversity data is important to understand our workforce composition and monitor strategy implementation and the impact of initiatives.
	Not delivered	<p>The Unify Program is implementing a contemporary client and case management system for Child Safety and Youth Justice. Unify is due to roll out by December 2024. The Unify Program has engaged with MAQ, and key internal and external stakeholders to define the scope of information to be captured. Information captured, based on the views, and wishes of the child, young person, family are:</p> <ul style="list-style-type: none"> • Country of origin • Community and cultural connections • Primary and secondary/other languages • Ethnicity/cultural identity (including an Australian South Sea Islander option) • Religious practices and • Whether an interpreter is required for a person (child, young person, or adult). <p>The Specialist Services Reporting Framework will be reviewed upon the commencement of Unify to capture the cultural and diversity data of child safety clients supported by Specialist Services Clinicians and Transition Officers.</p>
Improve diversity data use by analysing their current performance (including unknown and missing values) against the diversity indicators (country of	Delivered	As at pay period ending 28 June 2024, 5.43% of DCSSDS employees shared (through the diversity census) their identity as culturally and linguistically diverse peoples who speak a language other than English at home. The 2023 annual Working for Queensland Survey showed 15% of respondents speak a language other than English at home.

Agency activities supporting Key Action 4	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
birth, preferred language, interpreter required and ethnicity/cultural identity) to understand data gaps, opportunities for system performance improvement, target setting and trends relating to their clients.		The department is striving to meet the 12% Queensland Public Sector and agency specific target for 2023-2026 through reinvigorating the 'Racism. It Stops With Me' campaign and through staff engagement to improve the response rate to the diversity census.
Improve understanding of current diversity data collection by undertaking an audit of existing data collection practices to identify what cultural diversity indicators are being collected and what is missing.	Not delivered	As above, this action will be delivered pending implementation of the Unify Program which is due to roll out by December 2024.
Address data quality issues and report on how data on the diversity of people who use Queensland Government services is being used to inform policies, programs, and investment.	Delivered	The annual Equity and Diversity Audit examines workforce data to help inform planning for inclusion work over the coming year. It allows the department to consider how closely its workforce reflects the diversity of the people it serves.
	Not delivered	As above, this action will be delivered pending implementation of the Unify Program which is due to roll out by December 2024.
	Delivered	The department's diversity census completion rate as at pay period ending 28 June 2024 is 69%. The department continues to improve the collection of diversity data through regular internal staff messages to help employees better understand the diversity census (internal collection of diversity information) aimed at improving the currently low response rate for the culturally and linguistically diverse staff cohort.

● **KEY ACTION 5: Interpreters and communication strategies**

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Building staff capacity to increase support for children, young people, and families from culturally and linguistically diverse backgrounds by linking them with appropriately skilled local support services. For example, Connecting Kin within the Southeast Region, specific Intensive Family Support service targeted at supporting culturally and linguistically diverse families within Sunshine Coast and Central Region and Southwest Region working to establish local connections for appropriate referrals.	Delivered	<p>The DCSSDS Child Safety Practice Manual includes procedures and other resources for frontline child safety staff to support their engagement with culturally and linguistically diverse families and children, including information on how to access interpreting and translating services. These procedures are regularly reviewed and updated to remain contemporary, and continue to reflect the distinct needs of children, young people, and their families from culturally and linguistically diverse backgrounds. Building staff capability to increase support to culturally and linguistically diverse clients is an ongoing activity across all regions.</p> <p>DCSSDS' case planning process and subsequent case plan identifies the needs of a child/young person and links them with appropriate local support services. This includes services that meet the child/young person's unique cultural background. A case plan is a written plan for meeting a child's protection and care needs. Every child assessed to be in need of protection will have a case plan developed and reviewed in line with the <i>Child Protection Act 1999</i> (section 51A).</p>
Ensure key public consultation materials for policy and legislative review processes include Easy-Read versions, to facilitate participation and input from people from linguistically diverse backgrounds (as well as those with an intellectual or cognitive disability).	Delivered	<p>Planning was undertaken to release the <i>Queensland Disability Reform Framework</i> and the <i>Queensland Government Response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability</i> in multiple formats, including Easy Read and Auslan translations, alongside advice about how to talk to someone about the documents in a preferred language.</p>

