

Queensland Multicultural Policy & Queensland Multicultural Action Plan 2024-25 to 2026-27

2024-25 Annual Reporting

Queensland Mental Health Commission

Key Information

Multicultural Affairs Queensland, through the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, is responsible for the *Multicultural Recognition Act 2016* (the Act).

The Queensland Multicultural Policy and [Queensland Multicultural Action Plan 2024-25 to 2026-27](#) (the Action Plan) have been established in compliance with the Act to provide a framework for achieving positive outcomes for Queenslanders from culturally and linguistically diverse backgrounds.

Section 24 of the Act requires Queensland Government agencies responsible for actions under the Action Plan to publicly report on their progress on an annual basis.

This reporting template has been prepared to support agencies to fulfill this legislative reporting requirement.

Multicultural Affairs Queensland requests that your agency:

- Carefully review the scope of reporting, agency commitments, and instructions below to assist them in completing reporting in line with the requirements under the Act.
- **Publish the report on your agency's website** by no later than **30 September 2025** and email a hyperlink and copy of final report to MAQ.PIR@maq.qld.gov.au.

Scope of Reporting

The Queensland Multicultural Policy and Action Plan aim to achieve positive outcomes for Queenslanders from **culturally and linguistically diverse backgrounds**.

We acknowledge agencies may be implementing measures to support diversity and inclusion for various cohorts, including Aboriginal and Torres Strait Islander peoples, women, youth, seniors, LGBTIQ+ communities and people with disability.

While we welcome reporting on activities that recognise and respond to intersectionality across groups, the purpose of this report is to collect information about activities that specifically focus on achieving outcomes for:

people from 'culturally and linguistically diverse' backgrounds, which refers to people from a migrant or refugee background (which can include second or third generation migrants), people seeking asylum, and Australian South Sea Islander peoples¹.

We therefore request that activities only be included in this reporting if they specifically focus on delivering positive outcomes for this population.

If you have any questions about the relevance of any agency activities in line with this scope, please contact the Multicultural Affairs Queensland contact listed above.

¹ Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the primary industries. More than 50,000 people came from some 80 Pacific Islands, primarily Vanuatu and the Solomon Islands, and the majority were kidnapped, 'blackbirded' or deceived into coming.

Agency Commitments for 2024-25 to 2026-27

Each agency has committed to progressing actions in one or more of the Action Plan's four Focus Areas. The table below indicates which of the Focus Areas your agency has commitment under, and therefore must report against in this template.

N.B. Agency acronyms in this table have been updated compared to those used in the Action Plan to reflect recent Machinery of Government changes.

Agency	Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4
Department of the Premier and Cabinet (DPC)		●		●
Queensland Treasury (QT)	●	●		●
Corrective Services (QCS)	●	●		●
Department of Customer Services, Open Data and Small and Family Business (DCSODSFB)		●	●	●
Education (DoE)	●	●	●	●
Department of Environment, Tourism, Science and Innovation (DETSI)	●	●	●	●
Department of Families, Seniors, Disability Services and Child Safety (DFSDESCS)	●	●		●
Queensland Fire Department (QFD)	●	●		●
Queensland Health (QH)	●	●	●	●
Department of Housing and Public Works	●	●		●
Department of Justice (DoJ)	●	●		●
Department of Local Government, Water and Volunteers (DLGWV)		●		●
Department of Natural Resources and Mines, Manufacturing and Regional and Rural Development (DNRMMRRD)		●	●	●
Queensland Police Service (QPS)	●	●		●
Department of Primary Industries (DPI)		●		●
Public Sector Commission (PSC)	●	●		●
Department of Sport, Racing and Olympic and Paralympic Games (DSROPG)		●		●
Department of State Development, Infrastructure and Planning (DSDIP)		●		●
Department of Trade, Employment and Training	●	●	●	●
Department of Transport and Main Roads	●	●		●
Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (DWATSIPM)	●	●		●
Department of Youth Justice and Victim	●	●		●
Queensland Reconstruction Authority (QRA)	●	●		●

Agency	Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4
Health and Wellbeing Queensland (HWQ)	●	●		●
Trade and Investment Queensland (TIQ)		●	●	●
TAFE QLD	●	●	●	●
Residential Tenancies Authority (RTA)	●	●		●
Queensland Mental Health Commission (QMHC)	●	●		●
Queensland Human Rights Commission (QHRC)	●	●		●
Legal Aid Queensland (LAQ)		●		●
Electoral Commission of Queensland (ECQ)	●	●		●

● Focus Area 1: Deliver Culturally Responsive Services

The Queensland Government remains committed to ensuring all government initiatives and services, including funded services, are culturally responsive, accessible and inclusive of all people across Queensland.

