

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

**QUEENSLAND FIRE AND EMERGENCY SERVICES**  
**Annual Reporting for 2019-20**

## 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 **Queensland Fire and Emergency Services**.

## Notes

- The list of Government entities covered under 'All agencies' is provided on page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at [www.dlgrma.qld.gov.au](http://www.dlgrma.qld.gov.au), (i) click on 'Multicultural Affairs', (ii) click on 'Queensland Government Multicultural Policy and Action Plan'. All sub-actions, where relevant, for **Queensland Fire and Emergency Services (QFES)** have been listed in this template for ease of reporting.
- The Policy and Action Plan support priorities set out in the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start



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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 QFES	2019–22	Completed 2016-17	<ul style="list-style-type: none"> <li>• The QFES Culturally and Linguistically Diverse Customer Information Implementation Plan was approved in July 2017.</li> <li>• The Implementation Plan was reviewed and updated in 2018 and is under review for 2020. It is anticipated that the reporting of data will commence for 2020-21.</li> <li>• In this context, QFES customers are defined as those who seek services through the following prevention initiatives: <ul style="list-style-type: none"> <li>» <b>Safehome</b> The Safehome program provides information for people, including culturally diverse people, to support them in increasing fire and general safety measures in and around their home. The Safehome booking form seeks information on cultural heritage.</li> <li>» <b>Fight Fire Fascination (FFF) program</b> The FFF program is an initiative designed to support parents and guardians with their efforts to educate their children about fire. It is based on a belief that children and young people can learn skills to remain safe from fire. This is achieved through a series of visits to the home by specially trained firefighters. The FFF enquiry form seeks information on cultural heritage.</li> <li>» <b>Roads Attitudes and Action Planning (RAAP) program</b> RAAP is a practical lifesaving road safety awareness program for young drivers delivered in high schools by operational firefighters. Presenters explicitly cater for the cultural and linguistic needs of the audience through consultation and advice from the education providers. The RAAP program is school based and statistics are provided by the Department of Education.</li> </ul> </li> </ul>



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Support Queenslanders from culturally diverse backgrounds to better prepare for and recover from disasters.		QFES, DCDSS and DSDMIP (QRA)	2019–22		
» Develop, deliver and evaluate community safety education programs that are tailored to the needs of migrant communities, such as by translating information products into other languages and using interpreters.		QFES	2019–22	On track	<ul style="list-style-type: none"> <li>Numerous community safety materials and information, translated into various languages and utilising pictographs, are available on the QFES website - <a href="http://www.qfes.qld.gov.au">www.qfes.qld.gov.au</a></li> <li>During the reporting period, QFES:               <ul style="list-style-type: none"> <li>» developed, in consultation with Multicultural Development Australia Ltd and Moreton Bay Regional Council, a home fire safety pictorial guide for use in culturally and linguistically diverse communities to complement the suite of translated materials (Smoke alarms in Queensland, Fire Safety in Share Housing and Emergency Triple Zero brochures).</li> <li>» translated the Home Fire Safety radio campaign and targeted social media posts to Samoan, Arabic, Mandarin and Indian English. The campaign is timed around winter when there is typically a peak in the number of house fires encouraging residents to prepare their home for a quick escape, and discuss and practice their escape plan</li> </ul> </li> <li>In addition, in August 2019, the Townsville TAFE Adult Migrant English Program supported QFES to promote home fire safety during Multicultural Queensland Month. More than 120 migrants from countries such as Rwanda, Somalia, Bhutan and the Congo visited Pimlico TAFE for a fire safety program. Working with interpreters from the Townsville Multicultural Support Group, firefighters delivered home fire safety information to help people improve their English language skills and learn how to keep themselves and their families safe.</li> </ul>
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities.		All agencies	2019–22		
» Deliver diversity and inclusion training to staff and volunteers.		QFES	2019–22	On track	<ul style="list-style-type: none"> <li>The QFES corporate staff induction program includes a session on inclusion and diversity.</li> <li>The QFES Learning Cache is available to all staff and volunteers and provides learning modules and topics including: cultural awareness, cultural intelligence and cultural competency.</li> <li>The Department of Aboriginal and Torres Strait Islander Partnership's (DATSIP) led module <i>Starting the Journey</i> is available on QFES's Learning Management System (Nexus) and QFES Learning Cache. <i>Starting the Journey</i> is an interactive course that provides insights into interpreting a person's own culture and assists them in gaining an understating of the lived experiences for Aboriginal and Torres Strait Islander peoples in Queensland.</li> <li>The QFES Allies of Inclusion program is intended to build a culture of inclusion, respecting and valuing the diversity of the QFES workforce recognising that all people have different backgrounds, experiences and perspectives. This includes the benefits people from culturally and linguistically diverse backgrounds can bring to the department.</li> </ul> <p>The program builds a visible network of QFES staff who are committed to a workplace culture that is fair, equitable and inclusive. The program involves QFES personnel as agents of positive change contributing to safe, healthy and inclusive workplaces where everyone feels welcomed, accepted, valued and embraced.</p> <p>The program also recognises that having a workforce which is more reflective of the community can provide enhanced understanding of the service delivery needs of Queensland's diverse communities.</p>

