

# Multicultural Action Plan 2008 - 2009

## Background

The Queensland Government's Multicultural Policy - *Multicultural Queensland: making a world of difference* (the policy) was released in January 2005. This policy provides the blueprint for state agencies to maximise the benefits of multiculturalism for the social and economic well-being of all Queenslanders.

The policy seeks to uphold the following values:

- 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.

## Department of Emergency Services (DES) Multicultural Action Plan

The DES Multicultural Action Plan 2008-09 illustrates the department's contribution to fostering a society for all Queenslanders to thrive in, regardless of their cultural, ethnic or religious background or gender. The Multicultural Action Plan underpins the DES Strategic Plan 2008-12 by linking key Queensland Government Multicultural Policy strategies in line with each of the department's four key goals. The plan also provides a detailed overview of DES multicultural activities and performance indicators for the 2008-09 financial year.

## The Department of Emergency Services

The DES is comprised of three operational divisions and two support divisions as follows:

- Queensland Ambulance Service (QAS);
- Queensland Fire and Rescue Service (QFRS);
- Emergency Management Queensland (EMQ);
- Business Support Services (BSS); and
- Strategic Policy and Executive Services (SP&ES).

DES is committed to ensuring safer communities and a better quality of life for all Queenslanders. DES is dedicated to delivering culturally responsible emergency services and promoting the importance of a workforce culture that is welcoming and accepting of all people.

## Our vision

World class emergency and disaster management services.

## DES key goals

The department has identified four key goals where activities and resources are focused:

- Focus on front-line service delivery;
- Strengthen community capability and resilience;
- Support volunteer emergency service organisations;
- Build organisational capability and resilience.

DES fully supports the Queensland Government Multicultural Policy - *Multicultural Queensland: making a world of difference* and will continue to implement the Queensland Government Multicultural Policy strategies into core business. The Queensland Government Multicultural Policy strategies are as follows:

- **Productive diversity economic strategy** - strengthening our Smart State standing as a place that values and wishes to attract intellectual capital, overseas investment and secure further gains through harnessing cultural diversity in key areas such as trade, skilled migration, education, tourism, and science/technology.
- **Supporting communities** - funding and investing in Queensland's communities to further 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 to ensure all Queenslanders, regardless of cultural and linguistic backgrounds, have access to services.
- **Community relations and anti-racism** - strengthening the sense of belonging Queenslanders have in their local environment and in the global community.

## Reporting on our performance

DES reports annually on the progress of the Multicultural Action Plan to Multicultural Affairs Queensland (MAQ). MAQ is responsible for reporting to Government on the implementation of the Queensland Government Multicultural Policy with input from all state agencies.

Please note:

- All acronyms are listed in Attachment 1.

# Department of Emergency Services Multicultural Action Plan 2008-2009

Multicultural policy strategy	Action	Lead responsibility	Performance measures	Timeframe
<b>Key Outcome Area</b> 1 Focus on front-line service delivery				
Productivity diversity	Recruit overseas paramedics.	QAS	Enhance the QAS workforce by recruitment of qualified officers as part of 250 additional officers to respond to increasing demand for services.  Enhance QAS capability to deliver vital services to Queenslanders and meet response times.  Provide appropriate numbers of qualified staff available for mentoring and training purposes for new recruits.	Ongoing
Supporting communities	Pursue collaborative opportunities to enhance the communities' ability to deal with emergencies and work effectively with the emergency management sector.	DES	Work in partnership with national, state and local agencies to promote emergency management messages such as prevention, preparedness, response and recovery.	Ongoing
Strengthening multiculturalism in the Queensland public sector			Project manage the EMA Inclusive Emergency Management with CALD Communities Program which is in alignment with the National Action Plan – to build on social cohesion, harmony and security.	2006-10
Community relations and anti-racism	Ensure policy, program developments and service delivery are responsive to the needs of CALD communities and operational staff.	DES	DES staff to operate within a framework that has taken into consideration the needs of CALD communities in an emergency situation.	Ongoing
	Increased distribution of community safety and emergency management information into multicultural networks.	SP&ES	Increased usage of the <a href="http://www.safer.qld.gov.au">www.safer.qld.gov.au</a> website to promote emergency and community safety information throughout a number of multicultural networks.	Ongoing

