





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

**Annual Reporting for 2019-20  
DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL**

**Priority area 1: Culturally responsive government**



**Outcomes:**

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

| Action  | AQP   | Responsible agency   | Timeframe | Progress status for 2019-20 | 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.  |    | Multiple agencies, including the Department of Justice and Attorney General (DJAG) | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>• In 2019 DJAG undertook a departmental-wide consultation with business areas to discover where culturally-diverse customer data was already being collected.</li> <li>• An implementation plan has been drafted and further work is in progress to realise data collection opportunities.</li> </ul>  |
| 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"> <li>• Promote the availability of translation services offered to Blue Card Service customers through staff training and provision of information.</li> </ul>  |  | DJAG   | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>• In line with the commencement of the new Blue Card Services <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.</li> <li>• All fact sheets and posters for Blue Card Services include contact details and contact centre hours, along with affiliated logos for ‘Translating and Interpreting Service’, ‘Interpreter’ and ‘National Relay Service’. Additionally, a poster was produced which promotes the use of translation services in four different languages.</li> <li>• Blue Card Services’ reception area displays available translation and national relay services.</li> <li>• Blue Card Services are currently in the process of having call centre on-hold messaging translated into 5 different languages.</li> </ul> |




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| <ul style="list-style-type: none"> <li>Publish and promote multilingual resources including factsheets, guides and videos on a variety of consumer topics.</li> </ul> |  | DJAG               | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>The Blue Card Services <i>No Card, No Start</i> campaign planning has produced a range of resources including social media and radio ads, as well as fact sheets and posters, which are being translated into multilingual formats. These were developed throughout 2019–20 and will be rolled out during 2020–21.</li> <li>In addition to the <i>No Card No Start</i> campaign, the Blue Card Services Community Information Team has developed a Cultural and Linguistically Diverse (CALD) Communication Strategy. The strategy contains a range of initiatives to be undertaken through future BAU activities. Objectives of the strategy are:               <ol style="list-style-type: none"> <li>Promote and advise applicants of the availability of interpreting services</li> <li>Provide resources on the Blue Card Services website that are translated into multiple languages</li> <li>Develop and undertake targeted education about the Blue Card System in CALD communities.</li> </ol> </li> <li>The Registry of Births, Deaths and Marriages has created a digital flyer about the birth registration process in six different languages. This digital flyer will be released in 2020–21 and be available for hospitals to download.</li> <li>A plain language guide to Queensland’s new Human Rights laws, produced in May 2020, is available in English, Simplified Chinese, Vietnamese and Torres Strait Creole.<br/><a href="https://www.publications.qld.gov.au/dataset/a-plain-language-guide-to-the-human-rights-act-2019">https://www.publications.qld.gov.au/dataset/a-plain-language-guide-to-the-human-rights-act-2019</a></li> <li>The Office of Fair Trading 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.</li> </ul> |
| <ul style="list-style-type: none"> <li>Support access to translated resources through a dedicated webpage.</li> </ul>   |  | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>Translated resources for the Blue Card Services website have been developed by the Blue Card Services Community Information Team.</li> <li>The Office of Fair Trading maintains a specific website section from where all translated resources can be accessed.</li> </ul>   |




