





Annual Reporting for 2020-21
Department of Justice and Attorney-General

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	AQP	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 ^{1,2} .		Multiple agencies including DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> Plans and frameworks developed for implementation by Office for Women and Violence Prevention (OWVP) include evaluation measures to support better identification and collection of data related to culturally and linguistically diverse (CALD) community members experiencing domestic and family violence, and activities aimed at preventing suicide and sexual violence.
Develop and promote specific resources to improve access for customers from culturally diverse backgrounds. 		DJAG and LAQ	2019–22		
<ul style="list-style-type: none"> Promote the availability of translation services offered to Blue Card Service customers through staff training and provision of information. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> In line with the commencement of the new Blue Card Services (BCS) <i>No Card, No Start</i> laws on 31 August 2020, an information sheet was made available on how to obtain a Customer Reference Number from the Department of Transport and Main Roads in 5 different languages. All fact sheets and posters for BCS include contact details and contact centre hours, along with affiliated logos for 'Translating and Interpreting Service and Language Loop', 'Interpreter' and 'National Relay Service'. A poster was produced which promotes the use of translation services in 4 different languages. BCS reception area displays available translation and national relay services. BCS are currently in the process of having call centre on-hold messaging translated into 5 different languages.





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.



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<ul style="list-style-type: none"> Publish and promote multilingual resources including factsheets, guides and videos on a variety of consumer topics. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> The BCS <i>No Card, No Start</i> campaign planning produced a range of resources including social media and radio ads, as well as fact sheets and posters, which were translated into multilingual formats. These were developed throughout 2019–20 and have been rolled out during 2020–21. In addition to the <i>No Card No Start</i> campaign, BCS developed a CALD Communication Strategy. The strategy contains a range of initiatives to be undertaken through future business as usual activities. Objectives of the strategy are: <ul style="list-style-type: none"> promote and advise applicants of the availability of interpreting services provide resources on the BCS website that are translated into multiple languages develop and undertake targeted education about the BCS in CALD communities. On 29 September 2020, the Registry of Births, Deaths and marriages (RBDM) released a digital flyer about the birth registration process in 6 languages (Hindi, Swahili, Filipino/Tagalog, Vietnamese, simplified Chinese (Mandarin) and traditional Chinese (Cantonese)), which was promoted to hospitals. A plain language guide to Queensland's Human Rights laws is available in English, Simplified Chinese, Vietnamese and Torres Strait Creole, available at: https://www.publications.qld.gov.au/dataset/a-plain-language-guide-to-the-human-rights-act-2019 The domestic and family violence resource (Brochure, wallet card and poster – 'You have a right to feel safe in your home') has been translated into 32 languages additional to English. The resources provide information and contact details about where to get help as a victim of domestic and family violence or bystander observer. OWVP oversees WorkUp (WUQ) which is the capability and capacity building service for the domestic and family violence, sexual violence and women's health and wellbeing sectors. WUQ provides supporting resources, available on the website at workupqld.org.au. This includes an Intersectionality workshop series inclusive of a webinar on the intersections between domestic and family violence and the experiences of those


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					<p>from a culturally and linguistically diverse backgrounds.</p> <ul style="list-style-type: none"> WUQ is currently conducting a practice studio with Children by Choice that looks at integrating research into practice. The practice studio will be using the Australia's National Research Organisation for Women's Safety project - Multicultural and Settlement Services supporting women experiencing violence - to develop culturally appropriate resources responding to reproductive coercive control for women from diverse backgrounds. The Office of Fair Trading (OFT) publishes factsheets and guides on a variety of consumer topics in languages other than English. The suite of 6 videos; <i>My consumer rights</i> is available in 7 different languages. The Office of the Director of Public Prosecutions (ODPP) is in the process of translating victim information into other languages. To date, factsheets have been translated into Korean with a plan for further languages to be included, in particular Mandarin and Vietnamese.
<ul style="list-style-type: none"> Support access to translated resources through a dedicated webpage. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> Translated resources have been developed for the BCS website. The BCS webpage is currently being updated to include blue card resources in 5 languages. This includes 11 online videos in 5 languages. OFT maintains a specific website section from where all translated resources can be accessed. Both Queensland Government websites: www.justice.qld.gov.au and www.qld.gov.au/law provide a link to: https://www.qld.gov.au/help/languages
<ul style="list-style-type: none"> Engage with people from culturally diverse backgrounds through participation at community events and conducting information sessions in educational and community-based settings. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> RBDM conducts regular community visits to remote and regional Queensland. Through these visits, RBDM have made significant progress to both improve awareness and facilitate access to birth registration for not only Aboriginal and Torres Strait Islander people but for Queenslanders more generally. In 2020-21, RBDM visited and engaged with 7 culturally diverse communities across Queensland to promote birth registration. RBDM will continue to conduct community visits and engagement in the future. BCS undertook numerous community engagement activities throughout Queensland. These included various multicultural events in South East Queensland as well as Aboriginal and

