

Multicultural Action Plan 2007–09 update

Queensland Government
Multicultural Policy

Multicultural Queensland – making a world of difference



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1. Introduction

The Department of Child Safety is pleased to introduce its third Multicultural Action Plan (MAP). The MAP 2007-09 outlines the Department's current and proposed activities to achieve key multicultural child protection outcomes and seeks to respond to the protective needs of children and young people from culturally and linguistically diverse (CALD) backgrounds.

The Department of Child Safety recognises that Queensland is a culturally diverse state and works to protect children and young people of diverse cultural, linguistic, ethnic or religious backgrounds who have been harmed or who are at risk of harm. This work is guided by the *Child Protection Act 1999*, with specific provisions within the Act including Section 5 (2) (d) (i); *Principles for Administration of Act*; Section 74; *Charter of Rights for a Child in Care*; and Section 122 (1) (d); *Standards of Statements*; providing the legislative framework for responding to the ethnic and cultural needs of children and young people.

The MAP 2007-09 is inter-linked with the Department's strategic intents as well as the Queensland Government's overarching policy commitment to multicultural issues including the Queensland Government's:

- Multicultural Policy 2004: *Multicultural Queensland – making a world of difference*
- Language Services Policy.

Activities recorded within the Department's latest action plan cover the period 2007-09, and will be monitored and reviewed regularly as well as updated and reported upon annually through the Department's Multicultural Action Team (MAT) and the Department of Communities.

This latest plan reflects the Department's commitment to building upon its previous multicultural achievements including the completion in 2006-07 of a '*Working with people from CALD backgrounds*' practice paper which provides information and advice to assist child safety staff in engaging with CALD children and families.

The action plan's focus on improving the responsiveness of child protection services is inclusive of activities which aim to:

- identify and support CALD child protection staff
- recruit and promote services and support for CALD foster and kinship carers
- collect and report on CALD data
- establish partnerships and consultative mechanisms with CALD communities and stakeholders.

The MAP 2007-09 has been developed as a user friendly and living document, thus enabling child safety staff and their child protection partners to further embrace multicultural practices within their day-to-day practices. To monitor the progression of the MAP, the document was updated in July 2008.

Please support the Department in making multiculturalism everyone's business by contributing to the implementation of activities within this plan and to improving the lives of CALD children and young people involved in the child protection system.

2. Queensland Government's commitment to multiculturalism

The Queensland Government's commitment to fostering a multicultural society aims to promote equal rights, responsibilities and opportunities for all Queenslanders. Within this policy framework and through dedicated initiatives, the government acknowledges the special position of the Indigenous population, including their rich diversity in traditions, languages and contribution to Queensland's cultural history.

The government recognises that people from all over the world, including those from non-English speaking countries, now call Queensland home. *Multicultural Queensland – making a world of difference* is the policy developed by the government to manage the increasing diversity of the economic and social wellbeing of Queenslanders. Through this policy, the following values are upheld:

- promoting the economic and cultural benefits of diversity – all Queenslanders share the economic and social benefits of cultural diversity
- ensuring access – all Queenslanders have equitable access to services and programs regardless of their cultural, linguistic and religious backgrounds
- assisting community development and participation – all Queenslanders enjoy equal rights, responsibilities and opportunities to participate in, contribute to and benefit from all aspects of life in Queensland
- promoting community relations and cohesion – all Queenslanders share responsibility for the continuing development of Queensland as a cohesive and fair society.

The key strategies of the policy are:

- productive diversity – economic strategy – harnessing cultural diversity in key areas such as trade, skilled migration, education, tourism, science and technology
- supporting communities – furthering multiculturalism through research, policy development, advocacy, community awareness, festivals, services, projects and networks
- strengthening multiculturalism in the Queensland public sector – changing how activities of Queensland Government agencies are planned and delivered
- community relations and anti-racism – strengthening the sense of belonging that Queenslanders have in their local environment and global community.