<p>Agency activities supporting Key Action 5</p>	<p>Progress status for 2023-24</p>	<p>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</p>
<p>For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.</p>	<p>Delivered</p>	<p>The Child Safety Practice Manual contains prompts for how and when to engage a translator or interpreter. These are reviewed regularly and updated as required to provide guidance to staff.</p> <p>DCSSDS supports funded non-government agencies to engage interpreters when responding to the needs of people from culturally and linguistically diverse backgrounds. Interpreters are sourced from organisations covered by the whole-of-government Standing Offer Arrangement.</p> <p>Disability, Seniors, and Carers provides interpreting and translation services via Standing Offer Arrangement to funded organisations to support them to deliver services.</p> <p>DCSSDS, through Disability, Seniors, and Carers, provides interpreting and translation services via Standing Offer Arrangement to funded organisations to support them to deliver services.</p>
<p>Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers.</p>	<p>Delivered</p>	<p>The Child Safety Practice Manual contains prompts for how and when to engage a translator or interpreter. These are reviewed regularly and updated as required to provide guidance to staff. Child Safety is continuing to strengthen practice information for Family and Child Connect and Intensive Family Support services working with culturally and linguistically diverse families, including considering application to other areas of work. Letters of introduction to Family and Child Connect have been translated into 30 different languages to strengthen engagement with culturally and linguistically diverse families.</p> <p>In addition to the provision of interpreting and translation services under Standing Offer Arrangement, Disability, Seniors, and Carers provides access to the Translating and Interpreting Service (TIS National) for funded organisations that need to communicate with non-English speaking service users.</p> <p>DCSSDS provides training in the first year of employment for frontline Disability Support Workers that outlines the information and steps in accessing and utilising interpreters.</p>
<p>Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people experience difficulties communicating in English, the provision of multilingual information and communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).</p>	<p>Delivered</p>	<p>The Child Safety Practice Manual contains prompts for how and when to engage a translator or interpreter. These are reviewed regularly and updated as required to provide guidance to staff.</p> <p>In relation to Accessible communications, the Queensland Disability Reform Framework action 1.2.3 notes the Queensland Government will contribute to Commonwealth-led work to develop a plan to improve accessibility of information and communications to ensure that people with disability have the information they need to work in partnership with the Queensland Government.</p> <p>Action 1.2.4 notes that the Queensland Government will undertake policy work to consider appropriate levers and jurisdictional approaches to increasing Auslan interpreters, noting Queensland has more interpreters than most states.</p>

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
For agencies involved in frontline service delivery with complicated concepts and jargon (such as health or legal), hold targeted community information sessions to explain pathways through their systems in simplified English.	Delivered	Building on DCSSDS (Child Safety)'s relationship with the African Communities Council, the Office of the Child, and Family Solicitor (OCFOS) delivered an information session in May 2024 for the African Youth Support Council on Child Safety processes and procedures. The session provided information to youth workers working alongside and supporting the African youth in their local communities engaged or at risk of engagement with the child protection system. The session was well attended with great engagement from the youth workers who were interested to learn more about the interface between Child Safety and Youth Justice, how best to support young people who were estranged from their families and the possible care arrangements for young people subject to child protection orders.
Improve the capability of bi-lingual staff, including to work as interpreters.	Delivered	DCSSDS funds the Interpreter Training Boost program (see case study below), which bilingual staff are eligible to apply for.
Develop targeted communication and engagement plans that consider multiple formats and modes of delivery, including use of Plain English and audio-visual resources, and targeted and trusted communication channels utilised by diverse communities.	Delivered	Planning was undertaken to release the <i>Queensland Disability Reform Framework (QDRF)</i> and the <i>Queensland Government Response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Response to the Disability Royal Commission)</i> in multiple formats, including Easy Read and Auslan translations, alongside advice about how to talk to someone about the documents in a preferred language.

Case studies or good news stories to highlight achievements relevant to *Key Action 5 (Interpreters and communication strategies)*:

The Queensland Government has committed \$738,588 in funding to TAFE SA for the Interpreter Training Boost (ITB) program from 2021-22 through to 2024-25. Administered by DCSSDS (MAQ), the ITB program provides opportunities for up to 125 Queensland participants to gain National Accreditation Authority of Translators (NAATI) certification to work as interpreters in priority languages. Cycle 3 of the ITB ran from January to June 2024, during which 26 participants were recommended to NAATI for testing. The intended outcome of the ITB is to deliver better communication outcomes for multicultural communities.