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					<p>Torres Strait Islander community visits, events and workshops.</p> <ul style="list-style-type: none"> In 2020-21, BCS staff presented online information sessions in four languages, Samoan, French, Arabic and Spanish. Opportunities to provide information sessions in other languages are being explored. BCS aim to have these sessions recorded and made available on its website. OFT regularly engages with people from culturally diverse backgrounds via participation in community events, and by conducting information sessions for students in both traditional tertiary settings and community-based settings. ODPP has, in the past, had a mutually beneficial relationship with the Office of the Public Prosecutor in Papua New Guinea (PNG), where ODPP prosecutors visited PNG to facilitate and present at training workshops. However, COVID-19 has stopped staff travelling to PNG to conduct training workshops.
<ul style="list-style-type: none"> Disseminate fair trading information to vulnerable Queenslanders, including those from culturally diverse backgrounds, through other government agencies, non-government organisations and local community groups. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> OFT works with other government agencies, non-government organisations and local community associations to disseminate fair trading information to vulnerable Queenslanders.
<ul style="list-style-type: none"> Use and promote availability of interpreter services to access any of the agency's information or services. 		DJAG	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Links are available on both Queensland Government websites: www.justice.qld.gov.au and www.qld.gov.au/law to https://www.qld.gov.au/help/languages which provides information on translating and interpreting Services. BCS promotes interpreter services on their website, and fact sheets and supporting resources at their reception desk. Queensland Language Services Guidelines have been reviewed to: <ul style="list-style-type: none"> include information about briefing interpreters before communication with a customer who is experiencing domestic and family violence reduce work-induced trauma associated with cases where the interpreter may experience trauma as a result of providing the service. ODPP have a number of staff who are fluent in 1 or more languages who assist witness

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					conferencing and corresponding with victims of crime and their families as required.
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 		All agencies	2019–22		
<ul style="list-style-type: none"> Provide mandatory training for all staff that includes topics relating to courtesy and respect for co-workers, clients and members of the public from culturally diverse backgrounds and discrimination. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> DJAG staff undertook the Cultural Awareness Training provided by the Indigenous Training provider, Banaam. BCS staff also attended Banaam's Advanced Cultural Intelligence Training. BCS provided Cultural Competence training to Contact Centre and Community Information staff through Margaret Bornhorst Cross-Cultural training provider. DJAG's Ethical Standards Unit runs mandatory annual training, in-person and online, for all DJAG staff about the Code of Conduct for the Queensland Public Service, departmental policy and general legal and ethical obligations to treat everyone with courtesy and respect and avoid discrimination. This was delivered to 4,526 staff in 2020-21. In-person training is available to current and aspiring managers which expands upon these aspects in the context of managerial responsibilities. This was delivered to 73 supervisors and managers in 2020-21. This ensures that all staff directly or indirectly delivering services to people from culturally and linguistically diverse communities are aware of expectations in this regard and can act appropriately.
<ul style="list-style-type: none"> Actively encourage all staff to undertake the online cultural competency training to improve the way staff work with people from culturally diverse backgrounds. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> In January 2019, DJAG purchased a three-year subscription to the Inclusion and Culture modules of the SBS Inclusion Program. These modules are aimed at building capability around cultural diversity in the workplace. This training explores topics including cross-cultural communication, addressing stereotypes, unconscious bias, diversity and the benefits of multiculturalism in the workplace. All DJAG staff are encouraged to complete the SBS training. BCS will deliver the SBS Cultural Course and Core Inclusion course to staff in small groups to promote conversation on cultural topics.

