

Department of Families, Seniors, Disability Services and Child Safety

Queensland Multicultural Policy and Queensland Multicultural Action Plan 2024–25 to 2026–27

2025–26 Annual Reporting

Focus Area One: 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.

Agency actions supporting Focus Area One	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Review child and family services across 2-3 locations to test service system responsiveness to the needs of children and families from culturally and linguistically diverse backgrounds. The review process is an opportunity to take stock of how well services are meeting the needs of culturally and linguistically diverse communities and identify opportunities for enhancements as part of a continuous improvement approach.	Ongoing	Yes	This action is superseded. On 18 May 2025, the Queensland Government established an independent Commission of Inquiry (COI) into the Child Safety System. The Final Report, released on 22 May 2026, did not make specific recommendations targeted at CALD backgrounds. However, the needs of culturally and linguistically diverse (CALD) children and families are reflected through several broader principles and recommendations that promote: • culturally grounded and community-led support responses • cultural connection as a component of children's wellbeing • family preservation and reunification • culturally competent practice • meaningful participation of children and families in decision-making. The Queensland Government's response to the COI was released on 31 July 2026. While neither the COI nor the Queensland Government response includes a dedicated CALD reform agenda, consideration of CALD children and families is expected to occur through broader reform agenda arising from the COI and the Queensland Government's response. The Child Safety Practice Manual continues to undergo regular review and revision to ensure its processes and resources remain current, effective, and reflective of the diverse needs of children, young people, and families from culturally and linguistically diverse backgrounds.
Explore opportunities to engage with people with disability from culturally and linguistically diverse backgrounds on disability reforms in Queensland, including in relation to the Independent Review of the National Disability Insurance Scheme (NDIS) and Royal Commission into Violence, Abuse and Neglect of People with Disability.	Delivered	Yes	In 2025-2026, implementation of the Queensland Disability Stakeholder Engagement and Co-design Strategy (SEC Strategy) continued. The SEC Strategy establishes mechanisms to ensure people with lived experience of disability are actively involved in the design and implementation of disability reforms, including government responses to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People (Disability Royal Commission) and the Independent Review of the National Disability Insurance Scheme (NDIS).

Agency actions supporting Focus Area One	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			The SEC Strategy is focused on bringing diverse voices to the table through targeted engagement strategies for people with disability from a range of diverse communities, including people from culturally and linguistically diverse backgrounds. Queenslanders with Disability Network (QDN) is funded to lead implementation of the Queensland SEC Strategy in partnership with the Queensland Government and key project partners, including AMPARO Advocacy, Queensland's peak body for people with disability from culturally and linguistically diverse backgrounds, their family members and carers. In 2025-26, CALD inclusion consultants developed their expertise under the SEC Strategy, ensuring disability reforms are informed and guided by the lived experience of culturally and linguistically diverse people with disability. Also in 2025-26, the Disability Reform Implementation Stakeholder Committee (DRISC) continued to meet and oversees implementation of the SEC Strategy and provides advice to government on disability reforms. DRISC membership includes people with lived experience, disability providers, disability advocates, disability researchers, and government representatives. DRISC responsibilities include ensuring targeted outreach and in-reach engagement strategies support the inclusion and participation of diverse communities, including people from culturally and linguistically diverse backgrounds.
Engage with older people from culturally and linguistically diverse backgrounds to design culturally responsive elder abuse prevention initiatives and service responses.	Ongoing	Yes	The Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS) invests in targeted elder abuse prevention and intervention including the Elder Abuse Prevention Unit (EAPU), Seniors Legal and Social Support Services (SLASS) and the Seniors Financial Protection Services (SFPS). The EAPU offers a free and confidential statewide telephone helpline providing information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person. This service provides translation services for individuals who do not speak English and need assistance with their services. The EAPU website also provides brochures in 19 languages. Between 1 July 2025 and 31 March 2026, 701 (20.1%) older people from culturally and linguistically diverse backgrounds sought information, advice and referral from the EAPU.

Agency actions supporting Focus Area One	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			The SLASS and SFPS in Queensland provides free legal and social work support to older people experiencing elder abuse, mistreatment, or financial exploitation. Between 1 July 2025 and 31 March 2026, 1369 (7.9%) older Queenslanders from culturally and linguistically diverse backgrounds received support from SLASS or SFPS. Between 1 July 2024 and 31 March 2025, 2,008 older Queenslanders from culturally and linguistically diverse backgrounds received support from SLASS or SFPS. Seniors Expos The Queensland Government delivers a Seniors Expos and Pop-up program to support older Queenslanders to age well in their communities. These events and activities provide information to older people about issues which matter to them, such as staying safe at home and in the community, identifying frauds and scams, and planning to articulate their health and care choices. The Expos also provide older people with connections to government and non-government services in their community, and an opportunity to connect with each other to mitigate the risk of social isolation. Seniors Expos are held across Queensland and attract a diverse audience. DFSDSCS has hosted Expos and Seniors events in communities with strong culturally and linguistically diverse communities, including Innisfail, Mareeba, Logan and Sunnybank. Seniors Expos are complemented by Seniors Savings Pop-ups that provide an opportunity for older people to meet face to face with a Queensland Government representative to seek information on Seniors Cards, concessions and rebates for cost-of-living support. In 2025-26 DFSDSCS hosted a pop-up at the Empowering Migrants Expo on 3 August 2025 at Brisbane City Hall. In 2025-26 the Queensland Government delivered 10 Seniors Expos and 26 Seniors Savings Pop-Ups across Queensland directly engaging with more than 5000 older people.