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|  |   |                    |           |                             | <ul style="list-style-type: none"> <li>Both <a href="http://www.justice.qld.gov.au">www.justice.qld.gov.au</a> and <a href="http://www.qld.gov.au/law">www.qld.gov.au/law</a> provide a link to <a href="https://www.qld.gov.au/help/languages">https://www.qld.gov.au/help/languages</a></li> </ul>   |
| <ul style="list-style-type: none"> <li>Engage with people from culturally diverse backgrounds through participation at community events and conducting information sessions in educational and community-based settings.</li> </ul>                                  |    | DJAG               | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>The Registry of Births, Deaths and Marriages have continued to roll out their Indigenous birth registration program which includes community engagement and visits to different culturally diverse communities across Queensland.</li> <li>Blue Card Services undertook numerous community engagement activities throughout Queensland. These included various multicultural events in South East Queensland as well as Aboriginal and Torres Strait Islander community visits, events and workshops. There is an intention to continue these activities in 2020–21, pending COVID-19 restrictions.</li> <li>The Office of Fair Trading 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.</li> <li>The Office of the Director of Public Prosecutions (ODPP) continues to foster its mutually beneficial relationship with the Office of the Public Prosecutor (OPP) in Papua New Guinea, which includes ODPP prosecutors visiting Papua New Guinea to facilitate and present at training workshops for the OPP.</li> </ul> |
| <ul style="list-style-type: none"> <li>Disseminate fair trading information to vulnerable Queenslanders, including those from culturally diverse backgrounds, through other government agencies, non-government organisations and local community groups.</li> </ul> |  | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>The Office of Fair Trading works with other government agencies, non-government organisations and local community associations to disseminate fair trading information to vulnerable Queenslanders.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Use and promote availability of interpreter services to access any of the agency's information or services.</li> </ul>  |  | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>Links are available on both <a href="http://www.justice.qld.gov.au">www.justice.qld.gov.au</a> and <a href="http://www.qld.gov.au/law">www.qld.gov.au/law</a> to <a href="https://www.qld.gov.au/help/languages">https://www.qld.gov.au/help/languages</a> which provides information on translating and Interpreting Services.</li> <li>Blue Card Services promotes interpreter services on their website and at their reception desk.</li> </ul>  |




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|  |   |                    |           |                             | <ul style="list-style-type: none"> <li>The ODPP has several staff that offer interpreter services for prosecution purposes, mainly for witness conferencing and corresponding with victims of crime and their families.</li> </ul>   |
| 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"> <li>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.</li> </ul> |  | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>DJAG staff undertook the Cultural Awareness Training provided by the Indigenous Training provider, Banaam. Blue Card Services staff also attended Banaam's Advanced Cultural Intelligence Training.</li> <li>Blue Card Services provided Cultural Competence training to Contact Centre and Community Information staff through Margaret Bornhorst Cross-Cultural training provider.</li> <li>The department's Ethical Standards Unit runs mandatory annual training, in-person and online, for all 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 2,834 staff in 2019–20. Additionally 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 39 managers in 2019–20. 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.</li> </ul> |





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| <ul style="list-style-type: none"> <li>Actively encourage all staff to undertake the online cultural competency training to improve the way staff work with people from culturally diverse backgrounds.</li> </ul>                              |    | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Deliver leadership and management capability development programs which include topics related to inclusion and diversity, respectful behaviours and awareness of bias.</li> </ul>                       |    | DJAG               | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>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.</li> <li>All ODPP staff are encouraged to complete the online cultural competency training on Evolve, both during the induction process and throughout the duration of their employment with the Office.</li> </ul>   |
| <ul style="list-style-type: none"> <li>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.</li> </ul> |  | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ul> |

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| <ul style="list-style-type: none"> <li>Encourage and support staff to attend training to improve cross cultural understanding and communication in the workplace.</li> </ul>    |    | DJAG               | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>COVID-19 has impacted the availability of face-to-face cultural awareness and capability building training. Instead the department is actively promoting staff to access the online SBS Inclusion program modules.</li> <li>Blue Card Services provided Cultural Competence training to Contact Centre and Community Information staff through Margaret Bornhorst Cross-Cultural training provider.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Support key staff members to complete cultural competency training to ensure services delivered are respectful and inclusive.</li> </ul> |    | DJAG               | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>Incorporated in relevant DJAG training packages.</li> </ul>   |
| Commit to increasing all forms of diversity on Queensland Government boards.  |  | All agencies       | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>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.</li> <li>Contributes regular reports on the whole-of-government <i>Women on Boards Initiative</i>.</li> <li>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.</li> </ul> |
| Provide funding to support the provision of specialist legal support and advice for refugees and people seeking asylum.   |  | DJAG               | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>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.</li> </ul>   |

**Insert case studies or good news stories to highlight achievements relevant to Priority area 1:**

- In March 2020 the Office of Fair Trading attended the Islamic Women’s Association of Australia’s *Community Connections Day*. The OFT provided information and advice about consumer rights including tips on how to avoid scams like itinerant door-to-door traders.









