

August 2023

Queensland Multicultural Policy 'Our story, our future'

Queensland Multicultural Action Plan 2022-2024



Queensland
Mental Health
Commission

Annual Reporting 2022-23

Queensland Mental Health Commission

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 responses on three policy priorities for culturally diverse communities and Queensland as a whole:

- achieving culturally responsive government,
- supporting inclusive, harmonious and united communities, and
- improving economic opportunities.

The Policy is being implemented through a three-year Queensland Multicultural Action Plan 2019–20, 2021–22 and 2022–23 (the Action Plan).

Action Plan 2022–23 focuses on six key action areas:

- (1) Economic participation
- (2) Recruitment and workplace culture
- (3) Culturally responsive services
- (4) Cultural diversity data
- (5) Interpreters and communication strategies, and
- (6) Address racism and discrimination and promote inclusion.

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 2022–23 for the Queensland Mental Health Commission.

Key Action 1: Economic Participation

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following outcomes:

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

| Agency activities supporting Key Action 1 | Responsible portfolio/area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement. | QMHC | Complete for the duration of the Action Plan | <ul style="list-style-type: none"> On 8 June 2023, all staff attended Procurement Training based on the Queensland Procurement Policy and its principles including advancement of Queensland's economic, environmental and social objectives. |
| Review agency grants processes to ensure they are accessible to applicants from new and emerging communities by using clear language, translating information where relevant, and providing constructive feedback on unsuccessful applications submitted by community organisations. | QMHC | Complete for the duration of the Action Plan | <ul style="list-style-type: none"> Grant proposal forms, Small grant application forms (grants up to \$50,000) and Sponsorship application forms (supporting up to \$10,000) all include a section identifying culturally and linguistically diverse (CALD) communities as a priority population group. |

Key Action 2: Recruitment and workplace culture

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

| Agency activities supporting Key Action 2 | Responsible portfolio/area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| Ensure targeted recruitment or career development initiatives are undertaken in partnership with community including, for example, where agencies are focusing on attracting applicants from specific cultural groups for positions. | QMHC | Complete for the duration of the Action Plan | <ul style="list-style-type: none"> • Job applications: in 2022-23, 15.9% of job applicants to role at the QMHC were from people who identified as culturally and linguistically diverse. • New recruitments: in 2022-23, 41.6% of new recruits to the QMHC were people who identified as culturally and linguistically diverse. • Governance and advisory groups within the QMHC: There are multiple advisory groups providing input to the QMHC's plans and projects, including: Queensland Mental Health and Drug Advisory Council, Suicide Prevention Lived Experience Advisory Group (LEAG), Achieving balance Strategic Implementation Group, and Alcohol and Other Drugs Lived Experience Leadership Group. All of these groups include representation from culturally and linguistically diverse people and recruitment practices sought to include people who are reflective of Queensland's diversity, including culturally and linguistically diverse members. |
| Provide mentoring, work placement or work experience opportunities for young people from culturally and linguistically diverse backgrounds, including from migrant and | QMHC | Complete for the duration of the Action Plan | <ul style="list-style-type: none"> • In 2022, the Commission hosted a social work student from a multicultural background. • Young members of CALD backgrounds are included in the Suicide Prevention Lived Experience Advisory Group, the Alcohol and Other Drugs Lived Experience Leadership Group, and the Queensland Mental Health and Drug Advisory Council. |

| Agency activities supporting Key Action 2 | Responsible portfolio/area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| refugee backgrounds, who have not had previous experience working in government. | | | |

Key Action 3: Culturally responsive services

| Agency activities supporting Key Action 3 | Responsible portfolio/ area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved. | QMHC | Complete | <ul style="list-style-type: none"> • The QMHC undertook consultation with more than 600 people from across Queensland to inform the renewal of the Queensland Government's Shifting minds: Queensland Mental Health, Alcohol and Other Drugs Strategic Plan 2018–2023 (Shifting minds) and phase two of <i>Every life: The Queensland Suicide Prevention Plan 2019-2029</i>. • This consultation was undertaken to capture the views on the future system and specifically the underlying enablers, structures, and systemic factors involved in driving and influencing the system. • The QMHC ran multiple consultations and engagement activities with CALD groups and organisations. This included the engagement of a multicultural working group and the invitation of CALD stakeholders to all community consultations and workshops. |

Key Action 4: Cultural diversity data

The Queensland Government will collect, analyse, and use **cultural diversity data** to improve service delivery and better meet customer needs. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*

| Agency activities supporting Key Action 4 | Responsible portfolio/area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| Report on how diversity data has been utilised in whole of government planning (mental health, alcohol and other drugs and suicide). | QMHC | Complete for the duration of the Action Plan | <ul style="list-style-type: none"> • QMHC is responsible for whole-of-government strategic planning for mental health, alcohol and other drugs and suicide prevention. Diversity data was used to inform the development of <i>Shifting minds: The Queensland Mental Health, Alcohol and Other Drugs, and Suicide Prevention Strategic Plan 2023-2028</i> (Shifting minds 2023-2028). • Shifting minds 2023-2028 is a whole-of-government five-year plan to improve the mental health and wellbeing of all Queenslanders, prevent and reduce the impact of mental ill-health, problematic alcohol and other drug use, and suicide. Informed by research, data, submissions and recommendations from previous Inquiries, consultations with key stakeholders and people with a lived and living experience, Shifting minds 2023-2028 has a strong emphasis on addressing the social determinants that influence mental health and wellbeing in culturally and linguistically diverse communities through: <ul style="list-style-type: none"> ○ expanding and enhancing community capacity to promote, support and facilitate mental health and wellbeing. This includes through universal and targeted programs to increase mental health and AOD literacy, integrated approaches to address stigma and discrimination and enhancing culturally relevant community spaces and places that promote mental wellbeing and facilitate access ○ reducing the impact of adversity and trauma across the life course ○ advancing First Nations health equity ○ expanding tailored service models that respond to diverse needs and address the barriers that lead to health inequity across populations ○ increasing active social and economic participation through access to housing, employment, and strengthened social connections across all populations ○ improving the capacity and capability of the range of health and human social services workforces to develop skills, knowledge and competencies to respond to trauma, culture, age, gender and neurodiversity. |

