

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

**Annual Reporting for 2020-21**  
**QUEENSLAND FIRE AND EMERGENCY SERVICES**

## 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 Policy is being implemented through a three-year Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan).
- The Policy and Action Plan are a requirement of the *Multicultural Recognition Act 2016* (the Act).
- 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 2020-21 for the **Queensland Fire and Emergency Services**.

## Notes

- See page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#) for a list of Government entities covered under 'All agencies'.
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#). All sub-actions, where relevant, for the **Queensland Fire and Emergency Services** have been listed in this template for ease of reporting.
- For the purposes of this report, all references to **diversity** within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.

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**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	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
<p>Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds<sup>1,2</sup>.</p>	<p>Multiple agencies including QFES</p>	<p>2019–22</p>	<p><b>COMPLETED - for duration of Action Plan</b></p>	<ul style="list-style-type: none"> <li>• The QFES Culturally and Linguistically Diverse Customer Information Implementation Plan was approved in July 2017 and updated in July 2018.</li> <li>• QFES commenced collecting data in 2019-20 and in 2020-21 has been analysing the data to enhance service delivery where possible. For example, identifying culturally and linguistically diverse (CALD) communities and developing education products in the languages of these communities.</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>» Safehome 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>» Fight Fire Fascination (FFF) program The FFF program is an initiative designed to support parents and guardians with their efforts to educate their children about fire. The program is available to children and young people aged between three and 17 who have been involved in at least one concerning fire incident. 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>» Roads Attitudes and Action Planning (RAAP) program 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> <p><b>COMPLETED 2016-17</b></p>

<sup>1</sup> 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.

<sup>2</sup> 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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Action	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
Support Queenslanders from culturally diverse backgrounds to better prepare for and recover from disasters. 	Multiple agencies including QFES	2019–22		
<ul style="list-style-type: none"> <li>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.</li> </ul>	QFES	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<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/safety-education/resources">www.qfes.qld.gov.au/safety-education/resources</a></li> <li>During the reporting period, QFES:               <ul style="list-style-type: none"> <li>» developed a home fire safety visual guide for people from CALD communities to ensure they have the tools to avoid fire risks in the home. QFES worked with local multicultural organisations in the development of the guide. (<a href="http://www.qfes.qld.gov.au">www.qfes.qld.gov.au</a>)</li> <li>» delivered prevention, preparedness, response and recovery structured interventions at specific multicultural community nodes (including places of worship and community spaces/hubs), English as an Additional Language (EAL) schools, TAFE (Technical and Further Education) and specific Vocational Education and Training (VET) sector service providers for CALD and to new migrants to the QFES Far Northern Region</li> <li>» supported delivery of the <i>On the Same Wave Program</i> by Surf Life Saving Queensland through a service level agreement. The program aims to reduce beach related fatalities within Queensland's migrant, refugee, international student and international visitor populations. (<a href="http://lifesaving.com.au/courses-and-programs">lifesaving.com.au/courses-and-programs</a>)</li> <li>» supported delivery of the <i>Swim and Survive Program</i> by Royal Life Saving Society Queensland through a service level agreement. The program is a swimming and water safety program delivered to CALD school students to assist them to gain swimming and survival skills. (<a href="http://rlssq.com.au/programs/swim-and-survive">rlssq.com.au/programs/swim-and-survive</a>).</li> </ul> </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>Deliver diversity and inclusion training to staff and volunteers.</li> </ul>	QFES	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<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 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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<ul style="list-style-type: none"> <li>Actively encourage agency personnel to undertake cultural capability training focused on working with people from culturally diverse backgrounds.</li> </ul>	QFES	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>Training modules such as <i>An Introduction to Cultural Integrity</i> and <i>Racism. It stops with me</i> are available as an eLearning program on the QFES Learning Cache.</li> <li>Inclusive leadership and people skills required to build cultural capability are embedded within the QFES Leadership Framework Foundation Programs.</li> <li>The QFES Corporate Induction program includes sessions on:               <ul style="list-style-type: none"> <li>» QFES Shared Values</li> <li>» <i>Human Rights Act 2019</i></li> <li>» An introduction to the QFES Allies of Inclusion program.</li> </ul> </li> <li>Additional information               <ul style="list-style-type: none"> <li>» Members of the QFES internationally deployable Disaster Assistance Response Team (AUS-1 DART) are provided with specific training to support them on international deployments including the United Nations PSEA (Prevention of Sexual Exploitation and Abuse) training module which is combined with 'Bravehearts' training to increase team awareness and recognition of PSEA events in culturally diverse deployment locations.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Promote the importance of understanding and respecting people from different cultures as part of the agency's diversity narrative.</li> </ul>	QFES	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>The QFES Fairness, Equity and Inclusion Framework 2018-2021 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. The framework will be reviewed in conjunction with the QFES Strategic Workforce Plan 2021-2024.</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 QFES Statement of Cultural Intent 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 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> <li>As stated in the QFES Strategic Plan 2021-25, when implementing our strategies QFES will respect, protect and promote human rights in our decision-making and actions.</li> </ul>

