

Our story, our future
Queensland Multicultural Policy and Queensland Multicultural Action Plan 2016-17 – 2018-19
ANNUAL REPORT

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL

Background

- *Our story, our future* is the Queensland Government's multicultural 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 – achieving culturally responsive government; supporting inclusive, harmonious and united communities; and improving economic opportunities.
- The policy is being implemented through the three year Queensland Multicultural Action Plan 2016-17 – 2018-19.
- The policy and action plan are a requirement of the *Multicultural Recognition Act 2016* (the Act) and represent one of three key provisions of the Act – together with establishing the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- Section 24 of the Act requires entities with actions in the action plan to report publicly on an annual basis. The attached report fulfils this requirement for the **Department of Justice and Attorney-General**.

Priority area 1: Culturally responsive government

| Outcome | Action | Lead agency | Timeframe | Progress status Legend: • On track • Completed • Yet to commence • Ceased (include reason in notes) | Progress/achievements/outcomes for culturally diverse Queenslanders |
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| Improved knowledge about customers' diversity | Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers. | Multiple agencies: DCCSDS DJAG | 2016-17 | Completed | DJAG developed an agency implementation plan: <ul style="list-style-type: none"> • the implementation plan was approved by the Director-General in July 2017 • DJAG's Corporate Governance Unit (CGU) will lead implementation for DJAG. |
| | Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information. | QPS DET QH, including HHS DHPW DTMR QFES | 2016-19 | On track | Implementation will occur by: <ul style="list-style-type: none"> • defining which service areas collect and report on the minimum mandatory indicators <ul style="list-style-type: none"> ○ determine the current DJAG services collecting any information about culturally diverse customers ○ defining which services will be required to collect and report on the minimum mandatory indicators • aligning the DJAG Common Client Interchange Metadata Standard with relevant standards • assessing the cultural awareness/capability training requirements for relevant staff and implement an awareness/capability training plan, including client communication. |
| | Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met. | | | 2016-19 | Yet to commence |

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| Culturally capable services and programs | Ensure equitable access to religious visitors for people of different faiths in correctional facilities. | DJAG | 2016–19 | On track | <p>Queensland Corrective Services:</p> <ul style="list-style-type: none"> • Queensland Corrective Services (QCS) is committed to ensuring prisoners are given the opportunity to access religious services and to practice their religious beliefs within the operational constraints of a corrective services facility. • QCS funds the State Chaplaincy Board and the State-wide chaplaincy services to provide assistance with the administration of personal religious visits. The Board is made up of nominated leaders of six religious groups and also provides specific Aboriginal and Torres Strait Islander Chaplaincy Services. • In 2016-17, QCS endorsed five Specialist Religious Visitors from the Islamic Council of Queensland (ICQ) to attend all or any correctional centres to provide faith support to Muslim prisoners. • The visitors also have the opportunity to attend celebrations, Eid and Friday Prayers through the month of Ramadan in the centres. • QCS has requested the ICQ extend their services to sites outside the South East Queensland, which is currently limited by number of available visitors and personal commitments. • The ICQ recently attended staff information sessions at Wolston Correctional Centre and have formally been invited to provide information sessions to new staff through the QCS Academy. • The ICQ have recently attended an introduction session with the General Manager and leadership team of Brisbane Women’s Correctional Centre. <p>Youth Justice:</p> <ul style="list-style-type: none"> • In youth detention, young people have the right to receive spiritual and religious support in accordance with their chosen faith. • A caseworker can arrange for the young person to receive individual visits for religious support. • In youth detention centres, Christian religious or spiritual programs are offered and arrangements can be made to incorporate religious requirements into detention centre programming for young people of other faiths. <ul style="list-style-type: none"> ○ For example, a young person in the Brisbane Youth Detention Centre of the Muslim faith was remanded during the religious month of Ramadan. The young person was provided with a Quran and prayer mat, their dietary needs were met and they were allowed to leave their room early to meet the required prayer times. |
| A productive, culturally capable and diverse workforce | 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 | <p>In September 2017, the Board of Management endorsed the development of the DJAG Inclusion and Diversity Strategy 2017–2022 committing to sector diversity targets and the implementation of a specific action plan in response to Priority 1 of the Queensland Multicultural Action Plan 2016–17 – 2018–19.</p> <ul style="list-style-type: none"> • DJAG diversity data for People from non-English speaking background as at June 2017 is 6.2%. |
| | Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders. | DEHP DET DJAG DSITI DEWS | 2016–17 | Yet to commence | <p>DJAG has allocated resources to developing an inclusion and diversity strategy which will address both specific and general inclusion and diversity areas for action including:</p> <ul style="list-style-type: none"> • attracting people from various cultural groups and backgrounds to DJAG jobs • improving recruitment and selection processes • raising awareness within the existing workforce and encouraging a diverse and inclusive culture |

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| | | DCCSDS DHPW | | | <ul style="list-style-type: none"> analysis and research providing diversity metrics in quarterly workforce dashboards provided to the Board of Management and senior executives, and specific action plans to address supported groups. |
| | Provide training to address unconscious bias and other barriers in recruitment and selection. | DCCSDS DET DILGP DTMR DJAG | 2016–19 | On track | <ul style="list-style-type: none"> DJAG continued to focus on capability building of DJAG managers and supervisors across Queensland which addresses unconscious bias throughout the employee lifecycle through management development programs. Recruitment and selection resources were updated with guidance and information about the pitfalls and prevention of bias. |