

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
Department Of Communities, Housing and Digital Economy



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 Communities, Housing and Digital Economy**.

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'.
- All sub-actions, where relevant, for the **Department of Communities, Housing and Digital Economy** 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.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy

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
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds ^{1,2} .	Multiple agencies including DCHDE	2019–22	Completed - for duration of Action Plan	<p>Since 2019, DCHDE has led cross-agency place-based work in partnership with the Australian Government's <i>Stronger Places, Stronger People</i> initiative in the Logan and Gladstone communities to implement long-term collective impact initiatives aimed at creating better outcomes for children and families.</p> <p>Both the Logan and Gladstone communities have high proportions of families with culturally diverse backgrounds and First Nations people.</p> <p>These initiatives are driven by a leadership group, comprising a cross section of community members and representatives (including those from culturally diverse backgrounds) supported by the community to organise, plan and drive long-term change.</p> <p>DCHDE is a key partner in supporting these two initiatives contributing to the strong evidence base which, along with deep and ongoing engagement with the community, helps inform and create measurable and long-lasting change.</p> <p>As well as this, DCHDE's commitment to person-centred, placed-based service delivery and practice is a central tenet of operations to progress against activities and milestones from the culturally and linguistically diverse (CALD) Implementation Plan 2017-19 which include:</p> <ul style="list-style-type: none"> • New information system Reside/CMS implemented. • Communication strategy for Reside/CMS completed • Training for Reside/CMS completed. • Collection of CALD data via the Reside/CMS system is ongoing. <p>Monitoring, reporting and evaluation of CALD data is ongoing.</p>

¹ 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.

² 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.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Use diversity and customer experience data to inform and improve service design.	Multiple agencies including DCHDE	2019–22		
<ul style="list-style-type: none"> Review and expand examples of evidence in the <i>Human Services Quality Framework User Guide</i> for use by non-government organisations to demonstrate culturally safe and responsive service delivery. 	DCHDE	2019–22	Completed - for duration of Action Plan	<p>This item was completed by the former Department of Communities, Disability Services and Seniors (DCDSS) and DCHDE remains committed to ensuring the Human Services Quality Framework (HSQF) underpins service delivery and engagement with non-Government organisations. It should be noted that:</p> <ul style="list-style-type: none"> The former DCDSS reviewed the HSQF and embedded requirements to ensure funded organisations in-scope of the HSQF engaged interpreters in line with the Queensland Language Services Policy. Funded organisations in-scope of the HSQF may also choose to confirm that they have adopted the Multicultural Queensland Charter to show how their services are tailored to respond to the needs and interests of people from diverse backgrounds and cultures. Since November 2016, organisations have progressively implemented these requirements when they were first incorporated into the HSQF resources. The requirements continue to apply through the current versions of the HSQF User Guides for organisations under certification and self-assessment, published 1 January 2020. The requirements are monitored by independent third-party auditors and organisations' self-assessment processes.
<ul style="list-style-type: none"> Ensure the needs and interests of people from culturally diverse backgrounds are engaged in the agency's customer research, including through the whole-of-government customer satisfaction survey. 	DCHDE	2019–22	Completed - for duration of Action Plan	<p>DCHDE's information systems Reside and CMS both capture cultural and linguistic information on customers, including country of birth, languages, and interpreter requirements. This data continues to inform policy and program development.</p> <p>Additionally, over the period from 2020-2022, DCHDE continued to partner with the Department of Premier and Cabinet to commission the Queensland Social Survey and with the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) to commission the Queensland report of the Scanlan Foundation – Mapping Social Cohesion Survey.</p> <p>Data and analysis inform the department's Community Services and Community Recovery initiatives.</p>
<ul style="list-style-type: none"> Partner with agencies to apply a Human-Centered Design approach to better understand customer insights, including the needs and interests of people from culturally diverse backgrounds, for improved design and delivery of government services. 	DCHDE	2019–22	Completed - for duration of Action Plan	<p>DCHDE has progressed several initiatives across the department in support of this action, including:</p> <ul style="list-style-type: none"> The translation of <i>First 5 Forever program</i> resources was completed in July 2022, with new content available on the First 5 Forever website under the '<i>Resources in other languages</i>' link.