ion	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<i>Develop a Strategy to improve the overarching mental health and wellbeing of Queenslanders, including a focus on the needs of culturally and linguistically diverse communities.</i>	Delivered	- The Queensland Mental Health Commission (QMHC) plays a leading role in driving reform of the mental health, alcohol and other drugs (AOD), and suicide prevention systems in Queensland. - On behalf of Government, QMHC developed, monitors and reports on implementation of <i>Shifting minds: The Queensland Mental Health, Alcohol and Other Drugs, and Suicide Prevention Strategic Plan 2023–2028</i> (<i>Shifting minds</i>). <i>Shifting minds</i> is supported by three key subplans: ○ <i>Achieving balance: The Queensland Alcohol and Other Drugs Plan 2022–2027</i> ○ <i>Every life: The Queensland Suicide Prevention Plan 2019–2029</i> ○ <i>The Queensland Trauma Strategy 2024–2029</i> - Each plan has a specific focus on groups disproportionately impacted by mental health challenges, AOD harms, suicide, and trauma. Culturally and linguistically diverse (CALD) communities are a priority population across all plans. - In the past 12 months, QMHC has undertaken a range of actions to develop and implement actions identified in these plans with a focus on improving the mental health and wellbeing of CALD communities including: ○ Conducting a community consultation process with CALD people with lived experience to inform the refresh of <i>Shifting minds</i> ○ Progressing a range of activities to identify barriers to prevention and opportunities to enhance support and service access for the CALD community in line with <i>Every life</i> Phase Two actions ○ Releasing the <i>Trauma Strategy</i> which aims to strengthen both government and non-government systems to provide inclusive, culturally safe, and trauma-informed approaches. The goal is to support healing and improve mental health and wellbeing outcomes for all, including CALD communities. ○ Partnering with Health and Wellbeing Queensland to develop <i>Thriving Lives, Connected Communities: Queensland's Commitment to Mental Health and Wellbeing</i> (TLCC), on improving the mental health and wellbeing of all Queenslanders. The report recognises CALD communities, including refugees and people seeking asylum, as a priority cohort. It also highlighted opportunities in Queensland to:

ion	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		○ Address stigma, racism and discrimination; ○ Build culturally safe and appropriate supports, with communities; and ○ Build mental health and wellbeing literacy. The QMHC continues to lead ongoing work to advance mental health and wellbeing.
<i>Promote integrated models of suicide prevention and support that use a whole-of-family and kin approach, including a focus on people from culturally and linguistically diverse backgrounds as part of implementing Every life: The Queensland Suicide Prevention Plan 2019-2029.</i>	Not delivered	QMHC is negotiating opportunities to pilot a suitable model for implementation in Queensland.
<i>Facilitate the delivery of resources and community-based programs to reduce alcohol and other drugs related harms in culturally and linguistically diverse communities as part of implementing Achieving balance: The Queensland Alcohol and Other Drugs Plan 2022-2027.</i>	Delivered	- QMHC is funding for two community-focused projects \$500,000 over FY 2024-25 to 2025-26 to develop resources and culturally based early intervention programs outside of the health system that aim to reduce and prevent AOD related harms to CALD communities. ○ World Wellness Group—Multi-cultural AOD Engagement and Access program ○ Queensland Injectors Health Network working in partnership with the Ethnic Communities Council of Queensland. - The projects will contribute to building understanding of and improving access to culturally safe AOD resources, programs and services whilst strengthening community networks. This work will also contribute to meeting the needs of CALD individuals and communities supported by AOD services.
<i>Implementation of initiatives funded by Better Futures and Mental Health and Wellbeing grants.</i>	Delivered	2024 Better Futures Grant Programs - The 2024 Better Futures Grant programs are currently mid-way through delivery. This program supports sustainable and evidence-based initiatives with funding of up to \$250,000 over a 24-month period. Eight programs were awarded funding, with two tailored specifically to CALD communities: ○ University of Queensland and Mater Hospital – Increasing access to healthcare and community support services for perinatal women from CALD backgrounds. This is achieved through the co-design and translation of a mindfulness mobile app, ensuring a sustainable and cost-effective model of care. ○ Griffith University – Mosaic at Griffith – Providing a range of free, primarily arts-based (but not exclusively) university courses to Converge students. These students may not have previously had access to educational opportunities through traditional pathways. The program supports mental health while helping participants develop new skills in a safe, supportive educational environment. Mental Health and Wellbeing Grants Program - QMHC launched a three-year, \$9 million Mental Health and Wellbeing Grants program in 2024. This program prioritises individuals from culturally diverse backgrounds, including refugees and asylum seekers, as one of the key groups for applicants to consider when developing initiatives. In round 1 eligible

ion	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		organisations could apply for funding of up to \$150,000. - A total of 22 organisations were awarded funding, and many have now commenced implementation of their initiatives. In addition to broadly inclusive programs, the following are examples of targeted programs for CALD communities: ○ People Power Services – Inkingi: A weekly psychosocial, strengths-based program offering individual, group, and peer support to enhance awareness and stress management, specifically tailored to African migrants and refugees. ○ Townsville Multicultural Support Group – Eco-Enzyme and Gardening Hub for Wellbeing: A project creating community connections through bilingual support and storytelling, with a focus on newly arrived refugees and vulnerable migrant women. ○ Ethni Inc – Big Sis: Peer-led psychosocial interventions designed to support young women from CALD backgrounds.