Multicultural policy strategy	Action	Lead responsibility	Performance measures	Timeframe
<b>Key Outcome Area 2</b>				
Strengthen community capability and resilience				
Productive diversity	Recruit a diverse workforce representative of the Queensland community to enhance the delivery of culturally appropriate service.	DES	Progression against employment targets for people from CALD backgrounds.	Ongoing
	Support the Australian South Sea Islander Community Foundation with a three year university scholarship for an Australian South Sea Islander student commencing university.	BSS	Scholarship funded by the Director-General.	2008-10
Supporting communities	Utilise appropriate communication networks to disseminate community safety messages and emergency management information to CALD communities.	DES	Community safety messages and emergency management information through key publications and radio stations servicing CALD communities.  Contribute to national triple zero campaign by promotion of the resources available on <a href="http://www.triplezero.gov.au">www.triplezero.gov.au</a> website.	Ongoing
	Develop TESOL lesson plans on fire safety for distribution to English language schools.	QFRS (CE&RU)	Acceptance and usage of lesson plans in English language schools throughout Queensland.	June 2009
	Seek opportunities for conducting fire safety demonstrations and emergency procedures lessons to newly arrived migrants.	QFRS Central Region	Increase community awareness and understanding of fire safety issues for the CALD.	June 2009
	Emergency Services Familiarisation Workshops and presentations to newly arrived refugees on the emergency response process.	QFRS South Eastern Region (including QPS)	Successful pilot has led to continuation of workshops and presentations.	Ongoing
	Work with the Vietnamese and Sudanese communities in South Western Region through the provision of fire safety information and demonstrations.	QFRS	Increased CALD community's awareness and understanding of fire safety issues.	June 2009
	Produce and distribute translated resources, information and publications.	QFRS and EMQ	QFRS & EMQ will continue to monitor language needs across the State and where possible, have existing resources translated and disseminated to CALD communities	2008-09
	Supporting communities	Continue project management of the EMA Inclusive Emergency Management with CALD Communities.	SP&ES (MACC)	Increased CALD community's awareness of emergency management processes.  Increased CALD community engagement in emergency management and volunteer activities.
Strengthening multiculturalism in the Queensland public sector  Community relations and anti-racism				

Multicultural policy strategy	Action	Lead responsibility	Performance measures	Timeframe
<b>Key Outcome Area 3</b> Support volunteer emergency service organisations				
Supporting communities	Translated community education resources will be promoted through Queensland Rural Fire Service for use, where applicable, in their local communities.	QFRS	Percentage of enquiries from Rural Fire Brigades for CALD resources.	Ongoing
Strengthening multiculturalism in the Queensland public sector		DES	In accordance with the policy, <i>Valuing Volunteers: The Queensland Government Policy on Volunteering 2007-10</i> DES and the Department of Communities are lead agencies for incorporating findings into government programs.	Ongoing
Community relations and anti-racism	Building a stronger base for volunteering by promoting diversity in volunteer participation.			

Multicultural policy strategy	Action	Lead responsibility	Performance measures	Timeframe
<b>Key Outcome Area 4</b> Build organisational capability and resilience				
Supporting communities	DES internal publications to feature multicultural activities and focus on the diversity of the DES workforce.	SP&ES (MACC)	Increased DES employees knowledge and appreciation of the diversity of the DES workforce, including volunteers.	Ongoing
Strengthening multiculturalism in the public sector				
Supporting communities	Ongoing development and review of the DES EEO requirements to ensure compliance with the Queensland Government's EEO priorities.	DES	Performance against employment targets for overall representation of people from CALD backgrounds in DES and for representation in specific recruitment intakes.	Ongoing
Strengthening multiculturalism in the Queensland public sector	Continue to support the Migrant Work Experience Program.	BSS HR DES all divisions	All DES divisions are encouraged to support this program.	Ongoing
Community relations and anti-racism	Ensure Queensland Government Multicultural policy, principles and responses to cultural and linguistic diversity are included in the DES Strategic Plan.	DES all divisions	Reporting against this plan is integrated into strategic and operational reporting processes.	Ongoing
	Provide ongoing support to the Equity and Harassment Contact Officer network.	BSS (WPHS)	Reduction in the number of discrimination complaints lodged with external agencies.	Ongoing
	Ensure Whole-of-Government multicultural policy is incorporated into planning and operational policy development.	SP&ES	Input and linkage to the implementation and reporting on the DES Corporate Plan 2008-12. Multicultural principles and issues reflected in the DES Corporate Plan 2008-12.	Ongoing

## Attachment 1 Acronyms

ABS	Australian Bureau of Statistics
BSS	Business Support Services
CALD	Culturally and Linguistically Diverse
CE&RU	Community Education and Research Unit (QFRS)
DES	Department of Emergency Services
EEO	Equal Employment Opportunity
EMA	Emergency Management Australia
EMQ	Emergency Management Queensland
MAQ	Multicultural Affairs Queensland
MACC	Media and Corporate Communications
QAS	Queensland Ambulance Service
QFRS	Queensland Fire and Rescue Service
QPS	Queensland Police Service
SP&ES	Strategic Policy and Executive Services
TESOL	Teachers of English to Speakers of Other Languages
WPHS	Work Place Health and Safety