

# Queensland Multicultural Policy 'Our story, our future'

Queensland Multicultural Action Plan 2019-20 - 2020-21: Annual Reporting for 2020-21

## Priority Area 1: Culturally responsive government

### Outcomes:

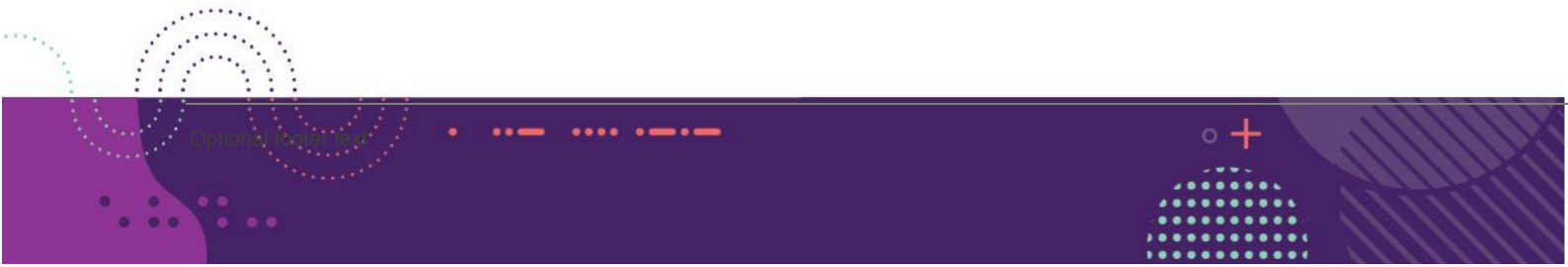
- Improved knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

Action	Priority	Responsible agency	Timeframe	Progress Status for 2020-21	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 <sup>1,2</sup> .	Be a responsive government	Multiple agencies including DCHDE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>This item was completed by the former Department of Housing and Public Works.</p> <p>This activity is ongoing in DCHDE where our commitment to person-centred, placed based service delivery and practice is a central tenet of operations.</p> <p>Progress against activities and milestones from the Culturally and Linguistically Diverse (CALD) Implementation Plan 2017-19 include:</p> <ul style="list-style-type: none"> <li>• New information system Reside/CMS implemented</li> <li>• Communication strategy for Reside/CMS completed</li> <li>• Training for Reside/CMS completed</li> <li>• Collection of CALD data via the Reside/CMS system is ongoing</li> <li>• Monitoring, reporting and evaluation of CALD data is ongoing.</li> </ul>
<b>Use diversity and customer experience data to inform and improve service design</b>					
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.	Be a responsive government	DCHDE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>This item was completed by the former Department of Communities, Disability Services and Seniors (DCDSS) and DCHDE remains committed to ensuring the HSQF underpins service delivery and engagement with NGO's.</p> <ul style="list-style-type: none"> <li>• The former DCDSS reviewed the Human Services Quality Framework (HSQF) and embedded requirements to ensure funded organisations in-scope of the HSQF engaged interpreters in line with the Queensland Language Services Policy.</li> <li>• 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.</li> <li>• Organisations have progressively implemented these requirements since November 2016 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.</li> </ul>

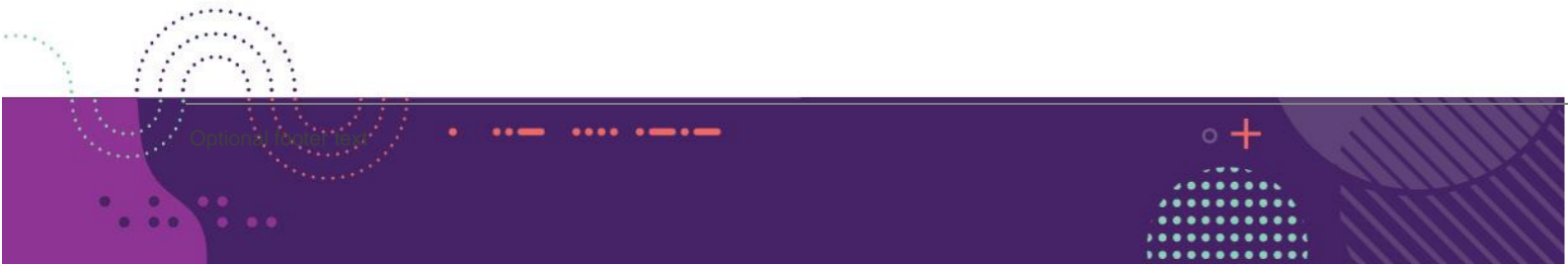
<sup>1</sup> This action relates to the commitment in the Queensland Multicultural Policy: Our story, our future regarding a consistent approach to collecting statistical information about the diversity of people who access Queensland Government services. It builds on related actions in the Queensland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