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

Annual Reporting for 2021-22
Department Of Communities, Housing and Digital Economy



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<ul style="list-style-type: none"> ○ Stories for Little Queenslanders ebooks, storytime videos and digital and print marketing resources have been developed in 10 community languages plus Auslan and Braille. The digital storytimes feature diverse communities sharing a selection of Stories for Little Queenslanders picture books. ● Since 2019, the Queensland Government has partnered with the Australian Government and Logan and Gladstone communities to implement a long-term collective impact initiative aimed at improved outcomes for children and families. DCHDE leads this cross agency work on behalf of Government. <ul style="list-style-type: none"> ○ Both initiatives are driven by a leadership group, comprising a cross section of community members and representatives, and enabled by a backbone team. The leadership group acts with the support of the community to organise, plan and create long-term change. ○ DCHDE is a key partner in supporting each of these initiatives and contributes to the development of the strong evidence base which, along with deep and ongoing engagement with the community, can create change. Both Logan and Gladstone have high proportions of people with culturally diverse backgrounds. ○ Rockhampton has been identified as a potential third site for the initiative with engagement underway to determine levels of community interest and readiness to partner with the SPSP initiative. ● The <i>Working with Difference: domestic and family violence training</i> for frontline housing staff is focused on the impact of intersectionality on DFV experiences on culturally and linguistically diverse (CALD) and Refugee women, First Nations women and women with disability. <ul style="list-style-type: none"> ○ The CALD and Refugee women modules and components were co-designed with Multicultural Austral, Immigrate Women’s Support Service, SARA Program Gold Coast and 99 Steps – Access Community Services Logan. ○ The training program delivered a Leadership Capacity Building Session and two self-paced e-learn modules in November 2021. Virtual in-person all day workshops across 28 locations commenced in February 2022 and were completed in July 2022. ○ Additionally, procurement of customer journey mapping has commenced for priority cohorts, including Aboriginal and Torres Strait Islander peoples, with journey maps developed by an external supplier due for completion in 2023.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

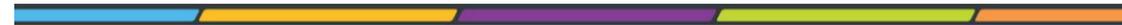
Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<ul style="list-style-type: none"> DCHDE will continue this work into the future. In particular, HCD discovery and engagement, including with partner agencies, is planned for 2022-23 to inform ongoing enhancements to pathway planning, including culturally responsive planning for First Nations customers.
<ul style="list-style-type: none"> Ensure the needs and interests of people from culturally diverse backgrounds are considered and reflected in relevant policy and legislation related initiatives. 	DCHDE and DSDSATSIP	2019–22	Completed - for duration of Action Plan	<p>Work has continued through 2021-22 to implement the <i>Thriving Cohesive Communities: Action Plan for Queensland 2019-2021 (Stage 2)</i>.</p> <p>This Social Cohesion Action Plan assists Queenslanders of all ages, backgrounds and abilities to be socially and economically included, respected and treated fairly.</p> <p>Under the <i>Thriving Cohesive Communities</i> grants, 33 projects to the value of \$3.4 million were funded in 2021-22 to support implementation of the <i>Thriving Cohesive Communities</i> Action Plan.</p> <p>In total over 2041 activities were delivered, attracting over 32 705 participants with 10 per cent from culturally and linguistically diverse backgrounds, 9 per cent First Nations people, and 32 per cent being young people (12-25yrs).</p>
Foster cross-sector partnerships to increase participation of people from culturally diverse backgrounds in government and community services.	DCHDE (SLQ) and DTIS	2019–22		
<ul style="list-style-type: none"> Partner with multicultural community organisations in the delivery of significant events to enhance awareness of SLQ services and facilities. 	DCHDE (SLQ)	2019–22	Completed - for duration of Action Plan	DCHDE through the State Library of Queensland has created a strong partnership with Multicultural Australia that has increased capacity for identifying and addressing digital inclusion issues for newly arrived migrants and people from refugee backgrounds in greater Brisbane through the <i>Siganto Digital Learning Program</i> .
Support Queenslanders from culturally diverse backgrounds to better prepare for and recover from disasters.	Multiple agencies including DCHDE	2019–22	Completed - for duration of Action Plan	State Human and Social Recovery Governance groups include advocates or representatives of people from culturally and linguistically diverse backgrounds.
<ul style="list-style-type: none"> Ensure appropriate engagement and recovery strategies are developed in disaster management planning for people identified as being vulnerable in the <i>People with Vulnerabilities in Disasters</i> framework, including migrants, refugees, temporary workers, students, tourists and people who speak languages other than English or have low literacy levels. 	DCHDE	2019–22	Completed - for duration of Action Plan	<p>DCHDE has actioned this initiative in several ways across portfolio's, including people from culturally diverse backgrounds accessing support and information services through interpreter services available online, at counter locations, and by phoning the Smart Service Queensland Contact Centre (13QGOV).</p> <p>A District Human Social Recovery Plan is completed annually for each of the 23 Disaster Districts across Queensland. The plan identifies specific</p>

**Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22**

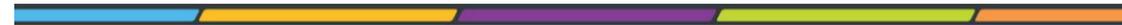
**Annual Reporting for 2021-22
Department Of Communities, Housing and Digital Economy**



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>population groups within the district who may require more targeted support to prepare and remain safe before, during and after events.</p> <p>Community engagement strategies are reviewed regularly to identify the most effective communication methods in engaging different faith based or cultural groups.</p> <p>At a state-wide level, DCHDE works with the Ethnic Communities peak body, and a range of service providers who support migrants, refugees and international students. Multicultural Australia and DCYJMA are active participants in the State Human and Social Recovery governance arrangements.</p> <p>DCHDE has recovery fact sheets in 17 languages, including the most common languages used in Queensland and Easy English versions.</p> <p><u>COVID-19</u></p> <p>DCHDE expanded the State Human Social Recovery Committee (SHSRC) and State Human Social Recovery Group (SHSRG) membership to include Multicultural Affairs Queensland and Multicultural Australia to ensure the representation of the needs of the multicultural community, including migrants, refugees and international students.</p> <p>During COVID-19 lockdowns in June and July 2021, Community Recovery worked with CALD Community Leaders and the Sector to provide up-to-date information on the practical and emotional support available to assist communities during lockdown. This was hosted in collaboration with Multicultural Australia, Queensland Program of Assistance to Survivors of Torture and Trauma and the refugee health network which is led by Mater Health.</p> <p>Additionally, meetings have been held with Multicultural Australia and the Mater refugee health network to facilitate access to telephone support arrangements.</p> <p>DCHDE also collaborated with Study Queensland, Multicultural Australia and GIVIT to address the needs of international students.</p>
<ul style="list-style-type: none"> Support and promote the roles that multicultural and faith-based community groups play in assisting communities to recover from disaster. 	DCHDE	2019–22	Completed - for duration of Action Plan	DCHDE supports and encourages multicultural and faith-based community groups participation in assisting communities to recover from disasters by engaging with local multicultural and faith-based services in affected communities, either directly or through the local human and social recovery committees (local and district). This engagement can range from disaster chaplains and local cultural workers or services, through to representation from Combined Church Groups.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>At the state level, cultural and faith-based agencies participate in the State Human Social Recovery Group including Multicultural Affairs Queensland, Multicultural Australia, Ethnic Community Council Queensland and the Uniting Church Chaplains.</p> <p>During the 2021-22 disaster season, Disaster Recovery Chaplains (who can be drawn from multi-faith) were engaged to provide support and assistance at Recovery Hubs, during outreach visits and to support community engagement activities.</p>
<ul style="list-style-type: none"> Translate community recovery fact sheets into a range of languages to support people from culturally diverse backgrounds to better prepare for and recover from disasters. 	DCHDE	2019–22	Completed - for duration of Action Plan	<p>Community Recovery has translated all Community Recovery hub signs into 17 languages http://communities.govnet.qld.gov.au/comgovnet/community-recovery-governance/multilingual-resources</p> <p>The 17 languages that the factsheets and signs are translated into include Arabic, Cantonese, Creole, Greek, Hindi, Hmong, Japanese, Korean, Punjabi, Samoan, Simple Chinese, Spanish, Tagalog, Tokpisin, Tongan, Vietnamese and Wik.</p>
<p>Increase cultural understanding and capability of staff by providing access to events, training and development opportunities.</p>	All agencies	2019–22		
<ul style="list-style-type: none"> Promote tools and resources to support multicultural capability, awareness and understanding. 	DCHDE	2019–22	Completed - for duration of Action Plan	<p>Queensland theatre seasons in the 2021 and 2022 calendar years included productions that presented multicultural stories written and performed by culturally and linguistically diverse artists.</p> <p>For example, Asian, which promoted internal and external (multi) cultural awareness and understanding of various issues as the plays were being developed and staged.</p> <p>DCHDE through the State Library of Queensland (SLQ) maintains a range of resources and tools on State Library Intranet that support multicultural capability, awareness and understanding.</p> <p>The SLQ has continued membership with the Diversity Council Australia, providing all staff with access to resources and learning opportunities to foster culturally diverse and inclusive workplaces.</p> <p>Additionally, the department has designated a Senior Executive as the Multicultural Champion to celebrate and promote key cultural events.</p> <p>DCHDE also provides access to Special Broadcasting Service diversity training which includes a multicultural module and is also a member of the</p>