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» Actively encourage agency personnel to undertake cultural capability training focused on working with people from culturally diverse backgrounds.		QFES	2019–22	On track	<ul style="list-style-type: none"> <li>• Training modules such as <i>Starting the Journey</i> are available on QFES's Learning Management System (Nexus) and QFES Learning Cache. <i>Starting the Journey</i> is an interactive course that provides insights into interpreting a person's own culture and assists them in gaining an understating of the lived experiences for Aboriginal and Torres Strait Islander peoples in Queensland.</li> <li>• The QFES Corporate Induction program includes a QFES Allies of Inclusion session.</li> </ul>
» Promote the importance of understanding and respecting people from different cultures as part of the agency's diversity narrative.		QFES	2019–22	On track	<ul style="list-style-type: none"> <li>• The <i>QFES Fairness, Equity and Inclusion Framework 2018-2021</i> provides an over-arching framework to promote and support safe, healthy and inclusive workplaces and enables QFES to be more representative of the diversity within Queensland communities and better able to understand service delivery needs.</li> <li>• QFES has in place an Inclusion and Diversity Policy which is based on the Queensland Government's commitment to building an inclusive and diverse workforce. The policy outlines QFES' commitment to supporting the ever-changing needs and expectations of the increasingly diverse communities across Queensland, including people from different cultures, and creating an inclusive and diverse workforce reflecting the community it serves.</li> <li>• The <i>QFES Statement of Cultural Intent</i> ensures we align our actions and behaviours with our shared values and that we work as one department respecting and embracing differences in thought, background, skills, expertise, experience and perspectives, to help build connected and capable communities.</li> <li>• The QFES Gateway (staff intranet) promotes the use of the DATSIP protocols for consultation with Aboriginal peoples and Torres Strait Islander peoples.</li> <li>• The QFES Allies of Inclusion program includes the opportunity for Allies of Inclusion to be part of a number of different Workforce Resource Groups (WRGs). The AllCultures@QFES WRG focusses on our diverse backgrounds across language, cultures and beliefs. The intended outcomes of the WRGs include: <ul style="list-style-type: none"> <li>» building a cohort of staff and volunteers to mobilise at a regional level for fairness, equity and inclusion opportunities and initiatives</li> <li>» networking and mentoring activities</li> <li>» enhancing capability and understanding of diversity</li> <li>» building greater awareness and respect among all staff and volunteers</li> <li>» sharing of broader perspectives and creative ideas for the department, its partners and communities</li> <li>» sharing news and information</li> <li>» support for the organisation's reach into community.</li> </ul> </li> </ul>
» Promote and support staff to attend agency, Queensland Government and community events celebrating cultural diversity, such as during Multicultural Queensland Month.		QFES	2019–22	On track	<ul style="list-style-type: none"> <li>• Various events are promoted throughout QFES on the QFES Gateway (staff intranet) including Multicultural Queensland Month and NAIDOC Week 2019. Due to COVID-19 restrictions on gatherings, no Reconciliation Week or Mabo Day activities could be held in 2020. QFES will continue to support these events in 2021.</li> </ul>

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Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	On track	<ul style="list-style-type: none"> <li>• There were no vacancies on the QFES Board of Management during 2019-20.</li> <li>• General information relating to QFES Fairness, Equity and Inclusion is available to QFES staff via the QFES Gateway. Further information regarding identifying opportunities to increase diversity representation on boards and committees will be made available by the delivery date.</li> <li>• This information will also be available in staff/personal development information on QFES internal platforms (ie: training/learning links).</li> </ul>

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

If not relevant to your agency please insert NIL

**Operation Community Connect**

Operation Community Connect, conducted throughout August 2019, was a multi-agency, state-wide initiative, led by QFES in partnership with the Red Cross, Surf Life Saving Queensland, Volunteer Marine Rescue Association of Queensland, Local Government Association of Queensland and the Queensland Reconstruction Authority —aimed at raising awareness of the importance of resilience, preparation for hazards, and community connectedness. Thousands of volunteers assisted through engagement at local events, shopping centres and door knocking to build a greater understanding of shared responsibility for disaster preparedness. More than 50,000 tea bags with targeted messages and emergency plans were distributed to encourage people to connect with neighbours and households to build a resilient Queensland in the face of disasters and emergencies.

The initiative coincided with Multicultural Queensland Month which helped QFES get the message across many of Queensland’s culturally and linguistically diverse communities. QFES volunteers and staff engaged with community members at events around the state including Toowoomba Languages and Cultures Festival, Sunshine Coast Japan Festival, Rockhampton Cultural Festival and the Ingham Australian Italian Festival is just one way QFES is building resilience across the state.

**Breaking down barriers**

QFES and the Queensland Police Service welcomed 40 community members, originally from Iraq, to their quarterly morning tea on 16 August 2019, co-hosted with the Multicultural Development Association (MDA). All three organisations share a vision in welcoming migrants and refugees to the region.