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

Action	Priority	Responsible agency	Timeframe	Progress Status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
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.	Be a responsive government	DCHDE	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>In 2020 and 2021 DCHDE has continued to partner with the Department of the Premier and Cabinet and the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) to commission the Queensland Social Survey and the Queensland Report of the Scanlon Foundation - Mapping Social Cohesion Survey, respectively. Data and analysis inform the department's Community Services and Community Recovery initiatives.</p> <p>DCHDE is constantly seeking to improve its communication and engagement with CALD people, communities and/or organisations with key information and publications being translated into languages other than English annually.</p> <p>DCHDE also consults and engages annually on the development of implementation of department projects, services, policies and programs with CALD groups, peak bodies and other stakeholders.</p> <p>The department holds information sessions or workshops for people with CALD backgrounds on housing services and available assistance options.</p> <p>DCHDE continues to support, recognise and participate in activities that celebrate the diversity of staff and the community by promoting significant cultural events such as Harmony Day and Multicultural Week and by encouraging staff to celebrate them. Promotion is undertaken on the department's intranet site, in the events calendar or news items, and/or via all-staff emails. DCHDE uses culturally appropriate imagery in its communication materials produced to represent the cultural diversity of our staff and clients.</p> <p>Through the <a href="#">Queensland Housing Strategy 2017 - 2027</a>, the department has undergone a Service Delivery Transformation with foundational reform to essential frontline services with a commitment to person-centred customer service approaches, tailoring flexible service responses to meet individual's needs.</p> <p>Under the <a href="#">2017 – 2020 Action Plan</a>, the department established a <a href="#">Queensland Government Housing Portal</a> that consolidates information about the full range of housing assistance options available across the housing continuum, ensuring it is user-friendly and accessible to people of all abilities.</p> <p>As part of the DCHDE's COVID-19 State-wide Emergency Housing Assistance Response, the department contracted registered community housing providers to headlease 226 private market properties to provide medium to long-term housing solutions for people impacted by COVID-19. This included people transitioning from immediate temporary emergency accommodation responses, asylum seekers and refugees. Wherever possible, these arrangements include wrap around support services to help sustain tenancies and avoid homelessness.</p> <p>The department will also continue to:</p> <ul style="list-style-type: none"> <li>partner with peak bodies and non-government services to enhance access to information for those needing assistance to obtain or sustain housing, including maximising the use of digital platforms</li> <li>review and refine existing digital platforms to improve online access to information about housing options</li> <li>provide culturally responsive housing support across the housing continuum, including through pathway planning and care coordination</li> <li>improve the cultural competency of frontline government and community sector workforce, leveraging existing training and jointly developing future training.</li> </ul>



Action	Priority	Responsible agency	Timeframe	Progress Status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
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.	Be a responsive government	DCHDE	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>Under the Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023 (the Action Plan) the following Human-Centered Design approaches in service design and delivery were achieved:</p> <ul style="list-style-type: none"> <li>Supported the establishment of the peak body, Aboriginal and Torres Strait Islander Housing Queensland, and partnered with the peak body, Aboriginal and Torres Strait Islander Councils and non-government organisations to improve outcomes for First Nations people in accessing appropriate sustainable housing.</li> <li>Engaged, collaborated, and partnered with First Nations peoples to develop Local Housing Plans that respond to local housing challenges and priorities.</li> <li>Co-designed and reviewed policies to promote frontline services that meet community needs and are culturally responsive.</li> <li>Worked closely with residents, stakeholders, and funding bodies to deliver co-designed, person-centred, and place-based initiatives under the Action Plan.</li> </ul> <p>Through Service Delivery Transformation, in line with the Queensland Housing Strategy 2017-2027, the department has transformed the intake and assessment approach to deliver person-centred solutions that offer a holistic and tailored solution to address customers' housing and support needs.</p> <p>Service Delivery Transformation is informed by human-centred design through customer experiences articulated in customer journey maps, discovery projects as well as stakeholder and staff co-design workshops to ensure customer and stakeholder voices are heard and considered when designing and delivering housing and support services and products.</p> <p>Service Delivery Transformation activities have enhanced customer experiences, through:</p> <ul style="list-style-type: none"> <li>Introduction of new mobile technology (statewide) and self-service kiosks in some Housing Service Centres.</li> <li>Implementation of a new front-of-house approach 'Customer Connect' to better capture customer need and facilitate a more person-centred response. Customer Connect is a person-centric face-to-face service that meets, greets, streams and seats customers visiting Housing Service Centres.</li> <li>Implementation of Pathway Planning, a person-centred approach that facilitates more tailored customer outcomes through gaining a holistic understanding of customer needs, matching products that align to the customer's pathway and integrated servicing.</li> <li>Development of tailored service offerings to cohorts with complex needs to provide responsive person-centred service delivery that aligns the customer's need with available housing products and referrals to support services.</li> <li>Stand up of the Emergency Housing Assistance Response to provide a person-centred, place-based response to people experiencing homelessness during COVID-19 lockdowns. This includes partnership with community providers and support services to facilitate enhanced service designs and integration.</li> </ul>
Ensure the needs and interests of people from culturally diverse backgrounds are considered and reflected in relevant policy and legislation related initiatives.	Be a responsive government	DCHDE and DSDSATSIP	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>Work has continued through 2021 by DCHDE to implement the Thriving Cohesive Communities: Action Plan for Queensland 2019-2021 (Stage 2). This Social Cohesion Action Plan is explicitly positioned to assist Queenslanders of all ages, backgrounds and abilities to be socially and economically included, respected and treated fairly.</p> <p>Five Action Areas include:</p> <ul style="list-style-type: none"> <li>bring the voices of Aboriginal and Torres Strait Islander people to a central position of influence</li> <li>build understanding of workplace culture and expectations</li> <li>strengthen the connection of young people to their family, culture and community</li> </ul>