3. Protecting children and young people, supporting their families and creating safe care environments in a multicultural society

Queensland's population makes it the third largest culturally diverse state or territory in Australia. According to the 2006 census, people born outside Australia increased by 13 per cent to total 4.4 million people. In Queensland 17.9 per cent of the population identified as being born overseas. Between 2004–05 the greatest migration to Queensland was from Sudan, Liberia, Sierra Leone, Afghanistan, Kenya, Burundi, Egypt, Thailand, Iran and the Democratic Republic of Congo.

The Department of Child Safety recognises that many families from culturally diverse backgrounds, particularly from a non-English speaking background, can experience challenges in accessing resources and services, including child protection services. Similarly, the Department acknowledges that not only must staff be adequately skilled to respond to the specific needs of culturally diverse people, but also ensure that its workforce reflects the cultural diversity of the community.

Some key emerging issues for child protection services that have been identified through literature, statistics and dialogue with ethnic and Indigenous communities include the:

- impact of the migrant settlement process on the safety of children
- level of understanding of child protection legislation by culturally and linguistically diverse families
- variations in child rearing practices and attitudes toward discipline of children
- potential cultural and linguistic barriers in the reporting of child abuse
- potential under or over-representation of children from culturally and linguistically diverse backgrounds in the child protection system
- level of cultural competence and sensitivity of child protection services
- quality and timeliness of consultation processes and level of engagement with ethnic communities
- extent of cultural competence among staff and the extent of cultural diversity of the child protection workforce
- quality and comprehensiveness of culturally diverse data collection in the child protection system.

The Queensland Government's Multicultural Policy 2004 and the Department's MAP 2007-09 are a call to action in response to children, families and communities from culturally diverse backgrounds. These strategies will strengthen the child protection system in Queensland and improve the cultural responsiveness of services.

4. The Department of Child Safety strategic planning framework

The Department of Child Safety's *Strategic Plan 2007–11* provides the framework for implementing the Department's work of protecting children and young people, supporting their families and creating safe care environments to meet the diverse needs of children and young people. Consistent with this strategic and planning framework, the *Multicultural Action Plan 2007–09* links seven key multicultural outcomes with the Department's three key strategies (Quality practice, quality systems and quality staff) and their associated support strategies.

To assist the Department in achieving the seven outcomes, shorter-term outcomes have been identified within the MAP 2007-09. The MAP 2007-09 places increased emphasis on how the Department's activities (i.e. the collection of evidence) have contributed to achieving the identified outcomes.

Strategic Plan 2007–11		Multicultural Action Plan 2007–09
<i>Key Strategies</i>	<i>Support Strategies</i>	<i>Key multicultural outcomes</i>
Quality Practice	<p>Better manage risks for children going through the child protection system particularly at the point of possible reunification of children with their parents and when young people transition to independent living.</p> <p>Deliver more initiatives to improve the health and wellbeing of children and young people in out-of-home care to meet their therapeutic and behavioural support needs.</p> <p>Enhance services to support families across the state.</p> <p>Continue to work with other agencies to support prevention and early intervention services and reduce demand on the child protection system.</p>	<p>1 The Department’s policies, programs and services are inclusive of and responsive to the needs of children and young people from culturally and linguistically diverse (CALD) backgrounds who are in need of protection from harm including CALD children and young people who are in the guardianship or custody of the Chief Executive.</p> <p>This outcome is to include the Department’s targeting of foster and kinship carers from culturally diverse backgrounds, particularly from the Samoan and African communities.</p>
Quality Systems	<p>Continuously enhance our Integrated Client Management and other information technology systems to support staff practice.</p> <p>Build our capacity to map and analyse the child protection and adoption services systems, identify unmet need and future growth and provide an equitable allocation of resources.</p> <p>Embed our child protection quality assurance standards across government and non-government services.</p> <p>Expand the range of strategies to recruit, retain, support and value our foster and kinship carers.</p> <p>Have stronger partnerships with other government agencies and non-government agencies to better support children and their families.</p>	<p>2 The Department’s quality improvement processes and accountability mechanisms are inclusive of and responsive to people from culturally and linguistically diverse backgrounds.</p> <p>3 The Department’s planning, data collection and research capabilities recognise and support cultural and linguistic diversity.</p> <p>4 The Department recognises and is able to plan and coordinate service responses to meet the needs of CALD clients. This includes the Department’s seven zones’ regularly reviewing CALD issues and giving consideration to future service responses including allocation of resources to meet identified needs.</p> <p>5 The Department directly engages, via consultation and working partnerships, with community groups and organisations representing people from culturally and linguistically diverse backgrounds to ensure child safety.</p>

