

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


**Annual Reporting for 2020-21**

**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 Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first [Multicultural Action Plan](#), and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.
- The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- 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 Mental Health Commission**.

## Notes

- The list of Government entities covered under 'All agencies' is provided on page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at [www.dlgrma.qld.gov.au](http://www.dlgrma.qld.gov.au), (i) click on 'Multicultural Affairs', (ii) click on 'Queensland Government Multicultural Policy and Action Plan'. All sub-actions, where relevant, for the **Queensland Mental Health Commission (QMHC)** have been listed in this template for ease of reporting.
- The Policy and Action Plan support priorities set out in the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy







Give all our children a great start

## Priority area 1: Culturally responsive government

### Outcomes:







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

Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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"> <li>• Include cultural awareness and capability training for all staff as part of induction and biannual refresher training.</li> </ul>		QMHC	2019–22	On track	Staff Cultural Awareness training program has been adopted by the Commission which has now been rolled to staff for completion by the end of the Calendar year. This has now been incorporated into the new staff induction process and with existing staff refresher training planned as part of a broader two-year program.
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	Ongoing commitment on track	Queensland Mental Health and Drug Advisory Council – provides advice to the Commission on mental health, alcohol and other drugs and suicide related issues. This Council continues to represent the wide diversity of the Queensland community and the sector.
<b>Insert case studies or good news stories to highlight achievements relevant to Priority area 1:</b> Nil					

## 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	AQP	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	Legend: <ul style="list-style-type: none"> <li>• On track</li> <li>• Completed</li> <li>• Yet to commence</li> </ul>	Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
<ul style="list-style-type: none"> <li>• Actively raise staff awareness of the Multicultural Queensland Charter and identify opportunities to put its principles into practice in the Commission's work.</li> </ul>		QMHC	2019–22	On track	<p>The Commission's work aligns with the priorities outlined in <i>Shifting minds, Queensland Mental Health, Alcohol and Other Drugs Strategic Plan 2018-2023</i> a key guiding principle for which is valuing culture.</p> <p>This is reflected across <i>Shift minds</i> Areas of Focus priorities where culturally and linguistically diverse communities' representation and participation in mental health reform development is essential.</p>
<ul style="list-style-type: none"> <li>• Identify and act on opportunities to enhance the Commission's work in line with the Multicultural Queensland Charter.</li> </ul>		QMHC	2019–22	On track	<p>The Commission works closely with a senior government leadership group established to guide implementation of the strategic plan and to specifically guide its own work program. This work is also guided by numerous National and Queensland whole of government arrangements including, Framework for Mental Health in Multicultural Australia</p> <p>The multicultural community has been reinforced as a key group for consideration when undertaking both its strategic and operational planning. This has now been included as a statement of commitment, like that also provided around human rights.</p>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign.		 All agencies	2019–22	On Track	<p>After release of the <i>Human Rights Commission Act 2019</i>, the Commission conducted training with its staff to re-enforce the importance of Human Rights consideration in all work undertaken.</p> <p>Note that like multiculturalism, human rights is also a guiding principle of <i>Shifting minds</i> and is reflected in its sub plan of <i>Every life</i>.</p>

Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21 Legend: • On track • Completed • Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
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**Insert case studies or good news stories to highlight achievements relevant to Priority area 2:**

- Apart from considering multicultural implications in all that the Commission undertakes, a specific example of multicultural activity supported within its sponsorship program included funding for The Migrant Centre Organisation inc. (TMC Thriving Multicultural Communities). This delivered a workshop that focused on improving TMC staff understanding of the mental health service and advocacy support network, followed by a community information sharing event. The activity included strong theme of community assistance and understanding as a key outcome.