


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

Annual Reporting for 2021–22
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 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 2021–22 for the **Queensland Mental Health Commission**.


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 Mental Health Commission** 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.

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 culturally and linguistically diverse 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"> • Include cultural awareness and capability training for all staff as part of induction and biannual refresher training. 	QMHC	2019–22	COMPLETED - for duration of Action Plan	<p>The Commission now includes Staff Cultural Awareness Training as part of standard induction practices for new staff and as a bi-annual refresher for existing staff.</p> <p>This training is completed online, supported by ongoing conversations and dialogue regarding cultural awareness to further embed this knowledge within the organisation. This training has now been completed by all staff and will be ongoing.</p>
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	COMPLETED - for duration of Action Plan	<p>The Commission does not report to a board but identifies opportunities for increased Cultural and Linguistically Diverse community and consumer representation through:</p> <ul style="list-style-type: none"> • The Queensland Mental Health and Drug Advisory Council representation (Ministerial appointed). • Representation through Queensland's new mental health lived experience peak body. • Membership on a reference network established to support the Commission led systematic analysis of the mental health non-government community health services sector Queensland's reference network.

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 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"> • Actively raise staff awareness of the Multicultural Queensland Charter and identify opportunities to put its principles into practice in the Commission's work. 	QMHC	2019–22	COMPLETED - for duration of Action Plan	The Commission considers people who identify as Culturally and Linguistically Diverse as a key group for inclusion when undertaking strategic and operational planning. The Commission engages with Culturally and Linguistically Diverse stakeholders and community members in numerous ways as part of its ongoing work.
<ul style="list-style-type: none"> • Identify and act on opportunities to enhance the Commission's work in line with the Multicultural Queensland Charter. 	QMHC	2019–22	COMPLETED - for duration of Action Plan	<p>The Commission is leading the development of the renewed whole-of-government approach to alcohol and other drugs in Queensland. As part of the development of this renewed approach, the Commission engaged in extensive multicultural community consultations with community and faith leaders to better understand the specific issues and cultural barriers that exist around alcohol and other drug issues.</p> <p>The Commission is currently undertaking an evaluation and refresh of both the <i>Shifting minds: Queensland Mental Health, Alcohol and Other Drugs Strategic Plan 2018-2023</i> as well as the sub plan <i>Every life: Queensland Suicide Prevention Plan 2019-2029</i>. This refresh will provide an opportunity to further examine specific issues and barriers that impact culturally diverse communities related to mental health and alcohol and other drug use. The Commission will continue to engage with and consult with multicultural communities to tailor its work to support an inclusive and culturally responsive mental health and alcohol and other drug service system.</p>

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ . 	All agencies	2019–22	COMPLETED - for duration of Action Plan	The Commission welcomes that the Queensland Government is a supporter and partner of the <i>Racism. It stops with me</i> campaign. The Commission continues to advocate for the elimination of racism as well as stigma and discrimination against people living with a mental illness and/or problematic alcohol and other drug use. This commitment includes supporting research at the intersection of human rights and mental health.

¹ 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*.