<p>Quality Staff</p>	<p>Create a broader range of service delivery positions including specialist positions.</p> <p>Continue to develop more guidance for staff in child protection practice.</p> <p>Build pride and engender respect among staff.</p> <p>Promote the good work of our staff and the Department.</p>	<p>6 The Department actively recruits and supports a culturally and linguistically competent and diverse workforce. This includes the Department’s development of human resource strategies that promote employment opportunities for CALD people within the Department.</p> <p>7 The Department employs effective communication strategies to assist in promoting, developing and evaluating its multicultural strategies and practices, with communication to be targeted at all child safety staff as well as government, non-government and community partners.</p>
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1. The Department's policies, programs and services are inclusive of and responsive to the needs of children and young people from culturally and linguistically diverse (CALD) backgrounds who are in need of protection from harm including CALD children and young people who are in the guardianship or custody of the Chief Executive.

Short Term Outcomes	Activities	Lead Responsibility	Evidence	Timeframe	Queensland Government Multicultural Policy 2004
a. Staff are to be better prepared for interventions with CALD children and families.	The Department will revise its CALD Practice Paper and make it available to staff via the Department's Infonet.	Policy and Practice Development Branch	The number of times the Practice Paper is accessed on the Infonet.	June 2009	Strengthening multiculturalism in the Queensland public sector.
	The Department's Practice Manual will be reviewed with enhanced procedural advice on multicultural practices to be added.	Policy and Practice Development Branch	Feedback on new procedures to be obtained as part of periodic evaluation of Practice Manual.	June 2009	Strengthening multiculturalism in the Queensland public sector.
	A language identification resource card will be developed and distributed to all child safety service centres.	Corporate Communications Branch	The number of cards distributed to Child Safety Service Centres.	January 2008	Strengthening multiculturalism in the Queensland public sector.
	The Department will develop and implement a trial Sudanese child protection project within the Toowoomba area (the Toowoomba Multicultural Child Protection Project).	Strategic Policy and Research Branch and Ipswich and Western Zone	Feedback from the Sudanese community and child safety staff on the effectiveness of resources developed as part of the trial project. The number of occasions that Sudanese interpreters are used by the Department following the development of a Sudanese child protection protocol. Project evaluation report to be completed including recommendations on whether and how the trial can be transferred to other sites.	October 2008 December 2008	Strengthening multiculturalism in the Queensland public sector.

	The Department will develop and implement a specialist CALD skills training module which utilises various mediums of learning including online facilities.	Training and Specialist Support Branch	The number of staff completing training. Feedback from staff on the effectiveness of training.	November 2007	Strengthening multiculturalism in the Queensland public sector
b. Increase the pool of foster and kinship carers from culturally diverse backgrounds, particularly from the Samoan and African communities.	The Department will review its current statewide foster and kinship recruitment activities and continue to promote foster and kinship care in the community to increase the numbers of carers from CALD backgrounds.	Program Management Branch	Key outcomes and findings from the review. The number of CALD enquiries and carers that are approved by the Department. The ethnic communities from which carers are drawn.	December 2008 Reported annually	Strengthening multiculturalism in the Queensland public sector.
	The Department's MAT will identify priority zones with high CALD populations.	MAT	Number of zones identified.	December 2008	Supporting communities.
	Departmental resources relating to the role of foster and kinship care, to be distributed by zones with significant CALD populations to non-government organisations who currently work with CALD families.	Identified Zones	The type and number of resources distributed to non-government organisations and a list of the CALD communities targeted.	2007–2009	Supporting communities.
	The Department to explore whether there is a need for the Supporting <i>Queensland's foster and kinship carers'</i> booklet to be translated into non-English languages.	Policy and Practice Development Branch	Recommendations on whether to proceed with this work including the identification of any issues, to be reported to the Department.	June 2008	Supporting communities.