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<ul style="list-style-type: none"> Deliver leadership and management capability development programs which include topics related to inclusion and diversity, respectful behaviours and awareness of bias. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> DJAG continues to deliver the Practical HR for Managers program, which includes topics related to recruitment and selection, inclusion and diversity and awareness of bias.
<ul style="list-style-type: none"> Encourage and support staff to attend <i>Cross Cultural Training: Working Effectively with People from Culturally and Linguistically Diverse Backgrounds in the Justice System</i> workshops. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> The Brisbane Multicultural Centre delivered the “<i>Cross Cultural Training: Working Effectively with People from Culturally and Linguistically Diverse Backgrounds in the Justice System</i>” workshop to ODPP staff in November 2018. The workshop was aimed at addressing common cultural workplace challenges, including communication barriers (verbal and non-verbal), unintentional cultural mishaps and different cultural perceptions of customer service. The intended outcomes of the workshop were for staff to understand cultural diversity in Queensland, understand culture and its impact on communication, understand the different cultural perceptions of the court system and the personnel involved, and to understand how language barriers, if not addressed, can have a negative impact. Although no future workshops are planned at the moment, ODPP staff will be encouraged to attend and participate in any future workshops. Cross cultural training is currently sufficiently covered by the online program of training provided to all DJAG staff.
<ul style="list-style-type: none"> Encourage and support staff to attend training to improve cross cultural understanding and communication in the workplace. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> COVID-19 has impacted the availability of face-to-face cultural awareness and capability building training. Instead, DJAG is actively promoting staff to access the online SBS Inclusion program modules. ODPP provides the following programs online to all staff: <ul style="list-style-type: none"> VAQ & Working Alongside People with Intellectual & Learning Difficulties (WWILD) Working with Clients from Culturally and Linguistically Diverse Backgrounds. BCS provided Cultural Competence training to Contact Centre and Community Information staff through Margaret Bornhorst Cross-Cultural training provider.






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					<ul style="list-style-type: none"> Internally facilitated small group cultural awareness training have been scheduled for BCS staff for January/February 2022.
<ul style="list-style-type: none"> Support key staff members to complete cultural competency training to ensure services delivered are respectful and inclusive. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> Incorporated in relevant DJAG training packages. BCS encourages staff in supervisory and public facing roles to engage in cultural training and attend community events where possible (subject to COVID-19 restrictions).
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> DJAG ensures diversity is considered when providing candidates for consideration for appointment as well as performing an oversight and liaison role with the Attorney-General and Minister for Justice with regard to ensuring diversity on relevant boards within the authority of the Justice Portfolio. Work has been progressed on capturing data on members and/or adjudicators who identify as Aboriginal or Torres Strait Islander people within Queensland Civil and Administrative Tribunal. OFWVP is delivering the <i>Women on Boards Initiative</i>, which includes the Queensland Government gender equity targets for Queensland Government boards and bodies to be achieved by 2020: <ul style="list-style-type: none"> 50% of all new board appointees to Queensland Government bodies must be women, and 50% representation of women on the boards of Queensland Government bodies. On 30 September 2019, both targets were achieved ahead of time. OWVP continue to monitor board appointments to ensure 50% of all board appointees are women. OFWVP is also working with the Department of Children, Youth Justice and Multicultural Affairs and Department of the Premier and Cabinet to develop the Diversity on Boards Project, by leveraging existing efforts across the Queensland Government to support diversity on boards more broadly. Diversity cohorts considered as part of this work include Aboriginal people and Torres Strait Islander people, people from CALD backgrounds, people with disability, seniors, young people, women and people who are LGBTIQ+. The project







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					recognises the intersectionality between these and other diverse communities and cohorts.
Provide funding to support the provision of specialist legal support and advice for refugees and people seeking asylum.		DJAG	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Funding of over \$5 million has been allocated to Refugee and Immigration Legal Service (RAILS) to deliver free legal and information support to refugees and people seeking asylum from across Queensland over 2020-25.



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

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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"> Promote the benefits of embedding the Multicultural Queensland Charter in practice through intranet bulletins and good news stories. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> The <i>DJAG Inclusion and Diversity program Communications Plan</i> includes activities supporting the Multicultural Queensland Charter. Articles have been published to the DJAG intranet and manageHR - a monthly newsletter distributed to all DJAG managers.
<ul style="list-style-type: none"> Promote the Multicultural Queensland Charter to new staff through agency induction initiatives. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> DJAG's commitment to inclusion and diversity is embedded in the departmental induction program and resources for new employees. BCS is developing an online induction training package for all new staff, which includes promotion of the BCS CALD strategy.
<ul style="list-style-type: none"> Encourage and support staff to participate in events and access resources related to the Multicultural Queensland Charter. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> The DJAG Inclusion and Diversity program includes a calendar of recognition events which are promoted across the department. Promotion activities are designed to raise awareness and encourage staff participation in events and activities supporting the Charter. Through the manageHR newsletter, managers are encouraged to support awareness raising within their teams and participation at events related to the Multicultural Queensland Charter. BCS liaised with Banaam training providers to develop a Cultural Framework poster sized desk pad. This enables staff to embed the Cultural Framework into practice following the Advanced Cultural Intelligence training. BCS distributed desk pads in 2020–21. A calendar of key multicultural events in Queensland is promoted to BCS staff and acknowledged where possible in internal monthly newsletters.