● **KEY ACTION 6: Address racism, discrimination, and promote inclusion.**

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.	Delivered	The SBS Inclusion Program series that is available to all staff is designed to improve understanding of inclusion and the principles enabling every individual to achieve their full potential. It provides tools to apply knowledge to promote diversity and help make organisations more inclusive of a range of diverse communities - leading to a fairer, more inclusive organisation. Course topics include Appropriate Workplace Behaviour, Cultural Diversity, Multicultural Queensland Charter, First Nations, and Core Inclusion.
Review agency policies and practices to eliminate systemic discrimination.	Delivered	DCSSDS regularly reviews policies and procedures to ensure a contemporary approach to its work. This review process also ensures that policies and procedures do not contribute in any way to systemic racism.
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	Delivered	DCSSDS regularly promotes events to enhance understanding of diverse cultures and backgrounds, including: <ul style="list-style-type: none"> - Queensland Multicultural month (August) - Diwali celebrations (October) - Lunar New Year (January) - Harmony Week / International Day for the Elimination of Racial Discrimination (March)

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>As part of the communications for these events, information was shared on the background, traditions, cultures that celebrate, and resources to provide further learning. Local events were held within teams and across the regions for Harmony Week and Multicultural Month.</p> <p>DCSSDS (MAQ) led Multicultural Queensland Month in August 2023, which encouraged Queenslanders – including government agencies - to put inclusion into action. Webinars held throughout the month were specifically promoted to Queensland government agencies to help improve their cultural capability and understanding of CALD communities, colleagues, and customers.</p> <p>DCSSDS (MAQ) also supported acknowledgement of International Day for the Elimination of Racial Discrimination / Harmony Week (March 2024) through the provision of information on these important dates.</p>
Senior Executives provide clear messages affirming the agency’s commitment to zero tolerance to racism and discrimination and encouraging anti-racism initiatives in their agency.	Delivered	DCSSDS’ Executive Inclusion and Diversity Champion disseminates monthly all staff emails to raise awareness on equity, diversity and inclusion in the workplace including links to resources and further information on specific topics/events such as Racism. It Stops With Me campaign and Harmony Day/International Day for the Elimination of Racial Discrimination, which clearly affirms DCSSDS’ zero-tolerance to racism and discrimination.
Introduce new ways to increase inter-cultural connections, respect and understanding by involving people from culturally and linguistically diverse backgrounds in agency planning, consultation, and decision-making processes.	Delivered	<p>The Queensland Disability Reform Framework, developed during 2023-2024, notes that the implementation of the reforms arising from the Queensland Disability Reform Framework and the Queensland Government response to the Disability Royal Commission will be co-designed with people with disability, including culturally and linguistically diverse people with disability through the delivery of a Disability Stakeholder Engagement and Co-design Strategy.</p> <p>The DCSSDS Inclusion and Diversity Reference Group is regularly engaged in consultation of departmental strategies and planning. Most recently the group was key to the development of the department’s Inclusion Strategy 2024–2026 and was consulted on the annual <i>Equity and Diversity Plan 2024–25</i>.</p> <p>In 2023-24, DCSSDS (MAQ) commenced a co-design project with the multicultural sector peak, Ethnic Communities Council of Queensland, and Queensland University of Technology exploring the sustainability of the multicultural sector. As part of the project, people from culturally and linguistically diverse backgrounds will be engaged to seek insights on the barriers to organisational sustainability and to support the identification and implementation of possible solutions.</p> <p>DCSSDS (MAQ) has also commenced a co-design research project with the Queensland United Australian South Sea Islander Council (QUASSIC) to understand the lived experience of Australian South Sea Islanders in Queensland, including areas of disadvantage. It is expected the research findings will inform future policy and program decisions.</p>

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.</p>	<p>Delivered</p>	<p>DCSSDS regularly promotes education, training options and resources to staff members as part of its Inclusion communication plan. Training may be in-house, through partner organisations such as Diversity Council of Australia or public-facing programs such as the Free and Equal Human Rights Conference in June 2024. This recognises the importance in continued communication to drive positive culture change, and providing options for people who wish to learn more.</p> <p>In August 2023, as part of Multicultural Queensland Month 2023 (MQM23), DCSSDS (MAQ) ran webinars on topics including anti-racism and promoting diversity and inclusion in the workplace. A range of resources on how people could put inclusion into practice were also promoted throughout MQM23.</p>
<p>Build and strengthen partnerships with those committed to combatting racism and discrimination, such as the Diversity Council of Australia, the Australian Race Commissioner, and the Queensland Human Rights Commission.</p>	<p>Delivered</p>	<p>DCSSDS continues its membership with the Diversity Council of Australia in 2023–24, and regularly promoted webinars and learning opportunities to staff across the department, and particularly in the Human Resources and Ethical Standards space.</p> <p>The department supports the Australian Human Rights Commission’s Racism. It Stops With Me campaign, and in 2024 is working to reinvigorate the campaign within the department, starting with a refreshed presence on the departmental intranet.</p>