	A departmental resource outlining the functions of the Department, including information on foster and kinship care, to be translated into seven non-English languages.	Corporate Communications Branch	Feedback from zones about quantity used and effectiveness/ community feedback. The resources are readily available to offices and are being ordered and used.	February 2008	Supporting communities.
	The Department to progress a recruitment campaign for Samoan Foster Carers.	Brisbane North and Sunshine Coast	Number of CALD carers of Samoan origin. Number of foster carer Information Sessions held for CALD communities within the Zone. Stakeholder feedback on the cultural appropriateness of Carer recruitment processes.	Reported annually	Supporting communities.
	The Foster Care Recruitment and Retention Working Party will develop strategies to address the need for foster carers from particular cultural backgrounds (e.g. African, Samoan and Arabic).	Brisbane South and Gold Coast	Development and implementation of strategies	August 2008	Supporting communities.

c. CALD children and young people's case plans better reflect their cultural and language needs.	The Department to obtain preliminary data on the number and location of CALD children subject to child protection orders and to identify a priority site (i.e. highest CALD cases) for review.	Performance Management Branch	Production of data report.	December 2008	Strengthening multiculturalism in the Queensland public sector.
	A snapshot review of CALD case plans will be undertaken within the identified priority site.	Practice Development and Support Branch	The number of cases reviewed and the percentage of case plans that meet cultural and language needs.	March 2009	Strengthening multiculturalism in the Queensland public sector.
	Outcomes from the snapshot review to be provided to the Department's MAT, including findings and recommendations on any future areas of work.	Practice Development and Support Branch	Findings and outcomes from review.	June 2009	Strengthening multiculturalism in the Queensland public sector.

2. The Department's quality improvement processes and accountability mechanisms are inclusive of and responsive to people from culturally and linguistically diverse backgrounds.

Short Term Outcomes	Activities	Lead Responsibility	Evidence	Timeframe	Queensland Government Multicultural Policy 2004
a. Funded services provided to CALD clients are to be more culturally competent	A snapshot review will be undertaken of the Department's funded non-government service providers' current competencies in working cross-culturally and in using interpreters.	Community Partnerships Branch	Number of services reviewed. Key outcomes and findings identified during the review.	August 2008	Supporting communities.
	The Department will provide information and advice to non-government service providers on any priority issues (as identified during the above review) as part of its development of a community resource manual.	Community Partnerships Branch	Feedback from service providers on the usefulness of CALD specific information. Level of knowledge on the Department's and Government's multicultural strategies (e.g. MAPs).	August 2008	Supporting communities.
	The Department's future service agreements and funding arrangements with external service providers will be developed to reflect CALD clients' needs.	Community Partnerships Branch	The number of service agreements and funding submissions that address CALD issues. Funded Non-government organizations' Operational Performance Reviews (OPRs) are monitored to ensure adherence to the 11 service standards, which include aspects of being culturally competent. Examples of CALD good practice being undertaken by non-government organisations.	December 2008	Community relations and anti-racism strategy.

	The Department will liaise with the Department of Communities' Toowoomba and Darling Downs Regional Office to develop examples of good practice with their staff and funded non-government services.	Zonal Planning and Partnership Officer (ZPPO), Ipswich and Western Zone	Good practice examples documented.	December 2008	Community relations and anti-racism strategy.
	The Department will promote examples of good practice identified as part of the Toowoomba Multicultural Child Protection Project to funded services.	Community Partnerships Branch	Good practice examples identified are promoted to funded services. Take up of approaches identified by funded agencies	June 2009	Community relations and anti-racism strategy.
b. Lead continuous improvement in the Department's implementation of the Queensland Government Multicultural Policy.	The Department's Multicultural Action Team (MAT) will meet quarterly. MAT members will complete a reporting template outlining progress and issues relating to MAP actions, for tabling at each MAT meeting.	Strategic Policy and Research Branch All MAT members (Strategic Policy and Research Branch to coordinate)	The number of meetings and dates of meetings. The number of fully completed reporting templates tabled at MAT meetings.	Reported annually	Strengthening multiculturalism in the Queensland public sector.
	The Department's 2007-11 Strategic Plan will identify strategies to support the needs of CALD children and their families.	Strategic Management Branch	Release of the Department's Strategic Plan which includes CALD strategies.	October 2007	Strengthening multiculturalism in the Queensland public sector.

