

Our story, our future  
 Queensland Multicultural Policy and Multicultural Action Plan 2016-17 to 2018-19  
**DEPARTMENT OF COMMUNITIES, DISABILITY SERVICES AND SENIORS (DCDSS)**  
 Progress Report (1 July 2017 to 30 June 2018)

**Priority area 1: Culturally responsive government**

**Outcome: Culturally capable services and programs**

Action	Lead	Timeframe	Progress status Legend: • On track • Completed • Yet to commence • Ceased	Achievements and outcomes
Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a National Disability Insurance Scheme (NDIS) environment.	DCDSS	2016–19	Completed	<ul style="list-style-type: none"> <li>DCDSS allocated over \$550,000 of the Commonwealth NDIS Sector Development funds to Multicultural Development Australia Limited, in partnership with DiverseWerks, to increase the capacity of existing and new service providers to deliver culturally appropriate services to NDIS participants from culturally and linguistically diverse (CALD) backgrounds, including:                             <ul style="list-style-type: none"> <li>delivered briefing sessions and a training program across Brisbane, Ipswich, Logan, Gold Coast, Rockhampton and Cairns to over 250 organisations.</li> <li>developed and published an online resource toolkit on the department's website to build CALD capacity including tools to support organisational planning, capacity and publication.</li> <li>provided intensive one-on-one consultancy to a key organisation in each target location to develop their capacity to deliver culturally appropriate services and to better understand how to respond to the NDIS support and service needs of participants and families from CALD backgrounds.</li> <li>hosted a CEO's breakfast in Brisbane on 5 February 2018 to increase awareness of the training available, receiving significant interest from attendees. The event was attended by the Honourable Coralee O'Rourke, the Minister for Communities, Minister for Disability Services and Seniors, and the Honourable Stirling Hinchliffe, Minister for Local Government, Minister for Racing and Minister for Multicultural Affairs.</li> </ul> </li> <li>The project was completed by 30 June 2018.</li> </ul>
Support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks.	DCDSS	2016–19	Delivered	<ul style="list-style-type: none"> <li>In 2017-18, DCDSS allocated \$300,000 of Queensland Government and Commonwealth NDIS Sector Development funds to AMPARO Advocacy Inc. through two initiatives to assist people with disability from CALD backgrounds and their families in south east Queensland to access information about the NDIS in Queensland.                             <ol style="list-style-type: none"> <li>Participant Readiness Initiative                                     <ul style="list-style-type: none"> <li>delivered 13 information sessions to 392 bi-cultural and community workers</li> <li>held 32 individual conversations including home visits with 57 people</li> <li>delivered information sessions to seven ethno-specific communities for 98 participants</li> <li>translated NDIS fact sheets into 35 languages</li> <li>delivered radio programs in Spanish and Mandarin.</li> </ul> </li> <li>Targeted strategies                                     <ul style="list-style-type: none"> <li>trained 18 bi-cultural community educators to work with isolated people with disability from CALD backgrounds to provide information about the rights of people with disability in the Australian context and the opportunities offered by the NDIS</li> <li>visited 214 people in their homes to provide them with information in their preferred language</li> <li>delivered 39 workshops to 929 attendees</li> <li>58 evaluation forms were completed by people from 33 ethnicities, with 76.2% of respondents indicating they understood all or most of the information about the NDIS.</li> </ul> </li> </ol> </li> <li>These initiatives were completed by 30 June 2018.</li> </ul>
			On Track	<ul style="list-style-type: none"> <li>DCDSS provided \$1.29 million in 2017-18 to Deaf Services Queensland for AUSLAN<sup>1</sup> and language translating and interpreting services to enable disability service, community care and NDIS registered service providers to support eligible clients to access supports.</li> <li>Bookings for interpreting services by CALD people rose to 56% compared to 38% the previous year.</li> <li>2771 hours of CAL interpreting was provided, and the top five Languages Other than English requested were:                             <ul style="list-style-type: none"> <li>Arabic</li> <li>Karen</li> <li>Farsi</li> <li>Vietnamese</li> <li>Somali.</li> </ul> </li> </ul>

<sup>1</sup> Auslan is an acronym of Australian Sign Language - sign language of the Australian deaf community.