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Action	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> <li>Promote and support staff to attend agency, Queensland Government and community events celebrating cultural diversity, such as during Multicultural Queensland Month.</li> </ul>	QFES	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>Various events are usually promoted throughout QFES on the QFES Gateway (staff intranet) including Multicultural Queensland Month and Harmony Day. Due to the impacts of COVID-19, the Multicultural Queensland Month in August 2020 did not occur. QFES will continue to support these events in future years.</li> <li>The annual Rockhampton Multi-Faith Dinner was held on 19 March 2021 during Harmony Week (15-21 March 2021). QFES is a member of the organising committee, along with the Queensland Police Service (lead agency) and also provides financial support. Further engagement opportunities have evolved from partnering in this event.</li> <li>QFES supported the Central Queensland Multicultural Association Inc. (CQMA) Community Action for a Multicultural Society (CAMS) project to build capability within the program to support existing, or further develop, work with CALD community leaders as connector points for communities during disaster prevention, preparedness, response and recovery.</li> <li>On 18 April 2021, QFES attended the Diversicare Cultures in Harmony event to engage with members of the Cairns multicultural community and sponsoring organisations, raising awareness of the services provided by QFES and providing advice on action for natural disasters and for improving home and personal safety.</li> <li>On 8 December 2020, a QFES Community Engagement Officer visited the English as an Additional Language class at Trinity Bay High School as part of a program to raise awareness around prevention and preparation for emergencies.</li> </ul>
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>There were no vacancies on the QFES Board of Management during 2020-21.</li> </ul>

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

**Collaboration**

In 2020-21, QFES worked with the City of Logan to produce a co-branded Home Fire Safety flyer that includes links to the QFES website. The flyer was produced in five different languages and supplied to fire and rescue stations within the Logan area for distribution at relevant community engagement activities.

QFES also participated in the Logan Queensland Police Service 'Coppa's on the Couch' interview series which was produced in different languages. QFES participated in five interviews on the topics: Home Fire Safety, Bushfire Safety, Storm Safety, Flood Safety and Road Safety.

**CALD engagements**

During October and November 2020, QFES engaged with the CALD community through TAFE groups to raise awareness of disaster preparedness and home fire safety. The TAFE presentations were provided to seven Adult English Migrant Program classes with approximately 160 students of various English language abilities with support from a Townsville Multicultural Support Group interpreter where required.

QFES also promoted disaster preparedness and home fire safety at the Townsville Multicultural Support Group Fun and Learning Day for the CALD community on 15 May 2021.