3. The Department's planning, data collection and research capabilities recognise and support cultural and linguistic diversity.

Short Term Outcomes	Activities	Lead Responsibility	Evidence	Timeframe	Queensland Government Multicultural Policy 2004
a. Improve the Department's access to and use of CALD data.	The Department will undertake a project to develop CALD data fields to better assist with reporting and service delivery to CALD clients.	Performance Management Branch	The number of requests for CALD data and the purposes for these requests.	June 2009	Strengthening multiculturalism in the Queensland public sector.
	The Department will work with the Office of Economic and Statistical Research in order to map and support Zones in the identification of key CALD communities within Queensland.	Strategic Management Branch	The number of occasions and methods by which information is distributed to zones.	June 2008	Strengthening multiculturalism in the Queensland public sector.
b. Departmental research is inclusive of CALD issues.	The Department's Horizon's research newsletter will display articles on current CALD research.	Strategic Policy and Research	Staff feedback on published CALD research articles	November 2008	Strengthening multiculturalism in the Queensland public sector.

4. The Department recognises and is able to plan and coordinate service responses to meet the needs of CALD clients. This includes the Department's seven zones' regularly reviewing CALD issues and giving consideration to future service responses including allocation of resources to meet identified needs.

Short Term Outcomes	Activities	Lead Responsibility	Evidence	Timeframe	Queensland Government Multicultural Policy 2004
a. Access to and use of interpreting services is to be improved to meet the Department's and clients' requirements	The Department will work with Multicultural Affairs Queensland (MAQ) and other government departments to contribute to the development of a whole-of-government commitment and approach to the provision and use of interpreters in funded non-government organisations.	Strategic Policy and Research Branch	The interpreting issues and needs identified by the Department during its liaison with MAQ.	December 2008	Strengthening multiculturalism in the Queensland public sector.
	Alongside the above work and where arrangements don't already exist, Zones will develop better links with local and national interpreting services.	Zones	The number of interpreting referrals made by zones to local and national interpreting services as evidenced by the total expenditure on interpreting services. Information on the above services, including referral processes, is provided to staff.	June 2009	Strengthening multiculturalism in the Queensland public sector.
	The Department will work with the National Accreditation Authority for Translators and Interpreters (NAATI) for the purpose of exploring the introduction of a child protection-training component as part of their accredited interpreting training.	Training and Specialist Support Branch	An outline of the outcomes of the approach to NAATI.	August 2008	Strengthening multiculturalism in the public sector.
b. Promote and contribute to supporting refugee and new immigrant arrivals.	The Department will liaise with the Departments' of Communities and Premier and Cabinet to explore needs and develop service responses for Unaccompanied Humanitarian Minors.	Strategic Policy and Research Branch	Progress on developing a new State/ Commonwealth Memorandum of Understanding (MOU)	2007-2009	Supporting communities.

	The Department will develop resources for use by staff during community presentations to the Sudanese community as part of the Toowoomba Multicultural Child Protection Project. These resources will be made available to offices across the state to print and use within their own community.	Corporate Communications Branch and Ipswich and Western Zone	Feedback from zones about effectiveness/ community feedback.	August 2008	Supporting communities.
	Zones with either significant CALD communities or current or emerging CALD child protection issues will liaise with their local Department of Communities office, to develop a plan for jointly responding to CALD issues.	Zones	The number and type of joint activities undertaken.	Reported annually	Supporting communities.
	The Department will work with the Department of Communities to identify whether the parenting program being developed as part of the Toowoomba Multicultural Child Protection Project for the Sudanese community could be adapted for use in Logan and other locations.	Strategic Policy and Research Branch and Identified Zones	Assessing of parenting tools and resources developed by DOC and relevant zones and advice on potential application.	June 2009	Supporting communities.
	The Zonal Planning and Partnerships Officer will continue to be involved in planning with ACCES Service Inc. about responses to African and Samoan communities in the Gold Coast area—for example, as part of the Healthy Families Project. Links will be made between relevant child safety service centres and organisations such as Multicultural Families, Pan Pacific Inc.	Brisbane South and Gold Coast ZPPO	Links made between key organisations. Planning commenced on strategies to address identified needs.	September 2008	Supporting communities.

