

# Multicultural Action Plan 2016-17 – 2018-19

## 2017-18 Annual Report

Department of Housing and Public Works

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## 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 – (1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.
- The policy is being implemented through a 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. This report fulfils this requirement for 2017-18 for the **Department of Housing and Public Works (DHPW)**.

## Priority area 1: Culturally responsive government

### Outcome: Improved knowledge about customers' diversity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
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: DCSYW DHPW	2016-17	Completed	Reporting completed in 2016-17 period.
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	DJAG DoE DTMR QFES QH, including HHS QPS	2016-19	On track	<ul style="list-style-type: none"> <li>• Sport and Recreation employees undertook cultural capability training between June 2017 and December 2017.</li> <li>• The Culturally and Linguistically Diverse (CALD) Customer Implementation Plan includes communication and engagement strategies to ensure staff are aware of data collection around CALD clients and the importance of capturing this information. However, our current computer system does not have the capability to capture this information.</li> <li>• The department has scheduled the release of the new tenancy computer system for late 2019. Training and implementation of CALD clients' data collection will be an integral part of the training package for the new system.</li> <li>• The Reside solution allows for the capture of cultural diversity including language, nationality, gender, country of birth, indigenous descent, ethnicity, interpreter required and marital status.</li> <li>• This information is used as part of the person-centred approach to provide culturally appropriate services that support a diverse client base.</li> </ul>
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	Completed	Reporting completed in 2016-17 period.

## Outcome: Culturally capable services and programs

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Engage with culturally diverse individuals and communities to improve understanding of the full range of housing and homelessness services, including development of culturally appropriate information resources.	DHPW	2016-19	On track	<ul style="list-style-type: none"> <li>Engagement across the community will ensure that diverse client voices will inform the Service Delivery Transformation being delivered through the Queensland Housing Strategy 2017-2027.</li> <li>Meetings have occurred with Responsive Government to discuss the progression of a Queensland Government Housing Portal that will consolidate information to ensure it is accessible to people of all abilities, including people from culturally and linguistically diverse backgrounds.</li> <li>DHPW aims to assist people who are homeless or at risk of becoming homeless to obtain housing, maintain their housing and maximise their capacity to be independent, self-reliant and connected to appropriate social and community supports. Through the national homelessness data collection, Queensland collects information about the diversity of people who use Specialist Homelessness Services and can target place-based responses to cultural needs.</li> </ul>
Deliver tenancy training to support more successful tenancy outcomes for people from culturally diverse backgrounds as and where appropriate, with a focus on addressing the causes of housing vulnerability for particular client groups.	DHPW	2016-19	Completed	Reporting completed in 2016-17 period.
Include specific requirements for culturally capable service delivery and practices in future funding agreements for housing services.	DHPW	2016-19	On track	<ul style="list-style-type: none"> <li>All Specialist Homelessness Services funding agreements contain a provision to comply with the Homelessness Program Guidelines which require funded services to operate with low or no entry requirements for clients and be flexible and sensitive to the needs of individual clients, including cultural needs, through the design and delivery of services.</li> </ul>
Ensure equitable access for people from culturally diverse backgrounds to affordable and secure housing options through available services and programs.	DHPW	2016-19	On track	<ul style="list-style-type: none"> <li>The department provides housing and homelessness products and services to clients based on their needs and circumstances.</li> <li>Reform is occurring for the approach to clients' access and pathways for clients through the Queensland Housing Strategy 2017-2027.</li> <li>The department offers a range of products and services to assist clients to access or remain in the private rental market, including: <ul style="list-style-type: none"> <li>RentConnect</li> <li>Queensland State-wide Tenants' Advice (QSTARS)</li> <li>Park and Village Information Link</li> <li>Home Assist Secure</li> <li>Bond Loans</li> <li>Rental Grants</li> <li>Dollars and Sense – pilot only.</li> </ul> </li> <li>All Specialist Homelessness Services funding agreements contain a provision to comply with the Homelessness Program Guidelines which require funded services to operate with low or no entry requirements for clients and be flexible and sensitive to the needs of individual clients, including cultural needs, through the design and delivery of services.</li> </ul>