Case studies or good news stories to highlight achievements relevant to *Focus Area 1*:

Mater's Pocket-Sized Haven for Perinatal Mental Health Support

Mater's Catherine's House for Mothers, Babies and Families – the first integrated perinatal mental health centre of its kind – has launched an innovative perinatal mindfulness app, Mater Parent Lounge.

Co-designed by Mater clinicians and women with lived experience, the app provides audio mindfulness tracks, helpful links, and practical tools to support mental health from 16 weeks' gestation through to six months post-partum. Service Development and Research Team Leader, Dr Grace Branjerdporn, said the app puts early, preventative support in the palm of every parent's hand.

"We know that pregnancy and early parenting can be an overwhelming time. Having accessible resources at your fingertips means women can reduce stress, build confidence, and improve their quality of life right when they need it most," Dr Branjerdporn said.

In 2024, the project received a \$250,000 Better Futures Grant from QMHC, in partnership with The University of Queensland and Mater Research. This funding has enabled Mater to make the app inclusive for women from culturally and linguistically diverse communities by translating key content into multiple languages. Future updates will expand the offering to include Vietnamese, Somali, and Farsi, as well as tailored support for fathers, partners, and parents who have experienced birth trauma, perinatal loss, or have a baby in the Neonatal Critical Care Unit.

Gold Coast mum Adele Rose, who experienced postnatal depression and contributed to the app's design, said mindfulness completely changed her parenting journey.

"Having an app at your fingertips makes it easier to manage the overwhelm and take the next step forward," Adele said.

The team went to extraordinary lengths to ensure quality and accessibility. Relax trax – the app's mindfulness meditation audio tracks – were translated into Arabic and Mandarin by NAATI-accredited translators, professionally recorded by native speakers with calming voices, and accompanied by soothing background music. Every translation was carefully reviewed and approved by other native speakers to guarantee cultural and linguistic accuracy.

The app was also technically upgraded to support a multi-lingual user experience. Users can now easily select their preferred language, instantly displaying all available tracks and descriptions in that language.

Catherine's House and Mater Research hope this innovation will empower parents to feel supported through every step of their perinatal journey — in a way that feels personal, accessible, and culturally safe.

● Focus Area 2: Drive Diversity and Inclusion across the Public Sector

A diverse and inclusive workforce that is representative of the community we serve is essential to ensuring we are a culturally responsive government.

Agency actions supporting Focus Area 2	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Monitor data related to culturally and linguistically diverse employee representation and deliver strategies to achieve the whole-of-government target of 12 per cent for employees who speak a language other than English at home.	Delivered	- As at 27 June 2025, 10.9% of employees at the QMHC identified as CALD and may speak a language other than English at home. This represents 5.47 full-time equivalent (FTE) of a total 50 FTE (temporary and permanent) employees. While this is a decrease from the previous reporting period, QMHC continues to review and strengthen its recruitment strategy to broaden reach and attract a more diverse workforce.
All Agencies Action – Monitor Working for Queensland survey results relevant to cultural diversity and inclusion and deliver strategies to improve inclusion for culturally and linguistically diverse employees, including Australian South Sea Islander peoples.	Delivered	- QMHC continues to review its recruitment strategy to attract a diverse workforce. In the 2024–25 financial year, QMHC received 594 applications for a variety of advertised positions. Of these: ○ 47 applicants identified as unknown gender (8%) ○ 70 applicants identified as having a disability (12%) ○ 24 applicants identified as Aboriginal (4%) ○ Less than 5 applicants identified as Torres Strait Islander (<1%) ○ 178 applicants identified as coming from a non-English speaking background (30%) ○ 48 applicants identified as unknown non-English background (8%)
All Agencies Action – Using the Diversity and Inclusion on Boards Toolkit, implement targeted actions to increase the cultural and linguistic diversity of representation on Queensland Government boards.	Delivered	- The QMHC conducted a recruitment process for members of the independent Queensland Mental Health and Drug Advisory Council, recognising the importance of including representatives from CALD communities. Recruitment advertisements included targeting networks and communities that could enhance the likelihood of appointing a CALD representative. The selection panel closely monitored the recruitment process and implemented strategies to maximise the success of this objective.
All Agencies Action – Agencies will provide DPC with data on the cultural and linguistic diversity of Queensland Government boards to enable Government to monitor and report on the diversity of Queensland Government bodies.	Delivered	- The QMHC has 12 Advisory Council members; 3 members (25%) identified as being from a CALD background, and at least 1 member (8%) speaks a language other than English at home.