One family in attendance, the Khalaf family, had fled ISIS capture in Shingal, Iraq and temporary accommodation in a refugee camp in Turkey. Marwan Khalaf said he was excited to be in Toowoomba with his family after their long journey around the globe.

QFES has a proud record of breaking down barriers for migrants and educating them on how emergency services operate in their region. It can be a complex task as many of these people come from war-torn areas where authority figures are feared.



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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		
» Include information about the Multicultural Queensland Charter and its application in staff induction programs.		QFES	2019–22	Completed	<ul style="list-style-type: none"> <li>• Information about the Multicultural Queensland Charter and its application is included in the QFES Corporate Induction.</li> <li>• The Multicultural Queensland Charter is made available and included within the Human Resource system (Nexus) on-boarding process for new personnel.</li> </ul>
» Display the Multicultural Queensland Charter in QFES workplaces, fire stations, State Emergency Service units and other QFES facilities and complexes.		QFES	2019–22	On track	<ul style="list-style-type: none"> <li>• The Multicultural Queensland Charter is displayed in various QFES workplaces. Action to display the Charter in further locations including new buildings, State Emergency Service units and rural fire brigades is continuing.</li> </ul>
» Encourage and support volunteers and staff to participate in events and access resources that promote the benefits of Queensland's diversity.		QFES	2019–22	On track	<ul style="list-style-type: none"> <li>• QFES continued to promote (via the QFES Gateway) and hold events including Multicultural Queensland Month and NAIDOC Week. Due to COVID-19 restrictions on gatherings, no Reconciliation Week or Mabo Day activities could be held in 2020. QFES will continue to support these events in 2021.</li> </ul>
» Embed Multicultural Queensland Charter principles in Human Resource policies and procedures.		QFES	2019–22	Yet to commence	<ul style="list-style-type: none"> <li>• The principles of the Multicultural Queensland Charter will be embedded as an on-going process in the review and maintenance of QFES Human Resource policies and procedures, commencing 2020-21.</li> </ul>

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Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
» Showcase QFES workplaces and volunteer units that demonstrate how their work has benefited from embedding the Multicultural Queensland Charter in practice.		QFES	2019–22	On track	<ul style="list-style-type: none"> <li>QFES published seven separate articles in <i>RESPONSE</i>, Queensland's official Fire and Emergency Services magazine, on QFES multicultural initiatives including its partnership with Townsville TAFE Adult Migrant English Program, NAIDOC Week and working with Aboriginal and Torres Strait Islander communities during COVID-19.</li> <li>QFES promoted multicultural activities and initiatives through social media (Facebook, Instagram and Twitter) and traditional media channels including the QFES mini-documentary which outlines benefits of cultural burning practices and events such as NAIDOC Week. Due to COVID-19 restrictions on gatherings, no Reconciliation Week or Mabo Day activities could be held in 2020. QFES will continue to support these events in 2021.</li> </ul>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		All agencies	2019–22	Yet to commence	<ul style="list-style-type: none"> <li>QFES actions in response to the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign are being developed for implementation 2020-21.</li> </ul>

**Good news stories to highlight achievements relevant to Priority area 2:**

**Supporting the Chinese community**

On 11 December 2019, QFES members attended a meeting of the Chinese Community Crime Prevention Consultative Committee in Far North Queensland led by the Queensland Police Service to help support community preparedness and resilience. QFES provided a presentation about QFES' engagement with the community and response to disasters, including information to help the local community prepare for emergencies.

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Priority area 3: Economic opportunities

Outcomes:

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

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
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 QFES	2019–22	On track	<ul style="list-style-type: none"> <li>• The QFES recruitment attraction campaign ALL IN. ALL FRONTS., launched in February 2018, is designed to attract new members to the workforce and promote QFES as an employer of choice. The campaign website contains detailed information on a variety of roles, a tool to help members of the public find a role that suits their skills and experience and a range of videos featuring QFES members.               <ul style="list-style-type: none"> <li>» QFES offers a diverse range of careers and roles across numerous disciplines including firefighting personnel, emergency management experts, scientists, building fire safety engineers, and communication officers through to personnel in finance, budgeting, staff welfare and building design. Attraction techniques and activities for employment are focused on increasing diversity and attracting and engaging the best candidates possible.</li> <li>» Through ALL IN. ALL FRONTS., the department showcases the many roles and careers available for both paid and volunteer positions. QFES' goal is to highlight the many roles within the department as rewarding and attractive careers to entice a larger number of candidates. ALL IN. ALL FRONTS. can be accessed at <a href="http://www.qfes.qld.gov.au">www.qfes.qld.gov.au</a></li> </ul> </li> <li>• QFES will be progressing a CareerSeekers Intern for placement in early 2021. CareerSeekers is a non-profit social enterprise that works with employers to create paid professional internship opportunities for refugees and people seeking asylum. The CareerSeekers program breaks down barriers to employment for mid-career professionals seeking to reignite their careers in Australia, provides employment pathways for refugee university students and supports employers to build diversity in its workforce.</li> </ul>