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<ul style="list-style-type: none"> Display the Multicultural Queensland Charter in workplaces. 		DJAG	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> The Multicultural Queensland Charter is displayed in some DJAG workplaces.
<ul style="list-style-type: none"> Consider the Multicultural Queensland Charter when reviewing policies and procedures that impact on service delivery to clients from culturally diverse backgrounds. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> Business units across DJAG are aware of the need to ensure that when reviewing policies and procedures that the Multicultural Charter is part of the review process on clients from culturally diverse backgrounds. BCS is working with an external agency to develop 11 'how-to' videos in 5 languages to assist people apply for a blue card that will align with the values of the Multicultural Charter.
<ul style="list-style-type: none"> Embed principles of the Multicultural Queensland Charter into the agency's Diversity and Inclusion Plan. 		DJAG	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> The <i>DJAG Inclusion and Diversity Strategy 2018–22</i> addresses seven specific areas of focus related to: <ul style="list-style-type: none"> underrepresented groups (People from a culturally and linguistically diverse background, Aboriginal and Torres Strait Islander peoples, people living with disability, people who identify as LGBTIQ+, older people and youth) and women in leadership; and two areas of focus which provide general levers of change; culture and capability (including valuing difference, flexible work arrangements, recruitment and selection, management capability), and data integrity and measures to inform actions. The Charter principles are embedded in the <i>DJAG Inclusion and Diversity Strategy 2018–22</i>.
<ul style="list-style-type: none"> Raise awareness of the Multicultural Queensland Charter in leadership and management capability development programs. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> This activity will be part of maturing the Leadership competencies for Queensland in DJAG.
<ul style="list-style-type: none"> Embed principles of the Multicultural Queensland Charter in human resource policies and procedures. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> The principles of the <i>DJAG Inclusion and Diversity Strategy 2018–22</i>, and the underrepresented groups identified in the strategy, have been considered in the development of human resources policies and procedures.
Promote the rights, interests and wellbeing of women and girls from culturally diverse backgrounds.		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> OWVP have implemented the Safe and Diverse Communities grants program to support small, targeted, community-led projects to increase the capability of multicultural communities to recognise, respond and prevent sexual, domestic and family violence across Queensland. \$1 million

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					<p>has been committed over four years with the total allocation of \$250,000 for the 2021 grants program, with applications invited for initiatives seeking funding from \$10,000 to \$25,000, with the first round of grants opening on 14 October 2021.</p> <ul style="list-style-type: none"> Over the next four years, DJAG is investing \$6 million in response to domestic, family and sexual violence (DFSV) in CALD communities. This includes: <ul style="list-style-type: none"> \$2 million for indirect support for people experiencing DFSV \$1 million community grants program to support small, targeted community led projects \$3 million long term change program. DJAG convenes a domestic and family violence prevention CALD roundtable, established in 2020. The roundtable provides expert advice regarding DFSV in CALD Queensland communities in order to ensure DFSV reform activities are informed by robust, evidence-based knowledge. The roundtable recently convened in September 2021 to help inform the implementation of specific funding for the prevention of DFSV in CALD communities. The <i>Queensland Women's Strategy 2016-21</i> outlines our vision for women and girls that the Queensland community respects women, embraces gender equality and promotes and protects the rights, interests and wellbeing of women and girls. Public consultation on a new strategy was held from 12 August to 8 October 2021 to build on the progress and achievements made. We will review the feedback received and incorporate this into a new strategy, which will be released in early 2022. OWVP is also a proud supporter of initiatives with a strong focus on recognising and celebrating women and girls from CALD backgrounds including through the Investing in Queensland Women grant program and sponsorship of the Australian Women in Music Awards and the Women of the World festivals.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. 		Multiple agencies including DJAG	2019–22		

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<ul style="list-style-type: none"> Ensure all ministerial and agency correspondence with customers are culturally responsive and reflective of Queensland's diverse community. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> The Executive Services Branch (ESB) have continued to ensure correspondence and briefs support action. Human rights considerations have also been introduced and monitored by ESB for compliance in briefing material.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ³ . 		All agencies	2019–22		
<ul style="list-style-type: none"> Include the commitment to addressing racism in executive performance agreements, and in leadership and management capability development programs. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> The principles of the <i>DJAG Inclusion and Diversity Strategy 2018–22</i> are reflected in the Director-General's and senior executive performance agreements. These principles are also embedded in DJAG leadership and management capability development programs.
<ul style="list-style-type: none"> Promote key messages about addressing racism to staff via implementation of Our Charter. 		DJAG	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> The DJAG intranet page is currently being reviewed for further improvements to inform our leaders and staff.

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*.