Action	Priority	Responsible agency	Timeframe	Progress Status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
					<ul style="list-style-type: none"> <li>promote knowledge and understanding of and respect for the diverse identity of Queenslanders</li> <li>build the skills of educators and community leaders to address discrimination, anti-social behaviour and behaviours that may lead to violence or physical harm to others.</li> </ul> <p>The Action Plan is in the implementation phase with 33 projects supported by \$3.35 million over two years (2019-2021).</p> <p>Over 1000 activities have been delivered to May 2021, attracting over 9000 participants with 22% from culturally and linguistically diverse backgrounds: 13% First Nations people, and 47% being young people (12-25yrs).</p> <p>DCHDE currently recruiting an Aboriginal and Torres Strait Islander Assistant Director-General to ensure First Nations people and communities and co-design practices are at centre of the department's policy, processes and programs.</p>
<b>Foster cross-sector partnerships to increase participation of people from culturally diverse backgrounds in government and community services</b>					
Partner with multicultural community organisations in the delivery of significant events to enhance awareness of SLQ services and facilities.	Be a responsive government	DCHDE (SLQ)	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>From 16 February to 8 September 2019, State Library held the Plantation Voices exhibition onsite. State Library worked with the Queensland Australian South Sea Islander community on this exhibition. The creative input was driven by Australian South Sea Islander creatives, working closely with the community to tell stories from their lived history. Resources and collections telling the story of Australian South Sea Islanders and celebrating their contributions to contemporary Queensland are available at: <a href="https://www.slq.qld.gov.au/discover/exhibitions/plantation-voices">https://www.slq.qld.gov.au/discover/exhibitions/plantation-voices</a></p> <p>From February to 15 March 2020, State Library held the <i>Meet me at the Paragon</i> exhibition, telling the stories of the Queensland Greek community and their experiences through café families' experiences. Resources, digital stories and collections related to this exhibition are available at: <a href="https://www.slq.qld.gov.au/greek-cafes">https://www.slq.qld.gov.au/greek-cafes</a></p>
Support Queenslanders from culturally diverse backgrounds to better prepare for and recover from disasters.	Be a responsive government	Multiple agencies including DCHDE	2019–22	<b>ON TRACK - meaningful activity has begun</b>	State Human and Social Recovery Governance groups includes advocates or representatives of people from culturally and linguistically diverse backgrounds.
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.	Be a responsive government	DCHDE	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>A District Human Social Recovery Plan (DHSRP) is completed annually for each of the 23 Disaster Districts across Queensland. This plan includes a Community Profile which identifies specific population groups within the district who may require more targeted support to remain safe and/or to prepare for, respond to, and recover from, disaster events.</p> <p>Within the district planning process, community engagement strategies are also considered to determine what methods will be most effective in engaging the various population groups within the community ranging from the use of social media; use of significant community, faith based or cultural workers and groups to disseminate messaging; information displays at services, businesses and community or faith based meeting places, utilising local school or sporting club e-blasts or newsletters or holding public meetings to name a few.</p> <p>At a state-wide level, the department has developed relationships with the Ethnic Communities peak body as well as a range of service providers who support migrants and refugees and international students.</p> <p>DCHDE utilises recovery fact sheets in the most common languages used in Queensland.</p> <p>The department and its partner agencies also engage interpreters to assist members of the public to be able to access supports and services following a disaster.</p>