● Focus Area 3: Strengthen Our Economy

The Queensland Government will take specific actions to identify and address the barriers that people from culturally and linguistically diverse backgrounds face to participate in economic opportunities in line with their skills and ambitions.

Agency actions supporting Focus Area 3	Progress/ status for 2024- 25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<i>N/A – The Queensland Mental Health Commission does not have any actions under Focus Area 3.</i> <i>Participation in Social Impact Activities and Social Procurement</i>	Delivered	- Although this is not a formal reporting requirement for the QMHC, the QMHC is actively engaging in social impact initiatives including membership to the recently established Social Impact Roundtable, a collaborative forum bringing together government agencies and social enterprises. The Roundtable is co-designing a roadmap for social enterprise and impact investment, as well as contributing to the development of the \$80 million Social Entrepreneurs Fund. These initiatives aim to increase employment and business participation while delivering meaningful and lasting social impact across Queensland. - In addition, the QMHC has incorporated social procurement principles into our procurement processes. This ensures that suppliers who support people experiencing social disadvantage are prioritised in our spending decisions, contributing to more equitable and inclusive outcomes.

● Focus Area 4: Promote Social Cohesion

All Queenslanders have a responsibility to foster social cohesion in our communities. The Queensland Government will take action to respect and celebrate the contributions of Queenslanders from diverse backgrounds.

Agency actions supporting Focus Area 4	Progress/ status for 2024- 25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Take a strong stance against racism, and actively promote anti-racism messages to staff, clients and communities in line with each agency's unique context.	Delivered	- The QMHC continues to respond to public inquiries in a culturally inclusive way, tailoring communication to improve access and ensure services are inclusive and equitable for diverse populations. Interpreter services are provided when required. - Through its public facing communication channels, QMHC tailors communications to be inclusive for diverse populations. Specific communications acknowledging and supporting CALD communities' mental health and wellbeing have been prepared in 2024-25, including in response to emerging issues such a global conflict. QMHC will continue to work with other agencies as relevant to discuss opportunities for collaboration and shared public messaging. - QMHC has invested in several initiatives focused on improving and supporting population wide mental health and wellbeing including Queensland Mental Health Week and its accompanying community events grants program. - In 2024, Queensland Mental Health Week saw 553 public events take place across Queensland to support the mental health and wellbeing, with 144 events identifying a focus on CALD communities. Through the accompanying grant program, QMHC invested \$158,000 to support 152 QMHW community and school events to enable organisations to undertake community awareness, engagement and education activities to improve mental health and wellbeing in their communities. The grant program has a number of criteria including around social inclusion and events for at-risk population groups. Over 25 per cent of applications identified that CALD people would be a beneficiary of the event. - The Queensland Mental Health Commissioner engages with various CALD stakeholders, attending and speaking at various CALD focused events in 2024-25. This included attending the Ethnic Communities Council of Queensland (ECCQ) Mental Health Modules Launch (for multicultural community leaders to support community members with mental health challenges). - Initiative and project implementation groups across QMHC and its funded programs consistently apply inclusiveness principles in their recruitment processes to ensure the participation of people from CALD backgrounds throughout the implementation of strategic documents and activities. - QMHC has maintained ongoing engagement with CALD mental health organisations and communities across all levels of the organisation. This has been achieved through regular meetings, active participation in community events, speaking engagements, and consistent liaison with key



		stakeholders. These efforts help maintain strong relationships, ensure an up-to-date understanding of community needs, and reinforce QMHC's commitment to cultural safety across its work. - The QMHC has been advocating for equitable health accessibility in line with its policy principles. In particular, it has liaised with Queensland Health to explore options for maintaining continuity of health measures following the recent lapse of a directive, aiming to ensure that people fleeing the conflict in Israel and Gaza — who are currently ineligible for immediate Medicare benefits — have access to affordable health interventions. - The QMHC has also actively supported advocacy efforts to address the needs of LGBTIQ+ individuals within CALD populations. This work recognises the complexity of cultural differences, perceptions, and the varying levels of human and legal rights based on a person's country of origin. In response, the QMHC has worked with key stakeholders to identify systemic barriers, raise awareness, and progress initiatives that improve accessibility and inclusivity in health services for these communities.
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