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

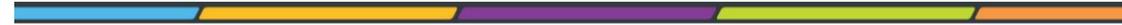
Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				Diversity Council of Australia, which provides staff with access to a range of resources.
<ul style="list-style-type: none"> The agency will maintain representation on the #DiversityandInclusionMatters Forums. 	DCHDE	2019–22	Completed - for duration of Action Plan	The former Department of Communities, Disability Services and Seniors maintained representation until July 2019 when Forums ceased.
<ul style="list-style-type: none"> Deliver cultural capability training to all staff. 	DCHDE	2019–22	Completed - for duration of Action Plan	<p>DCHDE has progressed this action in several ways, and these are outlined below:</p> <ul style="list-style-type: none"> In 2021-22, 17 DCHDE staff participated in the '<i>Building on the Strengths of our Stories Cultural Agility Program</i>'. Culturally Safe Libraries training was established in 2019 and continued into the 2020-21 year. The online training, which was developed by the Australian Institute of Aboriginal and Torres Strait Islander Studies and delivered in collaboration with National and State Libraries Australasia, is part of a national effort to provide culturally safe public spaces and services in libraries for First Nations people, and a supportive workplace for First Nations staff. <ul style="list-style-type: none"> 179 State Library staff have been enrolled in the program during 2021-22, and the State Library of Queensland determined that this training is mandatory for all new permanent staff. All staff are required to undertake Cultural Capability Activities that are recorded in the individual employee's Personal Performance Plan. The <i>Working with Difference: domestic and family violence</i> training co-designed with Multicultural Australia, Immigrant Women's Support Service, SARA Program Gold Coast and 99 Steps - Access Community Services Logan, builds capacity of frontline housing staff to respond to culturally and linguistically diverse women and Refugee women. This is through understanding the compounding impact of migration and trauma experiences on their experience of domestic and family violence, and how to better work with specialist multicultural/ethno-specific services and specialist culturally and linguistically domestic, family and sexual violence services when delivering housing assistance. <ul style="list-style-type: none"> The multi-staged delivery program commenced in November 2021 and will be completed in July 2022. DCHDE provides staff with access to multicultural capability training via online Special Broadcasting Services training available to staff.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<ul style="list-style-type: none"> • DCHDE also delivered pilot program of Mates Bystander training with a view to making this available across the department. This provides staff with skills to call out inappropriate and non-inclusive behaviours. <p>The Queensland Theatre Company has completed their part in this activity.</p>
<ul style="list-style-type: none"> • Actively encourage and support staff to access training in cultural awareness and working with interpreters. 	DCHDE (SLQ)	2019–22	Completed - for duration of Action Plan	<ul style="list-style-type: none"> • Smart Service Queensland Contact Centre staff (13QGOV) are made aware of interpreter availability and are actively encouraged to access these services for the benefit of customers. <ul style="list-style-type: none"> ○ There were 11,039 interpreter transactions in 2021-22. • The Multicultural resources webpage on the Public Libraries Connect website, provides links to key information and resources to support Queensland public library staff working with clients from culturally and linguistically diverse communities.
<ul style="list-style-type: none"> • Commit to increasing all forms of diversity on Queensland Government boards. 	All agencies	2019–22	Completed - for duration of Action Plan	<ul style="list-style-type: none"> • The Queensland Art Gallery Board of Trustees commenced work in the 2021-22 financial year on adopting a skills and diversity matrix for Board composition. This work is ongoing and on track. It will continue to be progressed in the new Multicultural Action Plan. • The State Library Queensland – Library Board of Queensland has diverse representation. • The Queensland Theatre Company (QTC) members are appointed by the Governor in Council and currently, two-thirds of Board members are women and 25 per cent are First Nations people. <ul style="list-style-type: none"> ○ QTC comprises members with diverse backgrounds and experiences who represent a broad range of society including arts and entertainment, law, communications, commerce, professional services and tertiary education. • The following are advisory groups rather than Government Boards: <ul style="list-style-type: none"> ○ The Queensland Volunteering Action Partnership includes high level representation from agencies across the volunteering sector, including from Multicultural Affairs (DCYJMA) ○ The establishment of 2022-2024 term of the Queensland LGBTIQ+ Roundtable includes a diverse group of members and is in progress.
<ul style="list-style-type: none"> • Provide a suite of products and services to access, secure and sustain private rental tenancies for eligible Queenslanders, which may include those from culturally diverse backgrounds. 	DCHDE	2019–22	Completed - for duration of Action Plan	DCHDE continues to provide a suite of private rental market assistance, recognising that assistance is required by low-income Queenslanders,