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					<p><b>COVID-19</b></p> <p>The Department 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 a broad representation of the needs of the multicultural community including migrants and refugees and international students.</p> <p>During June and July 2021 COVID-19 lockdowns, presentations by Community Recovery were provided to the Culturally and Linguistically Diverse (CALD) Community Leaders and Community Sector of the types of practical and emotional support available through the Queensland Government to assist their communities during lockdown. This group is hosted in collaboration by Multicultural Australia, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and the refugee health network which is led by Mater Health (under contract with Qld Health).</p> <p>Additionally, meetings have been with Multicultural Australia, and the refugee health network which is led by Mater Health (under contract with Qld Health) to discuss ongoing concerns by the CALD community in accessing support arrangements using telephone services. These concerns have been escalated to SSQ for further resolution.</p> <p>The Department also collaborated with Study Queensland, Multicultural Australia and GIVIT to address the needs of international students.</p>
Support and promote the roles that multicultural and faith-based community groups play in assisting communities to recover from disaster.	Be a responsive government	DCHDE	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>DCHDE supports and encourages multicultural and faith-based community groups participation in assisting communities 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.</p> <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>As of the 2020 disaster season, Disaster Recovery Chaplains (who can be drawn from multi-faith) may be engaged to provide support and assistance at Recovery Hubs.</p>
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.	Be a responsive government	DCHDE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>Community Recovery financial factsheets and natural disaster factsheets have been translated into <a href="#">17 languages</a>, Easy English and Aboriginal and Torres Strait Islander Easy English</p> <p>Community Recovery have translated all Community Recovery hub signs into <a href="#">17 languages</a>. The 17 languages that the factsheets and signs are translated into are: Arabic, Cantonese, Creole, Greek, Hindi, Hmong, Japanese, Korean, Punjabi, Samoan, Simple Chinese, Spanish, Tagalog, Tokpisin, Tongan, Vietnamese and Wik.</p>
<b>Increase cultural understanding and capability of staff by providing access to events, training and development opportunities</b>					
Promote tools and resources to support multicultural capability, awareness and understanding.	Be a responsive government	DCHDE	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>DCHDE staff participated on the evaluation panel for the DCYJMA 2020-21 Celebrating Multicultural Queensland Program - Youth and Community Connection Projects, strengthening understanding of priorities for the sector and active community groups and agencies.</p> <p>In 2021 SLQ became a member of Diversity Council Australia, providing all staff with access to resources and learning opportunities to foster culturally diverse and inclusive workplaces.</p> <p>DCHDE Cultural Capability Action Plan (CCAP) aims to create an environment that embeds cultural safety in all aspects of the organisation, that enhances engagement,</p>

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					<p>partnerships, service delivery and workforce processes being more culturally diverse and inclusive.</p> <p>Respectful Language Guide contextualised and published on the intranet. The Guide is promoted across the Departments internal website, at NAIDOC Week 2021 and through HOME.</p>
The agency will maintain representation on the #DiversityandInclusionMatters Forums.	Be a responsive government	DCHDE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	The former DCDS maintained representation until July 2019 when Forums ceased.
Deliver cultural capability training to all staff.	Be a responsive government	DCHDE	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>QTC completed cultural capability training</p> <p>Tailored DFV training has been procured for delivery in the latter part of 2021 for all frontline housing staff, which will include targeted modules on intersectionality and improving engagement and responses to women and children from Culturally and Linguistically Diverse backgrounds experiencing domestic and family violence.</p> <p>Starting the Journey program is mandated – 952 completions in 2020.</p> <p>Online Indigenous Culture module within SBS inclusion training program – 34 completion in 2020.</p>
Actively encourage and support staff to access training in cultural awareness and working with interpreters.	Be a responsive government	DCHDE (SLQ)	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>State Library will complete an annual audit to track and transparently report progress in cultural capability.</p> <p>The Multicultural resources webpage on 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.</p> <p>Delivered Yarn and Grow reverse cultural mentoring program with 20 mentors and 20 mentees in 2020-21. Further programs planned.</p> <p>Memorandum of understanding developed with former Department of Natural Resources, Mines and Energy to deliver the 'Building on the Strengths of our Stories, Cultural Agility Program' – Three programs were delivered in 2020, which engaged 72 participants. Two programs delivered in 2021 with a total of 49 participants, inclusive of one specific program for Board of Management. 16 virtual programs are further planned for 2021.</p>
Commit to increasing all forms of diversity on Queensland Government boards.	Be a responsive government	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>The Queensland Social Cohesion Implementation Committee (QSCIC) provides advice to the Queensland Government to preserve and strengthen the social cohesion of Queensland communities. The seven QSCIC members (five women) contribute diverse experience and perspectives to the Committee, including:</p> <ul style="list-style-type: none"> <li>• Growing up in a rural or regional community or settling in one as a recent migrant or refugee</li> <li>• Being active in a faith community</li> <li>• Being Aboriginal or Torres Strait Islander</li> <li>• Leading and working in human service organisations or business</li> <li>• Working in the areas of research, youth support, education and advocacy.</li> </ul> <p>QSCIC has completed its' primary role of the design of two social cohesion action plans and overseeing implementation of associated initiatives and last met in August 2020.</p> <p>The Queensland Volunteering Action Partnership (QVAP) was established in July 2020 and has a representative of Multicultural Affairs (DCYJMA) as an affiliate member.</p> <p>The LGBTI+ Roundtable membership included a member of the multicultural community. The Roundtable has completed its term, last meeting in October 2020.</p>
				<b>ON TRACK - meaningful activity has begun</b>	Queensland Theatre Board members are appointed by Governor in Council on the recommendation of the Minister for the Arts and currently, two-thirds of Board