Agency actions supporting Focus Area One	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Co-design accessible and culturally responsive resources on coercive control in partnership with culturally and linguistically diverse communities.	Delivered	Yes	Coercive control information resources have been co-designed with community members to explain the nature and impacts of coercive control and changes to the law in Queensland. The link the link to the coercive control resources for CALD audiences is https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/need-to-know/coercive-control/coercive-control-community-education-resources/culturally-and-linguistically-diverse-communities Co-design sessions were held across Queensland in 2024. The suite of resources provides tailored information for diverse audience groups and are published online.

Focus Area Two: 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 Two	Progress status for 2025-2026	Targeted inclusion of CALD cohort	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.	Ongoing	Yes	DFSDSCS actively monitors workforce data to inform strategies that contribute to its progression towards the Queensland Public Sector target of 12 per cent for employees who speak a language other than English at home. Diversity Census (MOHRI) data shows a slight improvement in rate of employees who speak a language other than English at home, from 6.12% in March 2025 to 7.17% in March 2026. The 2025 Working for Queensland Survey showed that 15% of the department's 3,335 staff who completed the survey speak a language other than English at home and 23% were not born in Australia. Data relating to culturally and linguistically diverse employee representation is reviewed annually as a part of the Equity and Diversity Audit, outcomes of which informs the actions in the department's Equity and Diversity Plan. In the Equity and Diversity Audit 2026, Cultural and Linguistically Diverse employees were one of three focus areas examined. DFSDSCS will continue to support its culturally and linguistically diverse workforce in line with its Inclusion Strategy and Equity and Diversity Plan.
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.	Ongoing	Yes	The 2025 Working for Queensland Survey highlights the department's cultural and linguistic diversity. DFSDSCS is working to improve inclusion for culturally and linguistically diverse employees, including Australian South Sea Islander peoples. The CALD Network, an employee resource group for culturally and linguistically diverse staff, currently meets monthly. It provides a safe platform to share achievements, challenges and ideas to help DFSDSCS achieve enhanced workforce diversity outcomes. Additionally, the DFSDSCS celebrated workplace cultural diversity and inclusion through: Harmony Week/International Day for Elimination of Racial Discrimination events: work areas hosted local morning/afternoon teas during Harmony Week to celebrate and share their cultural diversity through food and fun.

Agency actions supporting Focus Area Two	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			• Promoted relevant training and information sessions to staff, including those hosted by Diversity Council Australia with which the department holds membership. This year that included the DCA Fireside chat with the Race Discrimination Commissioner. • All-staff messages from the Executive Inclusion and Diversity Champion promoted key inclusion dates and events. • A calendar of key inclusion dates and events on the front page of the departmental intranet, including days of cultural significance. • The regional inclusion and diversity champions network shares resources and ideas on ways the regions can implement initiatives that enhances and supports a safe and diverse workforce. • Inclusion and diversity embedded as a focused topic in leadership development programs.
All Agencies Action – Using the <i><u>Diversity and Inclusion on Boards Toolkit</u></i> , implement targeted actions to increase the cultural and linguistic diversity of representation on Queensland Government boards.	Ongoing	Yes	The Queensland Carers Advisory Council (QCAC) is established by the Carers (Recognition) Act 2008 (Qld) (the Act) to provide strategic advice and advance the interests of unpaid carers in Queensland. QCAC comprises 12 members. When recruiting members to QCAC, DFSDSCS seeks to ensure appropriate cultural and linguistic diversity. The opportunity to nominate is promoted across different channels and networks, including relevant government agencies and peak bodies. • The QCAC nomination form also invites prospective members to identify if they are from culturally and/or linguistically diverse backgrounds to assist in ensuring diversity among QCAC members. Ensuring cultural and linguistic diversity on QCAC provides a deeper understanding of the nature and perceptions of caring roles that exist amongst different cultural groups to better inform government policy and program design.
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.	Ongoing	No	Diversity on the Queensland Carers Advisory Council is reported to the Department of the Premier and Cabinet as new appointments are recommended and through regular reporting processes.

