

Our story, our future

Multicultural Action Plan 2019-20 to 2021-22

2019-20 Annual Report

Department of Housing and Public Works



**Queensland
Government**

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

Annual Reporting for 2019-20 DEPARTMENT OF HOUSING AND PUBLIC WORKS

Background

- ‘Our story, our future’ is the Queensland Government’s Multicultural Policy (the 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 Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first [Multicultural Action Plan](#), and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.
- The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of 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 report below fulfils this requirement for 2019-20 for the **Department of Housing and Public Works**.

Priority area 1: Culturally responsive government

Outcomes:

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

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Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds.	Multiple agencies, including DHPW	2019–22	Completed	Progress against activities and milestones from CALD Implementation Plan 2017-19 are as follows: <ul style="list-style-type: none"> • New information system Reside/CMS implemented • Communication strategy for Reside/CMS completed • Training for Reside/CMS completed • Collection of CALD data via the Reside/CMS system is ongoing • Monitoring, reporting and evaluation of CALD data is ongoing.
Use diversity and customer experience data to inform and improve service design. <ul style="list-style-type: none"> • Ensure the needs and interests of people from culturally diverse backgrounds are engaged in the agency's customer research, including through the whole-of-government customer satisfaction survey. 	DHPW	2019–22	On track	DHPW's housing and homelessness information systems Reside and CMS both capture cultural and linguistic information on customers, including country of birth, languages and interpreter requirements. The data capability of these new systems is still being explored, including how it will inform future service planning and program design. CALD communities have been well represented in the customer research led by QGCDP Design and Capability Branch in 2019/20:

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				<ul style="list-style-type: none"> • 8-10% of survey respondents to the three whole-of-government customer surveys were from CALD communities • 17% of the 48 participants in service design and user testing projects were from CALD communities <p>CALD membership for the purpose of the customer research is defined as speaking a language other than English at home.</p>
<p>Use diversity and customer experience data to inform and improve service design.</p> <ul style="list-style-type: none"> • Partner with agencies to apply a Human-Centred Design approach to better understand customer insights, including the needs and interests of people from culturally diverse backgrounds, for improved design and delivery of government services. 	DHPW	2019–22	On track	<p>Family Fresh Garden project is a community led and initiated project delivered in partnership with local councils, community agencies and DATSIP.</p> <p>TenantConnect funding was provided to deliver 300 raised garden beds, soil and seedlings to social housing households in Remote Indigenous Communities (Cooktown, Laura, Coen, Wujal Wujal and Hope Vale) during COVID 19 restrictions.</p> <p>This project supports tenants in these communities to keep active, grow healthy food and maintain positive mental well-being during COVID 19</p>

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				<p>restrictions. Feedback from participants will be used to inform future community programs.</p> <p>Service Delivery Transformation underway in line with the Queensland Housing Strategy 2017-2027 includes transformation of the intake and assessment approach to deliver person-centred solutions that offer a holistic and tailored solution to address customers' housing and support needs, using Pathway Planning.</p> <p>The Service Delivery Transformation is informed by human-centred design through customer experiences articulated in customer journey maps, discovery projects, stakeholder and staff co-design workshops to ensure customer and stakeholder voices are heard and considered when designing and delivering housing and support services and products</p> <p>The Toowoomba Housing and Homelessness Hub is a good example of this being established through a co-design process with customers, staff and community partners.</p>

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				<p>The department has led the development of community-led, place-based local housing plans in Aboriginal and Torres Strait Islander communities across Queensland to understand the housing needs, priorities and aspirations of Aboriginal and Torres Strait Islander Queenslanders.</p> <p>Collaborated with PSC to facilitate 23 Human-Centred Design training sessions with 297 attendees across 17 agencies including:</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander Partnerships • Child Safety, Youth and Women • Education • Employment, Small Business and Training • Environment and Science • Health • Housing and Public Works • Innovation, Tourism Industry Development and Commonwealth Games • Justice and Attorney General • Natural Resources, Mines and Energy • Office of Industrial Relations • Premier and Cabinet

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				<ul style="list-style-type: none"> • Public Safety Business Agency • Public Service Commission • Queensland Rural and Industry Development Authority • Transport and Main Roads • Public Trustee <p>Achieved an overall customer satisfaction of >98%. Due to Covid-19 restrictions no training was undertaken from April to June.</p>
<p>Foster cross-sector partnerships to increase participation of people from culturally diverse backgrounds in government and community services.</p> <ul style="list-style-type: none"> • Work in partnership with community organisations to enhance participation of people from culturally diverse backgrounds in physical activity. 	DHPW	2019–22	Completed	Sport and Recreation collaborated with community organisations to deliver the Welcome Sport Multicultural Festival (see case studies/good news stories below).
Increase cultural understanding and capability of staff by providing				HPW has obtained a three-year licence for employees to access the SBS suite of on-line