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>including those from culturally diverse backgrounds, who can experience difficulty in accessing or remaining in the private rental market.</p> <p>The Domestic, Family and Sexual Violence (DFSV) Helping Hand Head Lease was introduced in March 2021 to assist women and their children facing barriers to securing private rentals due to experiencing DFSV.</p> <p>This product can be accessed by women who are non-Australian residents with rental affordability.</p> <p>Additional products and services to access, secure and sustain private rental tenancies include Tenancy Guarantees, Tenancy Assistance, Headlease arrangements, Rental Security Subsidies, Regional Discretionary Funds, and Flexible Assistance Packages.</p> <p>Rental Security Subsidy for Families brokerage of up to \$10,000 per family was introduced in June 2022 to help families experiencing homelessness or at risk of homelessness, including those from culturally diverse backgrounds, to obtain or sustain housing. Support may include temporary crisis accommodation, mobile support, pathway planning, RentConnect services and brokerage to obtain or sustain housing, and provision of household goods and services.</p>

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy

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
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"> • Include the Multicultural Queensland Charter in staff induction and display it throughout workplaces. 	DCHDE	2019–22	Completed - for duration of Action Plan	The Multicultural Charter is promoted on the DCHDE Intranet. Induction processes are currently under review and will include promotion of the Charter. This work will be progressed in the new Multicultural Action Plan.
	DCHDE (SLQ)	2019–22	Completed - for duration of Action Plan	The State Library of Queensland's Information is provided at staff induction on human rights to further develop an inclusive culture. Specific reference to the Multicultural Queensland Charter and its application was included in staff induction programs in 2021-22. All State Library staff completed training on the <i>Human Rights Act 2019</i> during 2021-22.
<ul style="list-style-type: none"> • Hold workforce engagement events, such as all-staff forums, focused on the Multicultural Queensland Charter and how its principles can be 'brought to life' through the agency's work. 	DCHDE (SLQ)	2019–22	Completed - for duration of Action Plan	State Library Queensland staff participated in People Leader seminars and the Emerging Leaders program that included training in having team conversations around inclusion topics. Harmony Day and Cultural Diversity week were promoted with a program of events.
<ul style="list-style-type: none"> • Include the Multicultural Queensland Charter in the policy review checklist to embed its consideration in all policies. 	DCHDE (SLQ)	2019–22	Completed - for duration of Action Plan	During the 2021-22 financial year, the State Library Queensland included the Multicultural Queensland Charter in the policy review checklist.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication.	Multiple agencies including DCHDE (QAGOMA, QM, QPAC, QTC, SLQ)	2019–22	Completed - for duration of Action Plan	<p>More than \$1.5 million was committed to projects that will support activities that were identified as being undertaken by or benefiting people from culturally and linguistically diverse backgrounds. Projects included:</p> <ul style="list-style-type: none"> • The Pomegranate Connection project (Gold Coast Multicultural Arts Group In Collaboration Inc) will engage 10 visual artists from Afghanistan, living in Queensland/Australia to undertake videography, story-telling and arts workshop, to share their stories in a safe and supported environment. • Cancelled & Removed (Dr Tammy Law) Production of an artist book 'Cancelled & Removed' exploring the stories of those affected by forced migration. • Bilum Mamma creative development (Heru Pinkasova and Little Match) collaboration between first nations artists and Little Match. Reaching out to PNG communities across Queensland, weaving the threads of Papuan stories together through song. Exploring traditional chants, folk songs, PNG Top 40, beatboxing, and their beats thrumming through contemporary music. <p>DCHDE, through the State Library of Queensland's translation of <i>First 5 Forever</i> program resources was completed in July 2022, with new content available on the First 5 Forever website under the 'Resources in other languages' link.</p> <p>Stories for Little Queenslanders ebooks, storytime videos and digital and print marketing resources have been developed in 10 community languages alongside Auslan and Braille.</p> <p>The digital storytimes feature diverse communities sharing a selection of Stories for Little Queenslanders picture books.</p> <p>The resources will build accessibility for culturally and linguistically diverse families to First 5 Forever and provide all libraries with the opportunity to effectively engage local families.</p> <p>Culturally and linguistically diverse communities remain a priority collecting area for the State Library Data from the Australian Bureau of Statistics identifying the top overseas languages for persons who do not speak English not well or not at all and statistics from the Humanitarian Settlement Program informed the selection of 10 community languages (Arabic, Cantonese, Italian, Japanese, Korean, Mandarin, Punjabi, Spanish, Swahili, Vietnamese) plus Auslan and Braille.</p> <p>In 2021-22, the James C. Sourris family archive and an oral history interview was acquired.</p>