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					<p>members are women and 20% are First Nations people. The Board comprises Board members with diverse backgrounds and experiences who represent a broad range of society e.g., arts and entertainment, law, communications, commerce, professional services, tertiary education etc.</p> <p>Library Board of Queensland has diverse representation.</p>
<p>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.</p>	<p>Be a responsive government</p>	<p>DCHDE</p>	<p>2019–22</p>	<p><b>ON TRACK - meaningful activity has begun</b></p>	<p>The department has significantly increased access to the suite of private rental market assistance by lifting the income limit threshold, recognising that the number of low-income Queenslanders who are struggling to enter and remain in the private rental market is on the rise.</p> <p>Alongside expanding the number of customers able to access the existing private market assistance products (Bond Loans – 15,072, Rental Grants – 5,317 and RentConnect – 9,049), the department continues to deliver:</p> <ul style="list-style-type: none"> <li>the 'Rent Security Subsidy' to overcome unexpected, short-term life events (illness, relationship breakdown, etc) which may cause rent arrears and jeopardise a private rental tenancy – in 2020-21, 140 households were assisted</li> <li>the 'Helping Hand Headlease' to overcome non-financial barriers for families that can afford to pay the market rent but have not been successful in securing a private market tenancy for other reasons - in 2020-21, 171 families were assisted</li> <li>fund and (in partnership with the sector) deliver a competency based, tenancy skills training program, with course content input from the real estate sector (REIQ, Tenants' Queensland and RTA) which prepares Queenslanders with the right skills and knowledge to be a model tenant – in 2020-21, 1,765 students commenced this training</li> <li>the 'No Interest, No Fee' (NILS) housing loans – in 2020-21, 218 referrals resulted in over 176 detailed financial and personal budgeting advice sessions completed, with 81 loans issued to vulnerable, low-income Queenslanders to enter and sustain their private rental tenancy.</li> </ul> <p>Flexible Assistance Package brokerage of up to \$5,000 was introduced in July 2020 to help women and children experiencing domestic and family violence to obtain goods and services to maintain or access safe housing. As at 30 June 2021, the product has been accessed by 18 women from Culturally and Linguistically Diverse backgrounds, including five women who are not Australian residents.</p> <p>The DFV Helping Hand Headlease was introduced in March 2021 to help women and their children experiencing domestic and family violence to secure private rental tenancies through a subleasing arrangement between a private landlord, the department, and the customer. This product addresses a service gap for women with visas that limit their eligibility for social housing products and services, who may face barriers in the private rental market. As at 30 June 2021, 11% (two women) of families assisted with this new product are from Culturally and Linguistically Diverse backgrounds.</p>





## Case Study: Playgroup Queensland

### Play Your Way Around the World Integrated Playgroup

The 'Play Your Way Around the World Integrated Playgroup' delivered by Playgroup Queensland in Rockhampton connects families from culturally and linguistically diverse backgrounds to their local community. So far, 54 people have participated in the playgroup, including 27 people from culturally and linguistically diverse backgrounds and eight who identify as Aboriginal and Torres Strait Islander. The playgroup aims to develop each family's knowledge of other cultures by embedding age-appropriate activities sourced from multicultural and Indigenous Australians into the program. Approximately 40 families have been stamping their make-believe passports and learning about different countries whilst making new social connections and feeling part of a community. Project coordinators have reported:

- decreased isolation for multicultural families
- a better understanding of local support services
- families having an increased understanding of cultures from all around the world
- service providers having better access to multicultural families in a non-confronting setting
- families increased understanding of local First Nation's history
- national exposure of the playgroup (featured on ABC television, radio and online)

The playgroup provides a pathway for social connection for people at risk of isolation in the Rockhampton region, particularly those from CALD backgrounds providing opportunities to form new friendships, increased understanding of diverse cultures and connections to support and awareness of local services. The project provides evidence for what works in addressing social isolation and loneliness and building community connections and understanding across cultures.

#### Quote

*"This playgroup has played the [biggest] role in my life – I used to be lonely but now I'm not lonely,"*

*"As an immigrant, I don't have many friends, so I find it is so much fun. You chat with other mothers ... we do painting, drawings and the small ones have fun – it's nice."*

*"We are not from the same cultural [backgrounds], so it's so exciting learning about other cultures from other mothers from different countries,"* Participant

### Case Study: Flexible Assistance Package

A multicultural health worker sought assistance for a woman experiencing domestic and family violence with a chronic health condition on a bridging visa. The woman was renting in the private market with her three children when people from her cultural community had reported her address and activities to her ex-partner. The department worked with the woman and health worker to connect with a specialist DV service, who identified significant DFV safety concerns. To maintain safety, the woman and her children needed to immediately relocate, however she declined women's refuge assistance, as well as emergency motel accommodation. Due to issues related to separation from her partner, the woman's income support was cancelled, and she had fallen into rental arrears and was no longer able to sustain a private tenancy. Working in coordination with the health worker and Immigrant Women's Support Service, the department was able to assist the family to access supported housing. The Department provided Flexible Assistance Package funding to pay outstanding rental arrears to ensure customer could exit her private rental property safely, with dignity, and ensure clean rental record for any future private rental tenancies.