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<p>access to events, training and development opportunities.</p> <ul style="list-style-type: none"> • Deliver cultural capability training to all staff. 	DHPW	2019–22	On Track	<p>learning diversity training modules. The SBS cultural capability module is one of 7 modules and is now available to staff.</p> <p>Each year the department celebrates key multicultural events with a view to recognising the value multiculturalism brings to the workplace and community. A key element of these celebrations is to educate employees. For Harmony week this year the department launched its second Taste of Harmony Cookbook, which showcases the diversity of our multicultural workforce. The book profiles our employees, their recipes and culture.</p>
<p>Commit to increasing all forms of diversity on Queensland Government boards.</p>	All agencies	2019–22	On Track	<p>Within the Minister’s portfolio there are currently 13 Boards, of which 11 contribute to the Government’s gender diversity targets.</p> <p>6 of the 13 Boards operating within broad realm of the building and construction industry – which has a disproportionately high male workforce.</p> <p>Of the 10 Boards that have a dedicated Chairperson, 5 are chaired by women.</p>

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				<p>Across the Minister's portfolio there has been a progressive increase in the number of, and percentage of, women on boards as follows:</p> <ul style="list-style-type: none"> • January 2016 – 24% • March 2017 – 32% • July 2018 – 49% • August 2020 – 51.5% <p>When individual Board vacancies arise – consideration is given to the different approaches that may be used to increase awareness of opportunities including:</p> <ul style="list-style-type: none"> • Critically assessing skill and experience requirements for Board positions • Seeking broad pools of applicants wherever possible • Informing stakeholders of the government's gender diversity policy and targets and encouraging them to include women amongst their nominees • Presenting the decision-maker with all applications received • Running specific campaigns where active encouragement and awareness may be needed.

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Provide a suite of products and services to access, secure and sustain private rental tenancies for eligible Queenslanders, which may include those from culturally diverse backgrounds.	DHPW	2019–22	Completed	<p>The department has significantly increased access to the suite of private rental market assistance by lifting the income limit threshold, recognising that low-income Queenslanders who are struggling to enter and remain in the private rental market is on the rise.</p> <p>Alongside expanding the number of customers able to access the existing private market assistance products (in 2019-20: Bond Loans – 23,233, Rental Grants – 9,524 and RentConnect – 11,908), the department has:</p> <ul style="list-style-type: none"> • introduced the ‘Rent Security Subsidy’ to overcome unexpected, short-term life events (illness, relationship breakdown, etc) which may cause rent arrears and jeopardise a private rental tenancy. In 2019-20, 191 households were assisted • created the ‘Helping Hand Headlease’ to overcome non-financial barriers for families that can afford to pay the market rent but have not been successful in securing a private market tenancy for other reasons. In 2019-20, 122 families were assisted

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				<ul style="list-style-type: none"> • partnered with the sector to fund and develop a competency based, tenancy skills training program, with course content input from the real estate sector (REIQ, Tenants' Queensland and RTA) which prepares Queenslanders with the right skills and knowledge to be a model tenant. In 2019-20, nearly 1000 (990) students commenced this training • delivered dedicated 'No Interest, No Fee' (NILS) housing loans. In 2019-20, 290 referrals resulted in over 230 detailed financial and personal budgeting advice sessions completed, with 90 loans issued to vulnerable, low income Queenslanders to enter and sustain their private rental tenancy.
<p>Case Study: Welcome Sport Multicultural Festival</p> <ul style="list-style-type: none"> • Sport and Recreation collaborated with Welcome Sport, Multicultural Australia, three State Level Organisations, three local level sport and recreation agents, and the University of Queensland to deliver the Welcome Sport Multicultural Festival at Yeronga. • The Festival was targeted at newly arrived families to Australia but was open to the community to provide the opportunity to participate in a number of different sports and link to a sport and recreation organisation for long-term participation. • As a follow-up to the Festival, two FairPlay registration sessions were conducted for eligible festival participants and newly arrived families to access FairPlay vouchers and be linked to local sport and recreation organisation. 				

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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<p>Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.</p> <ul style="list-style-type: none"> • Include the Multicultural Queensland Charter in staff induction and display it throughout workplaces. 	DHPW	2019–22	On Track	The Multicultural Queensland Charter is promoted on the Department’s Intranet Page and promoted during specific events and celebrations.