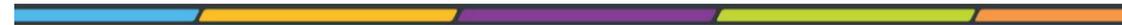
Queensland Multicultural Policy 'Our story, our future'
 Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>Transcripts to accompany over 150 recorded interviews in the Greeks and Queensland oral history project. Digital photographic collections included images capturing the Japan and Friends Day 2021, Lunar New Year celebrations as part of the BrisAsia Festival 2022, and the #standwithukraine rally in March 2022.</p> <p>A range of publications including digital newsletters published by multicultural communities in multiple languages have also been collected.</p> <p>The activities below demonstrate how Queensland Museum delivered this action.</p> <p><i>Island Futures: What Lies Ahead for Zenadth Kes?</i> was displayed at the Queensland Museum from 25 June 2021 to 24 April 2022. This homegrown exhibition was co-curated with the Torres Strait Islander community under the auspices of guest curator Rhianna Patrick. A proud Torres Strait Islander, Rhianna combined her professional content creation skills with trusted cultural perspective to lead community engagement and establish vital relationships with young Torres Strait Islander artists, performers, musicians and students.</p> <p><i>Have another Look Captain Cook!</i> was held at Cobb+Co Museum on 2–6 August 2021. This annual celebration of traditional music, dance, storytelling crafts celebrating the history and culture of the First Australians: all the things Captain James Cook did not see when he 'discovered' Australia in 1770.</p> <p><i>Connections across the Coral Sea: A Story of Movement</i> was displayed at Museum of Tropical Queensland from 10 December 2021 to 2 May 2022. Developed by QMN in collaboration with the ARC Centre of Excellence for Australian Biodiversity and Heritage (CABAH), Walmbaar Aboriginal Corporation and Hope Vale Congress Aboriginal Corporation this exhibition combines archaeological science with First Nations knowledge to reveal more about our past through the Jiigurru (Lizard Island) excavations.</p> <p>Queensland Museum Network commissioned Aboriginal artist Carol McGregor and Torres Strait Islander artist Brian Robinson to create large-scale installations Acknowledging Place and Baidam Tithuyil for Curiosity Brisbane (24 June–10 July 2022).</p> <p>The Queensland Art Gallery Gallery of Modern Art's (QAGOMA) flagship <i>Asia Pacific Triennial</i> exhibition series has, since 1993, focused on fostering cross-cultural inclusion and understanding through contemporary art.</p>

**Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
Department Of Communities, Housing and Digital Economy**



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>The <i>10th Asia Pacific Triennial of Contemporary Art (APT10)</i>, held from December 2021 to April 2022, featured 500 artworks by more than 150 artists and collaborators from over 30 countries in the Asia Pacific region.</p> <p>The exhibition attracted nearly 274,000 visitors. Thirty per cent of projects were entirely, or primarily, by artists identifying as Indigenous to their country of origin, including 12 Australian First Nations artists. There were 16 bilingual texts accompanying artworks in the exhibition.</p> <p>The exhibition reached regional Queensland audiences through Kids APT10 on Tour, and two touring exhibitions related to the APT. APT10's closing festival included performances by local multicultural community groups Digi Youth Arts, Dance Masala, Conscious Mic, Sudha Manian and YATRA, Shanasheel Arabic Music Ensemble, Kizuna Taiko, Hiraya Performing Artists and the House of Alexander.</p> <p>The Queensland Performing Arts Centre (QPAC) Songs of Hope and Healing. 2022 saw the return of QPAC produced concert featuring culturally and linguistically diverse artists that brings people together audiences and artists alike to share diverse stories of modern Australia and raise funds for HEAL (Home of Expressive Arts and Learning).</p> <p>In 2022, QPAC programmed a concert that not only raised funds for people of migrant backgrounds, but also employed artists of diverse, refugee and migrant backgrounds.</p> <p>In 2021-22, QPAC started working collaboratively with Multicultural Australia on programs, including hosting a young refugee women's group to meet fortnightly, tours of QPAC for young people of migrant backgrounds, and hosting a two-day workshop for recent refugee arrivals including childcare.</p> <p>QPAC also collaborated with Multicultural Australia in August 2021 to program Green Jam with multicultural music throughout that month, leading up to, and cross promoting their Mosaic Multicultural Festival. In 2022, QPAC and Multicultural Australia are working on a year-round program of art experiences for multicultural communities.</p> <p>The Queensland Theatre Company's (QTC) seasons 2021 and 2022 contained productions that presented multicultural stories written and performed by Culturally and Linguistically Diverse artists, including <i>Asian</i> which promoted internal and external (multi) cultural awareness and understanding of various issues as the plays were developed and staged.</p>