5. The Department directly engages, via consultation and working partnerships, with community groups and organisations representing people from culturally and linguistically diverse backgrounds to ensure child safety.

Short Term Outcomes	Activities	Lead Responsibility	Evidence	Timeframe	Queensland Government Multicultural Policy 2004
a. Enhance the Department's existing CALD consultative mechanisms.	The Department will liaise with Ethnic Communities Council of Queensland (ECCQ) and Multicultural Affairs Queensland (MAQ) on the activities of the Department's MAT and continue to consult with them as members of the MAT Reference Group.	Strategic Policy and Research Branch	Number of reference group meetings attended by ECCQ and MAQ. Number of updates provided.	Reported annually	Supporting communities.
	The Department will develop procedures for consulting with the Multicultural Child Protection Working Group.	Strategic Policy and Research Branch	The number of departmental publications outlining procedures for staffs' engagement with the working group. A list of issues and the number of times consultation is undertaken with the working group.	2008–2009	Supporting communities.
	The Department will facilitate one CALD workshop per year over the next two years.	Strategic Policy and Research Branch	The number of workshops held and feedback from these workshops.	2008–2009	Strengthening multiculturalism in the Queensland public sector.
b. Increased engagement between zones and their local CALD communities.	The Department will seek and maintain membership of a Samoan Reference Group. The Department will participate in a Toowoomba refugee resettlement working group.	Ipswich CSSC Manager and Zonal Planning and Partnership Officer (ZPPO), Ipswich and Western Zone Toowoomba CSSC Manager and ZPPO, Ipswich and Western Zone	Written terms of reference and role of the Department within the Samoan Reference Group are made available. The number of monthly meetings attended by ZPPO and number of occasions meeting minutes are distributed to CSSC's.	June 2009 2007-09	Strengthening multiculturalism in the Queensland public sector.

	The Department will participate in 'new arrival' migrant settlement services information sessions.	ZPPO, Far Northern Zone	Number of (New Arrival) families briefed about child protection (in Australia). Number of (New Arrival) families who are aware of local intervention services to assist with possible parenting issues.	Quarterly reporting Quarterly reporting	Community relations.
	The Department will facilitate a monthly Samoan Stakeholder Focus Group.	Redcliffe CSSC Manager	Minutes of monthly meetings. Improved cultural input into child safety interactions with the local Samoan community.	Monthly Measured and reported annually.	Community relations.
	The Department will be involved with settlement information sessions for humanitarian entrants as part of the Townsville Multicultural Support Group and will also participate in the Family Wellbeing Network Reference Group	Northern Zone ZPPO and Townsville South CSSC	Outcomes from information session planning meetings between Townsville Multicultural Support Group and the Northern Zone.	Reported annually	Community relations.
	The Department will take part in and respond to Brisbane's emerging African communities as part of the Brisbane Metro South Region's Regional Managers Coordination Network (RMCN). Activities to include information sharing, workshops, training, problem solving and capacity building. The Department will participate in 'Place meetings' for the Southern Bay Islands-Redland Shire	Brisbane South and Gold Coast Zone Brisbane South and Gold Coast Zone	An overview of departmental activities undertaken as part of its involvement with the RMNC.	June 2008	Community relations.

	The Department will work with ACCES Services Inc and Youth and Family Service Inc to host a forum with government and non-government service providers to identify ongoing settlement issues for refugees and priority projects for 2008–09.	Logan and Brisbane West Zone	Number of services attending the forum Issues and projects identified	August 2008	Community relations.
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6. The Department actively recruits and supports a culturally and linguistically competent and diverse workforce. This includes the Department's development of human resource strategies that promote employment opportunities for CALD people within the Department.