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Embed the Queensland Language Services Policy (LSP) and Multicultural Queensland Charter in the Human Services Quality Framework to improve access to funded services.	DCDSS	2016–19	On Track	<ul style="list-style-type: none"> <li>• DCDSS embedded information into the <a href="#">Human Services Quality Framework (HSQF) User Guide</a> relating to the <i>Queensland Language Services Policy</i>, its guideline and the <i>Multicultural Queensland Charter</i>.</li> <li>• A number of organisations yet to complete their quality requirement processes, are anticipated to do so by December 2018.</li> <li>• All new organisations will be required to demonstrate relevant service requirements in line with the Queensland Language Services Policy as part of the standard requirements of the HSQF User Guide.</li> </ul>
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**Outcome: A productive, culturally capable and diverse workforce**

Action	Lead	Timeframe	Progress status Legend: • On track • Completed • Yet to commence • Ceased	Achievements and outcomes
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	On track	<ul style="list-style-type: none"> <li>• DCDSS has exceeded the Queensland Public Sector 2022 target of 10%, with 13.3% of departmental employees identifying as people from a non-English speaking background.</li> <li>• DCDSS will continue to work towards maintaining the departmental 2022 target of 13% with a stretch target of 15%.</li> </ul>
Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders.	DESBT DNRME DJAG <b>DCDSS</b> DCSYW DES DITID DHPW DoE	2016–19	On track	<ul style="list-style-type: none"> <li>• DCDSS has established and commenced implementation of a Diversity and Inclusion Strategy which identifies a range of priority action areas including culturally and linguistically diverse employees.</li> <li>• DCDSS is continuing to implement the Cultural Capability Action Plan as part of DCDSS' broader commitments to workforce inclusion and diversity.</li> </ul>
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG <b>DCDSS</b> DCSYW DSDMIP DLGRMA DoE	2016–19	On track	<ul style="list-style-type: none"> <li>• DCDSS undertook recruitment and selection redesign in mid-2017 to encompass flexible and culturally respectful processes with a greater emphasis on additional and/or alternative methods and tools of recruitment.</li> <li>• Tools included information to raise awareness of unconscious bias.</li> </ul>

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

### Outcome: Connected and resilient communities

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Support older people from all backgrounds through the implementation of the Queensland: an age-friendly community action plan.	DCDSS	2016–19	On track	<ul style="list-style-type: none"> <li>DCDSS undertook a number of projects as part of the implementation of <a href="#">Queensland: an age-friendly community</a>, supporting people from a wide range of backgrounds, including:                             <ul style="list-style-type: none"> <li>Seniors Week 2017 (held from 19 to 27 August): providing an opportunity to celebrate the diverse contributions of older people</li> <li>Ageing Diversely: providing information, training and referral service for preventing, responding to, and raising awareness of elder abuse to people from CALD backgrounds.</li> <li>Social isolation programs: conducted by 44 services across Queensland, were aimed at older people's awareness of healthy lifestyle options, reducing social isolation and improving links with other agencies and their community.</li> </ul> </li> <li>Under the social isolation program, DCDSS allocated \$49,261 to Multicultural Communities Council - Gold Coast Limited to conduct the Multicultural Seniors Program, a service that specifically targets people with CALD backgrounds. The program provides a free social support phone call to isolated CALD participants throughout Qld in their own language as well as other activities for people living on the Gold Coast.</li> <li>DCDSS funded \$161,062 to the Council on the Ageing Queensland (COTA) for Seniors Week 2017 events. Of the 114 subsidised Seniors Week 2017 events, 11% of all attendees were seniors from culturally and linguistically diverse backgrounds.</li> <li>DCDSS funded 12 grant recipients through the 2017-18 Age-Friendly Community Grants Program totalling \$1 million.</li> </ul>

## Priority area 3: Economic opportunities

### Outcome: Individuals supported to participate in the economy

Action	Lead	Timeframe	Progress status Legend: • On track • Completed • Yet to commence • Ceased	Achievements and outcomes
Promote opportunities for people from culturally diverse backgrounds to participate in the NDIS workforce.	DCDSS	2016–19	On track	<ul style="list-style-type: none"> <li>In 2017-18, DCDSS allocated \$1.58 million under the Commonwealth NDIS Sector Development Fund to develop local workforce solutions for local needs through partnership and collaboration with key stakeholders.</li> <li>Workforce solutions included opportunities for people from culturally and linguistically diverse backgrounds to access local employment and training opportunities, and respond to the individual needs of their local community.</li> </ul>
Engage with culturally diverse community organisations to identify barriers and generate solutions to increase participation in formal volunteering opportunities.	DCDSS	2016–19	On track	<ul style="list-style-type: none"> <li>DCDSS allocated \$2 million over 5 years (from 1 January 2017) to Volunteering Queensland (VQ), as the peak organisation, to promote volunteering opportunities, raise awareness, provide advice and referral to support volunteer activities across Queensland, and operate the Emergency Volunteering Community response during disasters.</li> <li>In 2017-18, DCDSS allocated \$440,561 to VQ to promote volunteering and build capacity in the sector.</li> <li>VQ reports that approximately one in four people (26.7 per cent) registering their interest in volunteering, identify as culturally and or linguistically diverse.</li> </ul>
Deliver a volunteering strategy to drive increased participation in formal volunteering opportunities, including actions that target culturally diverse individuals and communities.	DCDSS	2016–19	Yet to commence	<ul style="list-style-type: none"> <li>Departmental considerations are determining the most appropriate mechanism by which to increase participation in formal volunteering opportunities, including actions that target culturally diverse individuals and communities.</li> </ul>