Key Action 5: Interpreters and communication strategies

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- Improved knowledge about customers' diversity.
- Culturally capable services and programs.
- A productive, culturally capable, and diverse workforce.
- Queensland gets the most benefit from our diversity and global connections
- Individuals are supported to participate in the economy.

| Agency activities supporting Key Action 5 | Responsible portfolio/area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| Encourage stakeholders from new and emerging communities to participate in community events, relevant to portfolio responsibilities, as a soft entry point to help them learn English and make connections with established community members. | QMHC | Complete for the duration of the Action Plan | <ul style="list-style-type: none"> • The QMHC funds the Queensland Mental Health Week Community Events Grant Program. In 2022, the Queensland Mental Health Week ran from 8 to 16 October. There were 450 events published on the Queensland Mental Health Week website in 2022. QMHC provided \$130,000 through the Queensland Mental Health Week Community Events Grants Program to enable organisations to undertake community awareness, engagement, education and understanding activities to improve the mental health and wellbeing of people within their community. • Funding was awarded to support 117 community and school events across Queensland including wellbeing expos, art exhibitions and workshops, providing opportunities for Queenslanders from a range of cultural backgrounds and ages to participate and learn about the importance of mental health and wellbeing. • More specifically, QMHC sponsored the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) to engage CALD community members in various activities during Mental Health Month (October 2022). The total sponsorship amount was \$20,000 which supported QPASTT to deliver the following nine multicultural community events: <ol style="list-style-type: none"> 1. CALD Women's Skill Share Group Camp 2. Mental Health Workshop for Congolese Community 3. Mental Health Event for Rohingya Communities 4. Youth event: Newly Arrived Afghan 5. Youth event: Safe Sisters Forum 6. Youth event: Next G: Mental Health Youth Workshop 7. Youth Event: Youth Connection Group 8. Female Genital Mutilation Workshop 9. Family Fun Day – Townsville. |

| Agency activities supporting Key Action 5 | Responsible portfolio/area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| | | | <ul style="list-style-type: none"> More CALD specific sponsorships supported by the QMHC in 2022-23 include: \$10,000 to support the Migrant Centre GC to deliver Thriving Multicultural Project and \$10,000 to Ethnic Communities Council of Queensland to deliver Mental Health First-Aid training and awareness campaigns. |

Key Action 6: Address racism and discrimination, and promote inclusion

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *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.*

| Agency activities supporting Key Action 6 | Responsible portfolio/area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers. | QMHC | Complete For the duration of the Action Plan | <ul style="list-style-type: none"> • It is a mandatory induction requirement for all QMHC staff to complete a 4-module <i>QMHC Culture</i> training, which include the following cultural capabilities and skills building: <ul style="list-style-type: none"> ○ cultural differences and similarities ○ cross-cultural communication ○ cultural adaptation ○ population trends and their impact in Australia. |
| Senior Executives provide clear messages affirming the agency's commitment to zero-tolerance to racism and discrimination and encouraging anti- | QMHC | Complete for the duration of the Action Plan | <ul style="list-style-type: none"> • In March 2022, the QMHC hosted a Harmony Day morning tea for all QMHC staff and provided clear and positive messaging about the QMHC's commitment to diversity and inclusion within the agency. On an ongoing basis, the QMHC Executive Leadership Team will continue to use all staff forums to communicate about the agency's commitment to zero-tolerance to racism and discrimination. |

| Agency activities supporting Key Action 6 | Responsible portfolio/area | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
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| racism initiatives in their agency. | | | |
| Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity. | QMHC | Complete for the duration of the Action Plan. | <ul style="list-style-type: none"> In 2022-23, the QMHC ran a small campaign across its social media channels to celebrate Harmony Day in March 2023. The campaign was designed to recognise our cultural diversity and encourage inclusiveness, respect and a sense of belonging for everyone. More on the campaign can be found here: <ul style="list-style-type: none"> Facebook: https://www.facebook.com/qldmentalhealthcommission/posts/pfbid02mMJmPeRN2NGwTLccAZA6wA9kQ6RetxunEy5eE1npRbuys5DQ6Hbcgo6wfuwDyMupl Twitter: https://twitter.com/Qld_MHC/status/1638028667413471232 LinkedIn: https://www.linkedin.com/feed/update/urn:li:activity:7043795741542150144 Instagram: https://www.instagram.com/p/CqCUdw8MaA2/?img_index=1 |
| Strengthening engagement with agency stakeholders to improve social cohesion and tackle racism and discrimination at a local level. | QMHC | Complete Expected completion date mid-2024 | <ul style="list-style-type: none"> The QMHC's renewed whole-of-government strategic plan Shifting minds 2023-28 recognises the impact of systemic racism and discrimination on people's mental health and wellbeing. The QMHC is working with all Queensland Government agencies as well as non-government stakeholders to implement activity to address structural barriers and improve mental health and wellbeing. |