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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	Responsible agency	Timeframe	Progress status for 2020-21	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>• Include information about the Multicultural Queensland Charter and its application in staff induction programs.</li> </ul>	QFES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<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 included within the Human Resource system (Nexus) on-boarding process for new personnel.</li> </ul>
<ul style="list-style-type: none"> <li>• Display the Multicultural Queensland Charter in QFES workplaces, fire stations, State Emergency Services units and other QFES facilities and complexes.</li> </ul>	QFES	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• The Multicultural Queensland Charter is displayed in various QFES workplaces.</li> <li>• The Charter has been disseminated across the Rural Fire Service, however not all rural fire brigades have stations and/or built infrastructure in which to physically display the Charter.</li> <li>• Action to display the Charter in further locations including new buildings and State Emergency Service units is continuing.</li> </ul>
<ul style="list-style-type: none"> <li>• Encourage and support volunteers and staff to participate in events and access resources that promote the benefits of Queensland's diversity.</li> </ul>	QFES	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• Various events are usually promoted throughout QFES on the QFES Gateway (staff intranet) including Multicultural Queensland Month and Harmony Day. Due to the impacts of COVID-19, the Multicultural Queensland Month in August 2020 did not occur. QFES will continue to support these events in future years.</li> </ul>
<ul style="list-style-type: none"> <li>• Embed Multicultural Queensland Charter principles in Human Resource policies and procedures.</li> </ul>	QFES	2019–22	<b>YET TO COMMENCE - no meaningful activity has begun</b>	<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.</li> </ul>
<ul style="list-style-type: none"> <li>• Showcase QFES workplaces and volunteer units that demonstrate how their work has benefited from embedding the Multicultural Queensland Charter in practice.</li> </ul>	QFES	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• QFES published articles in RESPONSE, Queensland's official Fire and Emergency Services magazine, on QFES multicultural initiatives including visiting the Trinity Bay High School as part of a program to raise awareness around prevention and preparation for emergencies.</li> <li>• QFES promoted multicultural activities and initiatives through social media (Facebook, Instagram and Twitter) and traditional media channels. QFES will continue to support these events in future years.</li> </ul>

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Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign <sup>3</sup> . 	All agencies	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<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 is available as an eLearning program on the QFES Learning Cache.</li> </ul>

<sup>3</sup> 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*.

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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	Responsible agency	Timeframe	Progress status for 2020-21	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	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• The QFES recruitment attraction campaign ALL IN. ALL FRONTS. is designed to attract new members to the workforce and promote QFES as an employer of choice. The QFES website contains detailed information on a variety of career and volunteer 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.</li> </ul> <p>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.</p> <p>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.</p> <p>ALL IN. ALL FRONTS. can be accessed at <a href="http://www.qfes.qld.gov.au/careers-and-volunteering">www.qfes.qld.gov.au/careers-and-volunteering</a></p>

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Case studies or good news stories to highlight achievements relevant to Priority area 3:

**Operation Paia Truks**

QFES engaged with the Papua New Guinea Fire Service (PNGFS) to donate five ex-service QFES fire appliances to PNGFS following an official request from the Chief Fire Officer, PNGFS. The nine-month project 'Operation Paia Truks' (translation - fire trucks) included the identification of suitable fire appliances for donation, refitting and planned maintenance of the appliances prior to donation and re-badging of the appliances as PNGFS vehicles.

A funding grant was provided by the Department of Foreign Affairs and Trade (DFAT) to facilitate the changeover of hose couplings to suit the PNGFS standards and the provision of 16 new breathing apparatus sets and 32 cylinders to complete the equipment inventory. The donation from QFES included extensive appliance inventories including complete Road Crash Rescue kits, over 150 sets of ex-service structural firefighting protective clothing, over 100 sets of bushfire clothing and 100 pairs of ex-service overalls.

Transport of the appliances and all donated equipment was via the Australian Defence Force with delivery to Papua New Guinea in February 2021 by HMAS Choules.

The DFAT funding grant also extended to provide developmental assistance to PNGFS personnel, with three candidates undertaking the Advanced Diploma of Public Safety (Fire Investigation) through the Canberra Institute of Technology, with completion expected in December 2022. This QFES sponsored training initiative follows successful base level fire investigation training in PNG, that was also funded through the DFAT grant.

QFES also provides approval for PNGFS personnel to access the QFES On-Line learning cache to assist PNGFS staff to gain personal and professional development opportunities. Access is requested through the PNGFS training department and external access to the outward facing learning tools is managed through the QFES Workforce Development Unit.