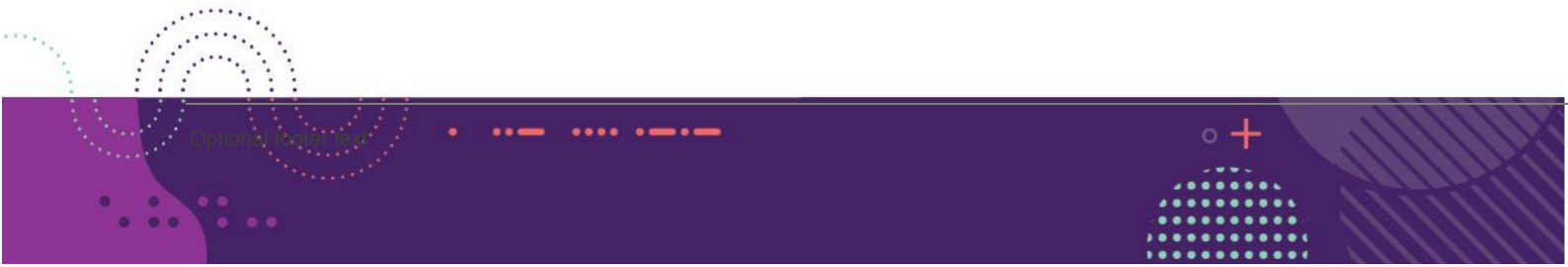
## Priority area 2: Inclusive, harmonious and united communities

### 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	Priority	Responsible agency	Timeframe	Progress Status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
<b>Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.</b>					
Include the Multicultural Queensland Charter in staff induction and display it throughout workplaces.	Be a responsive government	DCHDE	2019–22	<b>ON TRACK - meaningful activity has begun</b>	The Multicultural Queensland Charter and corresponding information is promoted on the department's intranet. Additionally, the <i>Racism. It Stops with me</i> campaign resources are also available online to all employees. The department is currently investigating racism awareness training.
Include information on the Multicultural Queensland Charter and its application in staff induction programs.	Be a responsive government	DCHDE (SLQ)	2019–22	<b>ON TRACK - meaningful activity has begun</b>	Information is provided at State Library staff induction on human rights to further develop an inclusive culture. Specific reference to the Multicultural Queensland Charter and its application will be added to staff induction programs in 2021-22.
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.	Be a responsive government	DCHDE (SLQ)	2019–22	<b>ON TRACK - meaningful activity has begun</b>	A key action for the department is the facilitation of the annual First Nations Staff Forum, which aims to connect all First Nations Staff to inform and co-design the Department's initiatives and strengthen engagement and relationships across the department. Despite the global pandemic, in 2020 the department remained committed to facilitating the Aboriginal and Torres Strait Islander Staff Forum through a virtual platform that saw more than 80 participants engage over the two days. The 2021 First Nations Staff Forum is planned for November 2021 in Cairns, pending COVID-19 restrictions and focuses on 'Truth telling, healing and our Journey Together'. SLQ 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.
Include the Multicultural Queensland Charter in the policy review checklist to embed its consideration in all policies.	Be a responsive government	DCHDE (SLQ)	2019–22	<b>ON TRACK - meaningful activity has begun</b>	State Library in 2021-22, will include the Multicultural Queensland Charter in the policy review checklist.
<b>Celebrate and promote Queensland's multicultural identity, such as through government publications and communication</b>					
Celebrate and promote Queensland's diverse cultural stories in collaboration with multicultural communities through arts and culture.	Be a responsive government	DCHDE (QAGOMA, QM, QPAC, QTC, SLQ)	2019–22	<b>COMPLETED - for duration of Action Plan</b>	Over the final two weekends of the <i>Come From Away</i> season, QPAC presented <i>Warm Welcome</i> , a free post-show engagement activity at QPAC's Cascade Court. <i>Warm Welcome</i> explored the idea of what can be achieved as a collective through welcoming people from other places - following the theme of the production QPAC partnered with Multicultural Australia to present free live music by Cachicamo – a family group performing a range of Latin musical genres – followed by a demonstration of traditional Ethiopian coffee ceremony with Mulu Fantu of Arhibu Ethiopian and Eritrean Restaurant. QAGOMA presented the major exhibition <i>William Yang: Seeing and Being Seen</i> . Storytelling is at the heart of the practice of this Queensland-born artist. This exhibition traced Yang's career from documentary photography through to explorations of cultural and sexual identities and his depictions of landscape, was informed by the cultural and political pressures of growing up as a gay man from a