Focus Area Three: 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 Three	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Department of Families, Seniors, Disability Services and Child Safety does not have commitments under this focus area.	Choose a status	Choose a response	N/A

Focus Area Four: 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 Four	Progress status for 2025-2026	Targeted inclusion of CALD	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.	Ongoing	Yes	DFSDSCS has zero tolerance for racism and is committed to preventing racism. Messaging has been refreshed using the Australian Human Rights Commission's new "There's nothing casual about racism" campaign, which replaced the long-standing "Racism. It Stops With Me" campaign. A variety of anti-racism resources are available via the intranet to support staff to respond to and prevent racism. The SBS Inclusion Program series is available and promoted to all staff through the online learning platform. The series has been designed to improve understanding of inclusion and provide staff with the necessary tools to actively promote diversity. Course topics include Inclusive Recruitment, Appropriate Workplace Behaviour, Cultural Diversity, Multicultural Queensland Charter, First Nations, and Core Inclusion.
Improve social cohesion by delivering programs and initiatives targeted at promoting social inclusion and intergenerational connection for older people from culturally and linguistically diverse backgrounds.	Ongoing	Yes	Older migrants are reported to experience higher levels of social isolation due to post migration socioeconomic disadvantage, language barriers, discrimination, and separation from social networks in their country of origin. DFSDSCS invests in 67 services to deliver the Seniors Social Isolation (SSI) program across Queensland. All service agreements contain an additional commitment to include the delivery of SSI services specifically targeted at older people from culturally and linguistically diverse backgrounds. Between 1 July 2025 and 30 June 2026, 8,635 Seniors from culturally and linguistically diverse backgrounds participated in a Seniors Social Isolation Program. Four of the 67 services are specifically for older people from culturally and linguistically backgrounds.

Agency actions supporting Focus Area Four	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			Multicultural Community Centre Ltd received \$103,808 for the delivery of their Multicultural Community service in the Logan LGA. For the period of 1 July 2025 to 30 June 2026, 665 clients were from culturally and linguistically diverse background. The Migrant Centre organisation Inc received \$103,808 for delivery of their Ageing Gracefully service in the Gold Coast LGA. For the period of 1 July 2025 to 30 June 2026, 1,320 clients were from culturally and linguistically diverse background. Multicultural Communities Council – Gold Coast Limited received \$67,251 for the delivery of their Multicultural Seniors Program in the Gold Coast LGA. For the period of 1 July 2025 to 30 June 2026, 380 clients were from culturally and linguistically diverse background. World Wellness Group Ltd received one-off funding of \$190,000 to extend the trial and evaluation of their Multicultural Seniors Social Isolation program to address social isolation among older migrants and refugees within the Brisbane LGA
Deliver targeted grants to address social isolation and loneliness experienced by people from culturally and linguistically diverse backgrounds.	Delivered	Yes	Round 2 of the Communities Innovation Fund, delivered in 2024 with projects running between 2024 and 2026, targeted funding to address Social Isolation and Loneliness amongst Queensland's CALD communities. Under the grant round, five community organisations shared in \$250,000 to deliver initiatives establishing meaningful connections for Queenslanders and strengthened communities.
Shared Action with Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism - Explore opportunities to engage with and promote visibility and inclusion of LGBTQIA+ people from culturally and linguistically diverse backgrounds within all the communities to which they belong in Queensland, recognising and celebrating intersectional identities.	Ongoing	No	DFSDSCS has provided ongoing funding for the Queensland LGBTQIA+ Alliance to support and represent LGBTQIA+ communities across Queensland and to Brisbane Pride to administer the statewide LGBTQIA+ organisations and events grant program. DFSDSCS is also convenor of the 2025-2027 term of the Queensland LGBTQIA+ Roundtable, at which members and guests from culturally and linguistically diverse backgrounds provide advice and input to government.
Shared Action with Department of Youth Justice and Victim Support - Coordinate locally-led and culturally appropriate community responses following serious crimes that result in significant human and social community impacts.	Ongoing	No	The Victims of Crime Community Response (VOCCR) program provides an immediate and specialised response to address the urgent needs of victims and their families following a violent crime or homicide, and through 2025-26, this program operated in Cairns, Logan and Townsville and was expanded to Rockhampton and Ipswich. The program also provides support for related victims of homicide anywhere in Queensland.

Agency actions supporting Focus Area Four	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			VOCCR deploys a community response when there is a major crime event that impacts the broader community. Major crime events may include homicides, incidents involving multiple victims killed or seriously injured, violent crimes in public spaces, or violent crimes that have a significant impact on a specific community due to the nature of the event or the people affected. Community responses are provided in partnership with the Queensland Government Community Recovery teams through the DFSDSCS. A community response is tailored to the specific needs of each community, taking into account any relevant cultural or language requirements of the victims and the broader community.