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<ul style="list-style-type: none"> • Ensure Sport and Recreation representation on the Multicultural Employee Reference Group. 	DHPW	2019–22	N/A	This action is replicated from a former NPSR period. HPW do not have a Multicultural Employee Reference Group. Please remove from future Plans.
<ul style="list-style-type: none"> • Promote inclusion best practice in all sport and recreation policy and service delivery, such as by embedding principles of the Multicultural Queensland Charter in funding agreements. 	DHPW	2019–22	On track	Active Industry Fund and Active Industry Partnership agreements include a requirement for the organisations to have a policy in relation to inclusive sport.
<ul style="list-style-type: none"> • Influence the active industry and partners to consider inclusion best practice in all policy and service delivery. 	DHPW	2019–22	On track	Active Industry Fund and Active Industry Partnership agreements include a requirement for the organisation to have a policy in relation to inclusive sport. Pilot programs have been funded through the Active Industry Partnership program, including a program to engage with new arrivals. Learnings from these programs to be shared with the Industry.
Assist in reducing financial barriers to physical activity for eligible children and young people,	DHPW	2019–22	On track	Under FairPlay (Rounds 1 and 2) in the 2019-2020 financial year 7,189 vouchers were redeemed by activity providers for eligible children and young

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including those from culturally diverse backgrounds, through a subsidy program.				people who either had a parent migrate or themselves migrated to Australia. (See case studies/good news stories below for Sport and Recreation funded projects).
<p>Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign.</p> <ul style="list-style-type: none"> • Promote and share the Australian Human Rights Commission Racism. It stops with me campaign materials internally and externally through existing networks and stakeholders. 	DHPW	2019–22	On Track	The department includes and promotes the <i>Racism Stops with me</i> campaign as part of its Diversity and Inclusion Strategy.
<p>Case Study: ACCESS Community Services Ltd (Logan and Goodna)</p> <ul style="list-style-type: none"> • Funded by HPW (Sport and Recreation) under Event Sponsorship for \$225,000 over 3 years (2017 – 2019) • Developed a Multicultural Sports Club which provides the CALD community with a pathway into mainstream community sport • Facilitated a multicultural football league • Coordinated an annual come and try day known locally as ‘Harmony Day’ in partnership with State Sporting Organisations and local community services. (eg. Reclink, AFLQ, Football Qld, Netball Qld) • The Multicultural Sports Club utilised the Department’s FairPlay voucher scheme. • South Coast regional team had fortnightly meetings with the organisation to provide ongoing support. 				

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<p>Case Study: Logan Together</p> <ul style="list-style-type: none"> • Funded by HPW (Sport and Recreation) under the Community Active Partnership fund for \$995,000 over 3 years (2019 – 2021) • This is a place-based collaborative project that aims to provide physical activity opportunities to community members in Logan who are most in need of support with a focus on Eagleby, Kingston and Woodridge. • Developed a COVID Adaption plan which provided over 1,000 physical activity packs to local Logan households, containing important information, essential sports equipment and play resources to help families keep engaged and active. • Stronger Together website launched which provides an online portal targeting Logan households by providing a range of online physical activity sessions delivered by local heroes, including ACCESS Services. • Coordinated a professional development session for over 50 Logan organisations on ‘The Power of Childhood Play to Develop Physical Literacy’. • South Coast Regional team sit on the CAP SAC (Community Active Partnership Program Steering and Advisory Committee) for the program. 				

Priority area 3: Economic opportunities

Outcomes:

- Queensland gets the most benefit from our diversity and global connections
- Individuals supported to participate in the economy

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Ensure future investments in sport and recreation infrastructure and programs are best practice and generate social benefits for the community, where appropriate, to meet the needs of people from culturally diverse backgrounds.	DHPW	2019–22	On track	Active Community Infrastructure Round 1 is delivering \$16 million in funding for infrastructure projects to 21 organisations Active Community Infrastructure initiative aims to provide fit-for-purpose, universally designed infrastructure to communities that need it most. (See case studies/good news stories below for Sport and Recreation funded infrastructure projects).
Provide pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum, such as through work experience, internships or targeted recruitment.	Multiple agencies, including DHPW	2019–22	Yet to commence	To date the department has not undertaken specific pathways for this target group. Will work with PSC and DGLMRA on any whole of government initiatives to support employment. HPW has commenced reviewing its recruitment and selection practices to ensure candidates from

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				diverse groups are better able to participate in the recruitment process.
<p>Case Study: DHPW (Sport and Recreation) Infrastructure projects with total funding of \$433,139 (GST exclusive):</p> <ul style="list-style-type: none"> • Vovinam Inc (Vietnamese Community Organisation): \$104,893 in funding to install new amenities to a facility to support Vietnamese martial art at Inala • Brisbane Punjabi Community Club Ass. Inc (Indian community organisation): \$100,000 in funding to install lighting to support football at Stretton State College • Welcome Sport Ltd (Sporting club for newly arrived Queenslanders and broader community): \$228,246 in funding to upgrade existing lighting and develop a playing field to support football at Leyshon Park, Yeronga 				