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Provide support for tenants to access culturally appropriate services and programs.	DHPW	2016-19	On Track	<ul style="list-style-type: none"> <li>Engagement across the community will ensure that diverse client voices will inform the Service Delivery Transformation being delivered through the Queensland Housing Strategy 2017-2027.</li> <li>Through TenantConnect, the department's tenant engagement program, a range of culturally appropriate tenant activities have been delivered including a Traditional Gardening Project on Palm Island, community education program In Yallambee, short film and scrapbooking project to document oral stories in Townsville and an art exhibition held by residents of the Jimaylya Topsy Harry Centre.</li> <li>The department offers a range of products and services to assist clients to access or remain in the private rental market, including: <ul style="list-style-type: none"> <li>RentConnect</li> <li>Queensland State-wide Tenants' Advice (QSTARS)</li> <li>Park and Village Information Link</li> <li>Home Assist Secure</li> <li>Bond Loans</li> <li>Rental Grants</li> <li>Dollars and Sense – pilot only.</li> </ul> </li> </ul>
Ensure diversity in recruitment for qualitative research and quantitative studies when undertaking community research to inform and improve government services	DHPW	2017-18	Completed	<ul style="list-style-type: none"> <li>For the 2017-18 financial year, 1 in 6 customers engaged by the One-Stop Shop (under the former DSITI - now Responsive Government team), who participate in Queensland Government service delivery research activities, identified as being from a culturally diverse background.</li> <li>HPW's Responsive Government team ensures that a diverse range of citizens are recruited for its customer research activities (where appropriate) through use of inclusive specifications and industry best practice.</li> </ul>

### Outcome: A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status	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>DHPW's current employment rate of staff with Non-English speaking backgrounds is 13.1%, which exceeds the Public Service Commission target of 10%.</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 DCDSS DCSYW DES DITID DHPW DoE	2016-19	Completed	<ul style="list-style-type: none"> <li><i>Aboriginal and Torres Strait Islander Advancement Framework 2017-2020</i> implemented.</li> <li><i>Diversity and Inclusion Strategy 2017-2020</i> implemented.</li> <li><i>Disability Services Plan 2017-2020</i> implemented.</li> <li>Sport and Recreation has employed an Indigenous Intern within its Cairns office to provide a work experience opportunity.</li> </ul>

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Strengthen cultural capability components of tenancy management, training and support for housing staff.	DHPW	2016-19	On track	<ul style="list-style-type: none"> <li>• Delivery of relevant training modules focusing on strengthening responses that are culturally appropriate.</li> <li>• Currently four courses address cultural capability components:                             <ul style="list-style-type: none"> <li>– Introduction to Housing Client</li> <li>– Intake and Assessment</li> <li>– Reflect, Effect, Opportunity</li> <li>– Complaints and Breach Management.</li> </ul> </li> </ul>

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

### Outcome: Queenslanders celebrate our multicultural identity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Showcase Queensland's rich multicultural heritage and archival records through social media.	DHPW	2016-17	Completed	Reporting completed in 2016-17 period.

### Outcome: Connected and resilient communities

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Encourage Queenslanders from diverse backgrounds to participate in sport and active recreation, including through targeted promotion of Get Started Vouchers (GSV) to communities.	DHPW	2016-19	On track	<ul style="list-style-type: none"> <li>• Approximately 10% of all GSV vouchers are now provided to children through referral agents.</li> <li>• The proportion of GSV applicants identified as Aboriginal or Torres Strait Islander continues to increase with each program round offered.                             <ul style="list-style-type: none"> <li>– Round 10 – 12% of all GSV applicants identified as Aboriginal or Torres Strait Islander</li> <li>– Round 11 – 15% of applicants identified as Aboriginal or Torres Strait Islander.</li> </ul> </li> <li>• Sport and Recreation will continue to work with referral agents, who are instrumental in supporting children and young people in receiving vouchers, from a diversity of Queensland Government agencies who work with children and young people from diverse range of backgrounds, including but not limited to:                             <ul style="list-style-type: none"> <li>– Department of Aboriginal and Torres Strait Islander Partnerships</li> <li>– Department of Communities, Disability Services and Seniors</li> <li>– Department of Education</li> </ul> </li> </ul>

## Priority area 3: Economic opportunities

### Outcome: Queensland gets the most benefit from our diversity and global connections

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Deliver the Advance Queensland Community Digital Champions Pilot Program to encourage all Queenslanders to participate in the global digital economy.	DHPW	2016-17	Completed	Reporting completed in 2016-17 period.

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

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Explore service delivery options to make it easier for people to settle in Queensland by connecting them to the support and services they need to achieve meaningful employment.	DHPW	2016-17	Completed	Reporting completed in 2016-17 period.

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