

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

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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
 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).
- The Act (section 24) requires entities with actions in the Action Plan to report publicly on an annual basis. This report fulfils this requirement for 2021-22 for Queensland Fire and Emergency Services (QFES).

Notes

- Refer the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#) for a list of government entities covered under ‘All agencies’ (page 11).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#).
- For the purposes of this report, all references to diversity within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.
- The Policy and Action Plan support priorities set out in the government’s objectives for the community.

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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 2021-22	Achievements and outcomes for people from CALD communities
<p>Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds^{1,2}.</p>	<p>Multiple agencies including QFES</p>	<p>2019–22</p>	<p>COMPLETED - for duration of Action Plan</p>	<ul style="list-style-type: none"> • The QFES CALD Customer Information Implementation Plan was approved in July 2017 and updated in July 2018. • In this context, QFES customers are defined as those who seek services through the following prevention initiatives: <ul style="list-style-type: none"> ▪ 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 ethnicity. ▪ 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 First Nations peoples cultural heritage. ▪ 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 collected by the Department of Education. <p>IMPLEMENTATION PLAN DEVELOPED 2016-17</p>

¹ 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.

² 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 2021-22	Achievements and outcomes for people from CALD 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"> 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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Numerous community safety materials and information, translated into various languages and utilising pictographs, are available on the QFES website including a home fire safety visual guide for people from CALD communities to ensure they have the tools to avoid fire risks in the home. www.qfes.qld.gov.au During 2021-22, QFES: <ul style="list-style-type: none"> delivered resources for State Emergency Service (SES) volunteers within the <i>Get your kit together</i> range to include a visual preparedness guide aimed at supporting CALD communities and those with limited language. continued to deliver prevention, preparedness, response and recovery structured interventions at specific multi-cultural 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 attended and participated in the Mercy Family Services' CALD Group Emergency Services information night in Toowoomba in August 2021 to educate community members on QFES' roles and responsibilities in emergency situations and disaster management training. Participation included representatives from the Fire and Rescue Service, SES and Rural Fire Service and the QFES Regional Community Engagement Officer, South Western Region. engaged with the CALD community at the Townsville Intercultural Centre (14 August 2021) to raise awareness of disaster preparedness and home fire safety. continued to support delivery of the <i>On the Same Wave Program</i> by Surf Life Saving Queensland through a Service Agreement. The program aims to reduce beach related fatalities within Queensland's migrant, refugee, international student and international visitor populations. (lifesaving.com.au/courses-and-programs) continued to support delivery of the <i>Swim and Survive Program</i> by Royal Life Saving Society Queensland through a Service Agreement. The program is a swimming and water safety program delivered to CALD school students to assist them to gain swimming and survival skills. (rlssq.com.au/programs/swim-and-survive).

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from CALD communities
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"> Deliver diversity and inclusion training to staff and volunteers. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> The QFES corporate staff induction program includes a session on inclusion and diversity. 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. The QFES Allies of Inclusion program aims 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 CALD backgrounds can bring to the department. <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. The network has grown by 21 per cent since 30 June 2021.</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>
<ul style="list-style-type: none"> Actively encourage agency personnel to undertake cultural capability training focused on working with people from culturally diverse backgrounds. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Training modules including <i>An Introduction to Cultural Integrity, Racism. It stops with me</i> and <i>Human Rights Awareness Training</i> are available to QFES staff and volunteers. Inclusive leadership and people skills required to build cultural capability are embedded within the QFES Leadership Framework Foundation Programs. The QFES Corporate Induction program includes sessions on: <ul style="list-style-type: none"> QFES Shared Values <i>Human Rights Act 2019</i> An introduction to the QFES Allies of Inclusion program. During 2021-22, QFES: <ul style="list-style-type: none"> developed and delivered a presentation to Asia–Pacific representatives on Diversity and Child Protection in earthquake and disaster events. This presentation, in December 2021, provided awareness to Asia–Pacific Urban Search and Rescue teams regarding the international standards for rescue teams, under the United Nations Office for the Coordination of Humanitarian Affairs guidelines. developed a cultural awareness video presentation for the QFES Disaster Assistance Response Team (AUS-1 DART) to raise awareness of cultural considerations and social norms in discrete or international settings. This presentation was shared with the AUS-2 DART team, Fire and Rescue New South Wales and DFAT as part of the department's ongoing engagement for international rescue deployments. Additional information: <p>Members of the QFES internationally deployable 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.</p>

