

Queensland Multicultural Policy *Our story, our future*
and
Queensland Multicultural Action Plan 2024–25 to 2026–27

Queensland Fire Department
2024–25 Annual Reporting

The Queensland Fire Department (QFD) is a Queensland Government department under the *Public Sector Act 2022*. QFD was established as a department on 1 July 2024 by *Public Service Departmental Arrangements Notice (No. 5) 2024*.

The *Fire Services Act 1990* (FS Act) (section 8) (effective 1 July 2024) establishes two fire services—Queensland Fire and Rescue and Rural Fire Service Queensland—as separate fire services, undertaking dedicated functions to deliver on the legislative purposes of the FS Act. To achieve this, the FS Act requires processes to be established that provide ongoing operational and strategic collaboration and coordination between the fire services, and that continue to recognise the valuable role of employees and volunteers.

QFD comprises the Office of the Commissioner, Queensland Fire and Rescue, Rural Fire Service Queensland, State Operations, Strategy and Corporate Services, and the Office of the Chief Fire Officer.

QFD delivers fire prevention, response and emergency services to Queensland communities. QFD is the primary response department for structural fire, bush and grass fires and chemical/hazardous materials incidents and has emergency support functions including urban search and rescue, and technical rescue. The department also has a strong focus on prevention and preparedness to avert emergency incidents as well as response and recovery. These activities include community education, fire safety, hazard identification and risk assessment, and working with communities to plan for and mitigate disasters.

● 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.

Agency actions	Progress/status for 2024–25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Increase community awareness of warnings during incidents and disasters through community-led, grassroots engagement with culturally and linguistically diverse communities, including partnering with community leaders and non-government organisations.	Delivered	The Queensland Fire Department (QFD) considers Queensland's diverse population in the development and delivery of its programs and services to build safe and resilient communities and ensure community preparedness for fire and disaster events. During the reporting period: • QFD continued engagement with communities across the state to build awareness of the Australian Warning System. Community engagement included the continuation of a Grassroots Community-led Warnings Awareness Pilot Program in collaboration with organisations that represent vulnerable communities. This program empowers community groups to discuss the best way to educate their own community and aims to establish warnings redistributors within these networks. This innovative program was recognised at the 2025 Emergency Management Public Affairs Awards for Excellence in Emergency Communications, with QFD named a winner in the Community Engagement category. • QFD research findings were published in the Australian Journal of Emergency Management (July 2024) on tailoring emergency and disaster preparedness engagement approaches for CALD communities (knowledge.aidr.org.au/resources/ajem-july-2024) • The department participated in multicultural interagency meetings and collaboratives, fostering strong connections with state and local governments, multicultural organisations, and CALD community leaders, resulting in strong relationships, consistent messaging, and collaborative engagement approaches with groups including the Logan Multicultural Collaborative and the Toowoomba Regional Council Cultural Diversity Network. • Community safety advertising campaigns, resources and content continued to be developed and promoted to diverse communities to build resilience in the community and enable the public to better prevent, prepare for, and respond to fire and emergency events including the translation of radio and social media advertisements such as: ○ The Bushfire Safety campaign (launched 2 June 2024 and ran until September 2024) was translated into Arabic, Mandarin, Punjabi and Vietnamese. The campaign aimed to change behaviours around risk identification and acceptance, bushfire preparedness and monitoring conditions. The goal of the campaign was to build community capability and resilience, prevent loss of life and minimise damage from bushfires. ○ The 2025 Home Fire Safety campaign was translated into Cantonese, Mandarin, Punjabi and Vietnamese. Arabic social media advertisements were also created. The campaign commenced on 4 June 2025 and ran through to 20 July 2025, a historically high-risk period with increased use of heating appliances over winter. The campaign used research insights to encourage all Queensland households to prepare for a house fire by complying with smoke alarm legislation and discussing and practising a home fire escape plan.