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**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  | AQP   | Responsible agency | Timeframe | Progress status for 2019-20 | Achievements and outcomes for people from culturally and linguistically diverse communities   |
|---|---|--------------------|-----------|-----------------------------|---|
| Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.  |    | All agencies       | 2019–22   |                             |   |
| <ul style="list-style-type: none"> <li>• Promote the benefits of embedding the Multicultural Queensland Charter in practice through intranet bulletins and good news stories.</li> </ul>  |    | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>• 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.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Promote the Multicultural Queensland Charter to new staff through agency induction initiatives.</li> </ul>   |  | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>• DJAG's commitment to inclusion and diversity is embedded in the departmental induction program and resources for new employees.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Encourage and support staff to participate in events and access resources related to the Multicultural Queensland Charter.</li> </ul>  |  | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Through the manageHR newsletter managers are encouraged to support awareness raising within their teams and participation at events related to the Multicultural Queensland Charter.</li> <li>• The Blue Card Services Community Information Team 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. Note pads have been printed by Banaam. Blue Card Services purchased the desk pads in 2019–20 for distribution in 2020–21.</li> </ul> |
| <ul style="list-style-type: none"> <li>• Display the Multicultural Queensland Charter in workplaces</li> </ul>  |  | DJAG               | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>• The Multicultural Queensland Charter is displayed in some DJAG workplaces.</li> </ul>  |

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| <ul style="list-style-type: none"> <li>Consider the Multicultural Queensland Charter when reviewing policies and procedures that impact on service delivery to clients from culturally diverse backgrounds.</li> </ul> |    | DJAG                              | 2019–22   | <b>On track</b>             | <ul style="list-style-type: none"> <li>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.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Embed principles of the Multicultural Queensland Charter into the agency's Diversity and Inclusion Plan.</li> </ul>   |    | DJAG                              | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>The <i>DJAG Inclusion and Diversity Strategy 2018–22</i> addresses seven specific areas of focus related to:               <ul style="list-style-type: none"> <li>- 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</li> <li>- 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.</li> </ul> </li> <li>The Charter principles are embedded in the <i>DJAG Inclusion and Diversity Strategy 2018–22</i>.</li> </ul> |
| <ul style="list-style-type: none"> <li>Raise awareness of the Multicultural Queensland Charter in leadership and management capability development programs.</li> </ul>  |  | DJAG                              | 2019–22   | <b>Yet to commence</b>      | <ul style="list-style-type: none"> <li>This activity will be part of embedding the Leadership competencies for Queensland in DJAG.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Embed principles of the Multicultural Queensland Charter in human resource policies and procedures.</li> </ul>  |  | DJAG                              | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>The principles of the <i>DJAG Inclusion and Diversity Strategy 2018–22</i>, and the underrepresented groups identified in the Strategy, are considered in the development of human resources policies and procedures.</li> </ul>   |
| Celebrate and promote Queensland's multicultural identity, such as through government publications and communication.  |  | Multiple agencies, including DJAG | 2019–22   |                             |   |
| <ul style="list-style-type: none"> <li>Ensure all ministerial and agency correspondence with customers are culturally responsive and reflective of Queensland's diverse community.</li> </ul>                          |  | DJAG                              | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>The Executive Services Branch has continued to ensure correspondence and briefs support this action.</li> <li>Human Rights considerations has also been introduced and monitored by ESB for compliance in briefing material.</li> </ul>  |
| Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign.  |  | All agencies                      | 2019–22   |                             |   |



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| <ul style="list-style-type: none"> <li>Promote key messages about addressing racism to staff via implementation of <i>Our Charter</i>.</li> </ul>  |  | DJAG               | 2019–22   | <b>Yet to commence</b>      | <ul style="list-style-type: none"> <li>This activity will be part of embedding the Leadership competencies for Queensland in DJAG.</li> <li>The DJAG intranet page is currently being reviewed for further improvements to inform our leaders and staff.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Include the commitment to addressing racism in executive performance agreements, and in leadership and management capability development programs.</li> </ul> |  | DJAG               | 2019–22   | <b>Completed</b>            | <ul style="list-style-type: none"> <li>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.</li> <li>These principles are also embedded in DJAG leadership and management capability development programs.</li> </ul> |

**Insert case studies or good news stories to highlight achievements relevant to Priority area 2:**

NIL