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from CALD communities
<ul style="list-style-type: none"> Promote the importance of understanding and respecting people from different cultures as part of the agency’s diversity narrative. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> The QFES Fairness, Equity and Inclusion Framework 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 <i>QFES Strategic Workforce Plan 2021-2024</i>. QFES has in place an Inclusion and Diversity Policy (February 2021) 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. 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. 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 Queensland’s diverse backgrounds across language, cultures and beliefs. The intended outcomes of the WRGs include: <ul style="list-style-type: none"> building a cohort of staff and volunteers to mobilise at a regional level for fairness, equity and inclusion opportunities and initiatives networking and mentoring activities enhancing capability and understanding of diversity building greater awareness and respect among all staff and volunteers sharing of broader perspectives and creative ideas for the department, its partners and communities sharing news and information support for the organisation’s reach into community. As stated in the QFES strategic plan, when implementing the department’s strategies QFES will respect, protect and promote human rights in decision-making and actions. The first <i>QFES Strategic Workforce Plan 2021-2024</i> was approved by Board of Management on 27 August 2022. The plan supports the Queensland Government’s <i>10-year human capital outlook</i>, the department’s strategic plan and <i>Strategy 2030</i>, and sets foundational guidance for diversity and inclusion programs of work, i.e. how does QFES’ activities build an inclusive and diverse workforce which better reflects the community we serve. The plan is subject to annual review to reflect the changing environment and its impact on QFES’ strategic workforce demands and opportunities.

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from CALD communities
<ul style="list-style-type: none"> Promote and support staff to attend agency, Queensland Government and community events celebrating cultural diversity, such as during Multicultural Queensland Month. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Various events are usually promoted through QFES on the QFES Gateway (staff intranet) including Multicultural Queensland and Harmony Day. QFES will continue to support these events in future years. During 2021-22, QFES: <ul style="list-style-type: none"> celebrated Multicultural Queensland Month in August 2021 with the theme of <i>Inclusion in action</i>. QFES held events to engage with Queensland's diverse communities including QFES' collaboration with the Rockhampton Regional Council to hold educational sessions with the Rockhampton Chinese community. Presenters discussed home fire safety, smoke alarm legislation, bushfire safety and severe weather preparations. hosted, in partnership with QPS, Multicultural Australia, the Queensland Human Rights Commission and Rockhampton Regional Council, the fifth annual Multi-Faith Dinner on 17 June 2022. The event supported existing community relationships through dialogue and partnership and centred around community and religious leaders standing together and promoting the shared values of all faiths. Sixteen cultures and six named religions represented by 95 guests attended the event.
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> There were no vacancies on the QFES Board of Management during 2021-22.

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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 2021-22	Achievements and outcomes for people from CALD 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"> • Include information about the Multicultural Queensland Charter and its application in staff induction programs. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Information about the Multicultural Queensland Charter and its application is included in the QFES Corporate Induction. • The Multicultural Queensland Charter is included within the Human Resource system (Nexus) on-boarding process for new personnel. <p>COMPLETED 2019-20</p>
<ul style="list-style-type: none"> • Display the Multicultural Queensland Charter in QFES workplaces, fire stations, State Emergency Services units and other QFES facilities and complexes. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • The Multicultural Queensland Charter is displayed in various QFES workplaces. • 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. • Action to display the Charter in further locations including new buildings and State Emergency Service units is continuing.
<ul style="list-style-type: none"> • Encourage and support volunteers and staff to participate in events and access resources that promote the benefits of Queensland's diversity. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Various events are usually promoted throughout QFES on the QFES Gateway (staff intranet) including Multicultural Queensland Month and Harmony Day. QFES will continue to support these events in future years.
<ul style="list-style-type: none"> • Embed Multicultural Queensland Charter principles in Human Resource policies and procedures. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Showcase QFES workplaces and volunteer units that demonstrate how their work has benefited from embedding the Multicultural Queensland Charter in practice. 	QFES	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • QFES published articles in RESPONSE, Queensland's official Fire and Emergency Services magazine, on QFES multicultural initiatives including <i>Embracing our multicultural community</i> (October 2021). • 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.

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from CALD communities
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ³ . 	All agencies	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • 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 Management System (LMS) • QFES Workforce Development Unit hosted a LunchBytes session: Human Rights Awareness.

³ 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 2021-22	Achievements and outcomes for people from CALD 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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • 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. <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 www.qfes.qld.gov.au</p>
<p>Insert case studies or good news stories to highlight achievements relevant to Priority area 3:</p> <ul style="list-style-type: none"> » QFES donated eight portable pump kits and portable tanks to Tonga, in partnership with the Department of Foreign Affairs and Trade, following an undersea volcanic eruption in Tonga that caused widespread devastation. The pumps were delivered on the HMAS Adelaide II and were used to support washouts and cleaning of homes and businesses. The pumps and hoses can be re-purposed to provide additional firefighting capability to the island nation. » QFES continued a collaboration arrangement with DFAT during 2021-22 for the availability of internationally deployable Disaster Assistance Response Team personnel and equipment if required for international deployment assistance. An annual grant of \$475,000 to QFES provides assistance for the development and maintenance of AUS-1 DART capability, along with international engagement activities. » QFES maintains a residual component of an initial grant of \$87,000 from DFAT for the provision of assistance to the Papua New Guinea Fire Service (PNGFS). This grant was used during 2021-22 to provide ongoing assistance to three PNGFS candidates who are completing external educational study through the Canberra Institute of Technology in Fire Investigation and to support the training of two PNGFS personnel as Safety Assessment Officers in Brisbane. 				

Key:
 CALD Culturally and Linguistically Diverse
 DFAT Department of Foreign Affairs and Trade
 QFES Queensland Fire and Emergency Services