Agency actions (Cont'd)	Progress/ status for 2024–25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		• The QFD website's translated resources were enhanced to display the original language first, followed by English, to promote greater cultural inclusivity. • QFD developed CALD community engagement collateral and renewed and expanded fact sheets and bespoke resources in 28 languages spanning Asia, India and Africa, as well as easy English, to build home and bushfire resilience and preparedness among multicultural communities in Queensland. • QFD supported the coordination and delivery of the Multicultural Safety and Wellbeing Expo in Loganlea in May 2025, with the Logan Multicultural Collaborative which comprises government and community service providers who provide services to multicultural communities and other communities in the Logan area. The event attracted 830 attendees representing 55 language groups. Accessible, relevant and culturally appropriate safety messaging was delivered to participants with language support to facilitate engagement. • A Triple Zero (000) and Home Fire Safety Workshop was delivered in Rockhampton on 1 June 2025, in partnership with the Central Queensland Multicultural Association Inc. The workshop was attended by 16 CALD community connectors and included activities such as a tour of the Fire Communications Centre, an interactive home fire safety information session, a mock Triple Zero (000) call, and an emergency turnout exercise. The workshop served as a 'train-the-trainer' program to empower participants to share key safety messages with their cultural communities. • QFD delivered tailored safety information sessions to various CALD community groups, including English-language students in collaboration with TAFE Queensland and newly arrived refugees in partnership with Multicultural Australia, through: ○ simplified home fire safety messages delivered through a series of information sessions with TAFE Toowoomba Adult Migrant English Program (AMEP) students. Information sessions were supported by interpreters and were broken into smaller segments, each focusing on one or more messages such as Triple Zero (000), preventing fires in the kitchen, smoke alarms and escape planning. ○ incorporation of the QFD Home Fire Escape Planner resource into the TAFE Toowoomba AMEP curriculum, using it as a practical tool to teach fire safety while improving students' language skills. ○ a pilot project with Multicultural Australia in Logan delivered information sessions with newly arrived Rohingya refugees. Sessions were provided with language support and aimed to offer an introduction to their local firefighters and the delivery of simplified home fire safety and Triple Zero (000) messaging. Home fire safety information sessions are also regularly facilitated through Multicultural Australia in Toowoomba, through women's support groups and cooking classes.

Case studies or good news stories to highlight achievements

Supporting Toowoomba's diverse community

Toowoomba has been a designated refugee and humanitarian settlement area since 2013 contributing to 15,500 people in Toowoomba speaking a language other than English at home. Toowoomba has a long history of successful collaboration and partnerships at different levels of government, settlement services, non-government organisations and the diverse community who have provided support to the ever-increasing multicultural groups.

Queensland Fire and Rescue (QFR) within QFD has partnered with some of these providers to help new arrivals learn about fire safety in their new homes in Australia, including working with Kurdish Kurmanji and Kinyarwanda interpreting services to deliver fire safety education at Toowoomba TAFE. QFR will continue to work with TAFE to provide fire education to the students. TAFE is also using QFD's Fire Escape Planner in the English lesson syllabus.

Celebrating Multicultural Month August 2024

Firefighters from the Taigum Fire and Rescue Station took part in Raksha Bandhan, a traditional Hindu festival in August 2024. About 40 members of the local Hindu community spent the morning sharing cultural practices and traditions and firefighters provided fire safety tips including a viewing of the fire truck and explanation of its equipment and information on career opportunities.

The festival was facilitated by Hindu Swayamsevak Sangh (HSS), a non-profit organisation that promotes Hindu values through family programs including games, songs and lessons on Hindu culture. Raksha Bandhan, which translates as 'bond of protection', historically focused on rejuvenating connections between friends and siblings. According to HSS, the festival is also a chance for the community to show their appreciation to public sector officers, including firefighters, police officers, paramedics and community volunteers, for their dedication to keeping people safe.

The Taigum Fire and Rescue Station crew hope to make the festival an annual event in their calendar.