				<p>Chinese immigrant family in north Queensland. Yang integrates his photographic practice with writing, video and performance, and a major publication on the artist accompanied the exhibition.</p> <p>On 1 June 2021, the first group of artists and projects were publicly announced for <i>The 10th Asia Pacific Triennial of Contemporary Art</i> (APT10, 4 December 2021 – 25 April 2022) at QAGOMA. The landmark tenth edition of the APT will look to the future of art and consist of newly commissioned works</p> <p>developed through the Gallery's sustained engagement with this culturally diverse region. Major projects include a spectacular installation by Bangladeshi artist Kamruzzaman Shadhin and Gidree Bawlee Foundation of Arts; a world first co-curated project of eight contemporary Taiwanese Indigenous artists in partnership with the Indigenous Peoples Cultural Development Centre; a project showcasing Uramat dance masks from the community of East New Britain, Papua New Guinea; and a dramatic collaboration between Torres Strait Islander artists Grace Lillian Lee and Ken Thaiday Snr. Other artists announced included Kaili Chun (Hawai'i), Kimiyo Mishima (Japan), Salote Tawale (Fiji/Australia) and the Seleka International Art Society Initiative (Tonga). In total, APT10 will feature 69 artist and group projects incorporating more than 100 individual artists, plus cinema programs, projects for children, and dedicated engagement with Pacific communities in south-east Queensland.</p> <p>APT10 will also include six projects commissioned from exhibiting artists for children, in QAGOMA's Children's Art Centre. These will include immersive environments, interactive installations, and multimedia and hands-on making and drawing activities. Differing forms of engagement in the projects will allow for children of all ages — from toddlers through to primary school students — to find something to enjoy and connect with. A drawing project with the Uramat community in Papua New Guinea and regional Queensland communities will also feature.</p>	
			<p><b>ON TRACK - meaningful activity has begun</b></p>		<p>13 of 33 Thriving Cohesive Communities (TCCs) projects across Queensland use art modalities as primary project methodology to engage participants and achieve social outcomes.</p> <p>These initiatives promote multiculturalism through arts and culture and include:</p> <ul style="list-style-type: none"> <li>• Mobile Street University – engage disconnected young people through music, graffiti art, street culture, theatre, and dance (Logan/Redlands)</li> <li>• Pride Arts Connection &amp; Community Cohesion – visual art therapist delivers tailored group and individual sessions to explore identity, connection to family and peers and build confidence (Brisbane)</li> <li>• Queensland – We're all in this together! – First Nations and migrant and refugee participants produce short films from family and cultural stories (Townsville)</li> <li>• Rockhampton Youth Theatre Group Pilot Project – Headspace and Arts Central Qld partner to create unique theatrical works with disadvantaged youth.</li> </ul> <p>A Thriving Cohesive Communities Project Network has been established to facilitate connections between project coordinators across Queensland and the sharing of social cohesion practice approaches and learnings. Meetings have been held 16 February and 13 May 2021 with the respective themes of <i>Engaging project participants</i> and <i>Practice Learnings: successes and challenges</i>.</p> <p>In 2019 Queensland Theatre was the only Australian state theatre company to present a play written and directed by First Nations artists.</p> <p>A QT strategic initiative is to grow Aboriginal and Torres Strait Islander programs. QT met its 2019 target with 2 Aboriginal and Torres Strait Islander productions (i.e., <i>Barbara and the Camp Dogs</i>, and <i>City of Gold</i>) in its 2019 mainstage season program. COVID-19 impacts disrupted QT's achievement of similar objectives in 2020.</p>



					<p>Through its Indigenous Program, QT's ongoing commitment to supporting Aboriginal and Torres Strait Islander storytelling provides opportunities for artists and develops an audience for their work. 2019-2021 highlights included:</p> <ul style="list-style-type: none"> <li>• City of Gold</li> <li>• regional tour of the Longest Minute</li> <li>• continuing engagement of Isaac Drandic as QT's Associate Artist</li> <li>• collaboration with Cairns Indigenous Arts Fair to stage an adaptation of OTHELLO (by Jimi Bani and Jason Klarwein)</li> <li>• commissioning of new work.</li> </ul> <p>In 2020, QT staged White Pearl with an entire cast of Asian artists.</p> <p>Two of (the five) selected participants of the Contemporary Asian Australian Performance (CAAP) Directors' initiative were given paid Assistant Director positions on Queensland Theatre 2019 mainstage productions (Hydra, and City of Gold).</p> <p>Community performances were scheduled, and ticket offers put in place for Indigenous community members during the runs of <i>Barbara and the Camp Dogs</i> and <i>City of Gold</i>.</p> <p>Historical stories from Queensland's diverse communities have been profiled through SLQ's John Oxley Library blog and social media. This has included guest blogs from members of Queensland's multicultural communities, including Imelda Miller, Dylan Mooney, Jasmine Togo-Brisby, Dr Anne Monsour and Rutian Mi.</p>
<p><b>Sign up and participate in the Australian Human Rights Commission Racism. It stops with me campaign<sup>3</sup></b></p>					
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.	Be a responsive government	DCHDE	2019-22	<b>ON TRACK - meaningful activity has begun</b>	The department has signed up to the <i>Racism. It stops with me</i> campaign and promotes information on the department's intranet. Human Resources regularly refers people to the website and distributes information to internal networks and stakeholders. This information is also referenced in the department's Cultural Capability Action Plan 2021-2022.
Actively monitor the workplace to ensure it is free from discrimination, harassment and racism.	Be a responsive government	DCHDE (SLQ)	2019-22	<b>ON TRACK - meaningful activity has begun</b>	<p>A key objective for the department CCAP is to - Strengthen our response to racism and discrimination – through zero tolerance of racism, understanding conscious and unconscious bias, and developing policies and practices that both educate and support people. This action is on track to commence in Q4 2021 - The department has recently undergone a functional analysis to identify the gaps and develop actions and initiatives to achieve our vision.</p> <p>As an employer, Queensland Theatre has workplace policies and a code of conduct that set the standards for behaviour and the reporting of unacceptable behaviour in the workplace. In addition, Queensland Theatre 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 and practices) that are free of unacceptable workplace behaviour. Employee and artist performance/behaviour are assessed in accordance with this commitment and the policies.</p> <p>Monthly review meetings are held to monitor SLQ employee complaints and issues and ensure appropriate action is taken to resolve concerns. SLQ monitors results on discrimination and harassment in the annual Working for Queensland employee opinion survey.</p> <p>The SLQ's Employee Assistance Provider provides de-identified reports to monitor and address workplace concerns.</p>