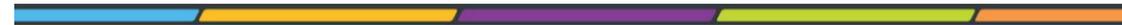
**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**

Annual Reporting for 2021-22
Department Of Communities, Housing and Digital Economy

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>A QTC strategic goal is ‘diverse storytelling’ to reflect the diversity of our community on stage. In 2021, QTC staged <i>White Pearl</i> with an entire cast of Asian artists and in QTC season 2022, programmed <i>Vietgone</i> about Vietnamese refugees who build a new life in a new land (although this production has been rescheduled to 2023 as the theatre was closed due to floods in March 2022 when it was to be staged).</p> <p>QTC showcases its commitment to multicultural diversity in its annual report and its annual mainstage season brochure, its diverse casting as well as through live stage performances.</p> <p>In 2021, 19 per cent of artists employed by QTC in the 2021 season identified as Culturally and Linguistically Diverse.</p> <p>A guiding principle for achieving the object of the <i>Queensland Theatre Company Act 1970</i> states “respect for Aboriginal and Torres Strait Islander cultures should be affirmed”. In response, QTC always offers an Acknowledgement of Country in its communication materials and its productions/events.</p>
Celebrate and promote Queensland’s multicultural identity, such as through government publications and communication.	DCHDE (QAGOMA, QM, QPAC, QTC, SLQ)	2019–22	Completed - for duration of Action Plan	<p>Thirteen Thriving Cohesive Communities (TCCs) projects (from a total of 33 projects) across Queensland used art modalities as primary project methodology to engage participants and achieve social cohesion outcomes. These initiatives promoted multiculturalism through arts and culture.</p> <p><u>Case Study: Street Serenades – At Our Place</u></p> <ul style="list-style-type: none"> • Street Serenades – At Our Place, a collaboration between Brisbane Festival and 8 Brisbane Neighbourhood and Community Centres, delivered 64 creative arts workshops with 718 participants, and 8 performances in August and September 2021 with 1056 people attending. • The program was designed to strengthen community cohesion and connections through the joy of music and movement. • The Brisbane Festival facilitated opportunities for participants to be involved in the Festival through invitations to launches, performances and volunteering opportunities. • The workshops used a multitude of artforms – circus, dance, fashion, music – but all were focused on skills development, strength, confidence-building and fun. There were many opportunities for inter-generational exchanges and as the community became more involved in the workshops, attendance at events increased.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy

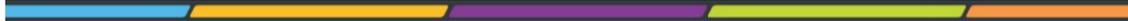


Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				A Thriving Cohesive Communities Project Network was established to facilitate connections between project coordinators across Queensland and the sharing of social cohesion practice approaches and learnings. The network met three times in 2021 to discuss community engagement strategies, share key practice learnings from their projects' implementation, and showcase their projects through presentations to the group. The final meeting held in February 2022 focused on project learnings and outcomes.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign³.	All agencies	2019–22		
<ul style="list-style-type: none"> Promote and share the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign materials internally and externally through existing networks and stakeholders. 	DCHDE	2019–22	Completed - for duration of Action Plan	Racism. It stops with me campaign is promoted on the Department's intranet.
<ul style="list-style-type: none"> Actively monitor the workplace to ensure it is free from discrimination, harassment and racism. 	DCHDE (SLQ)	2019–22	Completed - for duration of Action Plan	DCHDE through the State Library of Queensland monthly review meetings are held to monitor employee complaints and issues and ensure appropriate action is taken to resolve concerns. State Library monitors results on discrimination and harassment in the annual Working for Queensland employee opinion survey. State Library's Employee Assistance Provider provides de-identified reports to monitor and address workplace concerns.
	DCHDE (QTC)	2019–22	Completed - for duration of Action Plan	DCHDE through the Queensland Theatre Company has workplace policies and a code of conduct that set the standards for behaviour and reporting unacceptable behaviour in the workplace. In addition, QTC conducts anti-discrimination training for all staff. QTC is a member of CAST (Confederation of Australian State Theatres) and is a signatory to a commitment and a set of policies that aim to create workplaces and workspaces (including rehearsal rooms, theatres, and practices) that are free of unacceptable workplace behaviour. Employee and artist performance/behaviour are assessed in accordance with this commitment and the policies.