Short Term Outcomes	Activities	Lead Responsibility	Evidence	Timeframe	Queensland Government Multicultural Policy 2004
a. Achieve a more diverse staffing profile.	The Department will explore strategies to promote CALD applicants for positions within child safety service centres.	Human Resources Branch	Strategies to attract CALD target groups are identified in the Departments Workforce Plan. CALD specified positions are advertised which correlate to CSSC client groups. Traineeships, cadetships and scholarships are promoted to CALD groups.	2007-2009	Strengthening multiculturalism in the Queensland public sector.
	The Department will explore the option of establishing a Sudanese Traineeship Child Safety Support Officer position in Toowoomba.	Human Resources Branch	Options explored and recommendations made.	June 2009	Strengthening multiculturalism in the Queensland public sector.
	The Department will enhance the information about EEO strategies on the StartUp@childsafety Induction Program	Human Resources Branch	Information regarding career development opportunities and support mechanisms for people from a CALD background are included on the StartUp@childsafety Induction Program.	2008-2009	Strengthening multiculturalism in the Queensland public sector.

	The Department will improve its EEO census response rates to assist in determining the profile of staff from CALD backgrounds.	Human Resources Branch	EEO response rates are improved by reporting on response rates every 3-6months and sending reminder e-mails to staff to encourage EEO responses.	2007-2009 [completed quarterly]	Strengthening multiculturalism in the Queensland public sector.
b. Increase recognition by the Department of CALD staff (including staff undertaking specific CALD functions)	The Department will explore ways to improve current business practices and child protection services to people from CALD backgrounds.	Human Resources Branch	Forecasting future workforce demand to respond to people from CALD groups. Inclusion of EEO survey questions in suite of retention staff surveys. Establishment of an ongoing consultative mechanism and / or forum to identify appropriate strategies to support CALD staff.	2007-2009	Strengthening multiculturalism in the public sector.
	The Department will integrate a multicultural award as part of the Department's Reward and Recognition program.	Human Resources Branch	Departmental Reward and Recognition policy and programs reviewed.	December 2008	Strengthening multiculturalism in the public sector.

7. The Department employs effective communication strategies to assist in promoting, developing and evaluating its multicultural strategies and practices, with communication to be targeted at all child safety staff as well as government, non-government and community partners.

Short Term Outcomes	Activities	Lead Responsibility	Evidence	Timeframe	Queensland Government Multicultural Policy 2004
a. Increase staff awareness and use of interpreting and multicultural resources.	External resources on interpreting services, including information published by Multicultural Affairs Queensland will be displayed on the Department's Infonet.	Corporate Communications Branch	Translating and Interpreting Services (TIS) tools page live on the Department infonet.	February 2008	Strengthening multiculturalism in the Queensland public sector.
	Awareness raising activities will be undertaken to inform staff of national interpreting services.	Corporate Communications Branch	Latest news messages and 'what's new on the infonet' messages to draw staff attention to the new page.	February 2008	Strengthening multiculturalism in the Queensland public sector.
	Multicultural resources from local and state multicultural agencies will be displayed in child safety service centres.	Multicultural Action Officers	Number and type of multicultural resources displayed in CSSCs.	Reported annually	Strengthening multiculturalism in the Queensland public sector.
b. Increase community awareness of the Department's functions.	The Department's website will display ways for non-English speaking clients to access translation and interpreter services.	Corporate Communications Branch	Translation and interpreter services clearly promoted on the Department's website.	December 2007	Community relations.
	Materials about departmental services will be distributed to multicultural community organisations.	Multicultural Action Officers	Number and type of departmental resources distributed to multicultural community organisations.	Reported annually	Community relations.
	The Department will promote its role at multicultural festivals and events, such as the Queensland Multicultural Festival.	Corporate Communications Branch	Information distributed at events Feedback received	2008-09	Community relations.

5. Acknowledgements

The Department of Child Safety would like to thank departmental staff including members of the Department's Multicultural Action Team and reference group; individuals and organisations who have contributed to the development of this plan. Particular gratitude is extended to the Ethnic Communities Council of Queensland, Multicultural Affairs Queensland, and members of the Multicultural Child Protection Working Group for their invaluable assistance and support.



Queensland
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