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

## Case Study: The Nambour Community Centre Inc. (NCC)

### Create, Connect and Contribute

The project is focussed on creating a safe and welcoming social connection hub for women of all ages, abilities and cultural backgrounds and who live on the Sunshine Coast and offers women opportunities to meet other women and participate in social, creative and educational activities on a weekly basis. Workshops and presentations are also offered on topics designed to encourage, motivate and support women's knowledge and skill development. Through the formal activities offered, informal connections have been made between women leading to new friendships being formed. Women who were disengaged and came alone have made friends, connected with others, grown in confidence and are now regular participants at other events and programs offered by the Community Centre.

### Quote

*'Women who come along for the first time not knowing anyone have reported how welcome and included they feel.'*

*'One Australian lady with a guide dog came to the racism event and stayed on the fringes. She was invited to chat around morning tea but refused. She then attended the International Women's Day event and once again seemed reluctant to connect. She attended the Cultural Conversation event and we could not stop her talking! She has not missed an event since and brought her husband to the multicultural picnic to meet everyone.'* Project Coordinator



## 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	Priority	Responsible agency	Timeframe	Progress Status for 2020-21	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.	Be a responsive government	DCHDE (QAGOMA, QM, QPAC, QTC, SLQ)	2019–22	<b>COMPLETED - for duration of Action Plan</b>	DCHDE funds six Thriving Cohesive Communities' projects delivered by established social enterprises to tackle economic exclusion of vulnerable young people.
	Create jobs in a strong economy			<b>ON TRACK - meaningful activity has begun</b>	At SLQ the writer Sara El Sayed won a Queensland Writers Fellowship in 2020 to develop her next novel exploring lives of generations across Alexandria, Egypt and Brisbane, Australia. In 2021, El Sayed published her memoir, <i>Muddy People</i> (Blank Inc), about growing up in an Egyptian Muslim family.  A 2021 Young Writers Award runner-up, Zarin Mushat is a Bangladeshi Australian. Her story 'Friday' is a compelling personal story about the traumatic real-life events of the Christchurch mosque shootings. Through the Young Writers Award, this story is published online and shared with readers.
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	Be a responsive government  Create jobs in a strong economy  Keep Queenslanders healthy	Multiple agencies including DCHDE and DCHDE (SLQ)	2019–22	<b>ON TRACK - meaningful activity has begun</b>	SLQ participates in the Refugee Council of Australia's 'Work and Welcome' employment program where SLQ provides paid work experience for refugees and new migrants. The placements are funded by SLQ staff who donate a portion of their fortnightly salary to the program. No placements were offered during 2020-21 due to COVID-19 impacts, but staff contributions continue to be made and the program will be reinstated as soon as circumstances permit.

### Case Study: Kath Dickson Family Centre Ltd

#### Creating pathways for employment in Family Day Care for Sudanese people in Toowoomba

This project has created new employment pathways in Family Day Care for Toowoomba's Sudanese community, offering an education and training program in Family Day Care and supporting participants to become educators and establish their own business. Seven participants who undertook the first round of training have now graduated as Family Day Care Educators. The second round of training is currently being delivered and has attracted six participants. A key to the success of this project has been the appointment of an appropriately qualified Bicultural Project Support Worker (BSW), also a respected member of the local Sudanese community. The BSW has supported training, assisted in creating a culturally safe learning environment and supported participants to overcome language and cultural barriers. Kath Dickson also established a free Sudanese community playgroup to support participants with children attendance in the training program. The project has provided participants with hands-on, real-customer learning opportunities supporting their understanding of Australian workplace culture and expectations.

The Kath Dickson project demonstrates a successful model of engagement, providing the Sudanese community in Toowoomba with a supported, culturally appropriate learning environment and a pathway for future employment and financial independence.

#### Quote

*'Kath Dickson Family Centre has not only given me a job to provide for my family but has reached out to my local South Sudanese community and develop a bridge that was able bring two together. Being able to communicate, fill out forms was made easy when the company decided to get a support worker who was able to translate things we didn't understand. It has only been weeks, and the amount of support I've gotten is enormous.'* Participant