³ 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*.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
Department Of Communities, Housing and Digital Economy



Asia Pacific Triennial exhibition series:

Since 1993, the Queensland Art Gallery | Gallery of Modern Art's flagship Asia Pacific Triennial exhibition series has focused on fostering cross-cultural inclusion and understanding through contemporary art. The *10th Asia Pacific Triennial of Contemporary Art (APT10)*, held from December 2021 to April 2022, featured 500 artworks by more than 150 artists and collaborators from over 30 countries in the Asia Pacific region.

The exhibition attracted nearly 274 000 visitors. 30% of projects were entirely or primarily by artists identifying as Indigenous to their country of origin, including 12 Australian First Nations artists. 16 bilingual texts accompanied artworks in the exhibition. The exhibition reached regional Queensland audiences through Kids APT10 on Tour, and two touring exhibitions related to the APT. APT10's closing festival included performances by local multicultural community groups Digi Youth Arts, Dance Masala, Conscious Mic, Sudha Manian and YATRA, Shanasheel Arabic Music Ensemble, Kizuna Taiko, Hiraya Performing Artists and the House of Alexander.

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
Department Of Communities, Housing and Digital Economy

Priority area 3: Economic opportunities

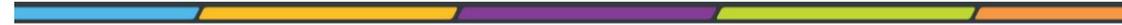
Outcomes:

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

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Support skills development and career opportunities for people from culturally diverse backgrounds in the creative workforce.	DCHDE (QAGOMA, QM, QPAC, QTC, SLQ)	2019–22	Completed - for duration of Action Plan	<p>DCHDE progressed the following initiatives:</p> <ul style="list-style-type: none"> • Invested in Brisbane Multicultural Centre (BEMAC) through the Organisations Fund 2022-2026 (\$660 000 over four years) to work with culturally diverse artists, arts workers and communities, providing support through career development, employment and training pathways. • Supported artists, arts workers and arts managers to identify strategies to grow businesses and establish sustainable careers in the arts through the Creative Business Champions initiative. Over 80 people to the program identified as People from culturally and linguistically diverse backgrounds from the start of the initiative in April 2021 to 30 June 2022. • Supported 15 artists and artworkers through the Individuals Fund who self-identified as people from culturally diverse and linguistically diverse background to undertake activities that will develop their careers. <p>DCHDE through the Queensland Theatre Company (QTC) initiatives include:</p> <ul style="list-style-type: none"> • 19 per cent of artists employed by QTC in its 2021 season identified as Culturally and Linguistically Diverse. • QTC's seasons 2021 and 2022 contained productions that presented multi-cultural stories written and performed by Culturally and Linguistically Diverse artists. For example, <i>Asian</i> which promoted internal and external (multi) cultural awareness and understanding of various issues as the plays were developed and staged. <p>QTC's strategic goal 'diverse storytelling' promotes engagement and creative opportunities for people from culturally diverse backgrounds.</p> <p>The writer Siang Lu won the 2021 Glendower Award for an Emerging Queensland Writer for his manuscript 'The Whitewash', which is a comedy about the whitewashing of the Asian film industry. Siang Lu is based in Brisbane and Kuala Lumpur, Malaysia. The University of Queensland Press published <i>The Whitewash</i> in August 2022 which is a</p>

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
 Department Of Communities, Housing and Digital Economy



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>direct outcome of the opportunity presented by the Glendower Award, which is part of the Queensland Literary Awards.</p> <p>Songs of Hope and Healing was curated to employ artists of diverse, refugee and migrant backgrounds, with 76 artists of varied backgrounds appearing on stage. Green Jam in August of 2022 was programmed in partnership with Multicultural Australia and employed 20 artists from a variety of cultural backgrounds to play music from around the world in the leadup to Mosaic Multicultural Festival.</p> <p>DCHDE funded six Thriving Cohesive Communities' projects delivered by established social enterprises to tackle economic exclusion of vulnerable young people. 73 participants were involved in over 273 activities during the course of the projects in 2021-22.</p>
<p>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</p>	<p>Multiple agencies including DCHDE and DCHDE (SLQ)</p>	<p>2019–22</p>	<p>Completed - for duration of Action Plan</p>	<p>DCHDE is a host employer for the Multicultural Australia Work and Welcome employment program where SLQ provides paid work experience for refugees and new migrants.</p> <p>The placements are funded by SLQ staff who make a tax deductible workplace giving contribution through their fortnightly salary. No placements were offered during 2021-22 due to COVID-19 impacts, but staff contributions continue to be made and the program will be reinstated as soon as circumstances permit.</p>