● 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	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	- The department's Equity and Diversity Plan (the plan) highlights QFD's dedication to advancing equity, diversity and inclusion. The plan focuses on building a safe, skilled and inclusive workforce that mirrors the diversity of the communities we serve, fostering an environment where people from all backgrounds can excel and contribute to shared achievements. The plan is available on the department's website at www.fire.qld.gov.au/about-us/corporate-knowledge-centre/reports-plans-and-reviews - At 29 June 2025, 3.17 per cent of the department's total workforce (based on headcount) identified as CALD, against the 2023–2026 target of 12 per cent—an increase from 2.95 per cent at 30 June 2024. - In 2024–25, QFD conducted an equity and diversity audit to meet the Commissioner's responsibilities for advancing equity, diversity, respect and inclusion under the <i>Public Sector Act 2022</i>. The audit incorporated an analysis of the September 2024 Minimum Obligatory Human Resource Information (MOHR)I data and QFD's 2024 Working for Queensland results, which highlighted areas for improvement. The findings from the audit will guide further analysis, inquiry and research, shaping the annual review of the department's <i>Our People Strategy 2025–2029</i> and contributing to the development of the upcoming QFD 2025 Equity and Diversity Plan. - The Everyday Respect Council Framework, approved by the QFD Executive Leadership Team in March 2025, is the formalised organisational position of driving respect and inclusion across the department, to create a safe, capable and inclusive workforce every day. A key enabler of this new strategic approach is the department's Everyday Respect Council, chaired by the Commissioner, which provides strategic direction on inclusion policies and programs, which will continue to build and foster a culture of respect and inclusion for the entire workforce. The Council is supported by four initial Communities of Inclusion which bring together employees and volunteers who share a common identity and lived experience. The Communities of Inclusion will support the Everyday Respect Council and will foster a culture of respect for the entire workforce. This strategy is intended to increase representation of CALD employees including Australian South Sea Islander peoples.
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	Analysis of the 2024 Working for Queensland survey results identified that CALD employees had a more positive experience in the workplace compared to other diversity groups, with very similar results for factors such as engagement, psychological safety, cultural safety, and fairness and equity. Results for feeling that QFD values their wellbeing were more positive. The survey results also identified areas for improvement including further opportunities to utilise skills and knowledge. In 2024–25, QFD introduced the Everyday Respect Framework and Everyday Respect Council supported by Communities of Inclusion to foster a culture of respect, inclusion and diversity across the workforce with a focus on improving outcomes for CALD employees including Australian South Sea Islander peoples. Refer Focus Area 2 for further information.

Agency actions	Progress/status for 2024–25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
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.	Choose a final status	Not applicable. QFD has no Government Boards.
All agencies action – Agencies will provide the Department of the Premier and Cabinet 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.	Choose a final status	Not applicable. QFD has no Government Boards.

Case studies or good news stories to highlight achievements

Everyday Respect Council Framework:

QFD is endeavouring to create a safe, capable and inclusive workforce EVERYDAY, for both employees and volunteers, that is representative of the community we serve.

The Everyday Respect Council Framework, approved by the QFD Executive Leadership Team in March 2025, is the formalised organisational position of driving respect and inclusion across the department. It aims to drive cultural transformation through a leader-led, employee-informed approach to respect and inclusion.

The framework is supported by:

Communities of Inclusion (COIs)

COIs empower diverse employee voices to influence change and track progress through a bottom-up approach. Each COI is supported by a Senior Leadership Team (SLT) sponsor.

Governance

The Everyday Respect Council, chaired by the QFD Commissioner, oversees the Framework's implementation. It seeks to ensure accountability and sustainable governance, with members including COI chairs, SLT sponsors, and subject matter experts.

Courageous Respect Everyday Leadership Program

QFD's Courageous Respect Everyday Leadership Program is an inclusive leadership capability and development program designed to contribute to an enhanced culture of respect in the department through the lever of leadership mindset and behaviour change. The program will be rolled out over two years commencing in 2025–26.

QFD Inclusion Curriculum is an investment in an online curriculum of micro-learning courses for all employees, designed to deliver core skills and knowledge around inclusion. Rollout of the suite will commence in 2025-26 (refer Focus Area 4 for further information).

The Framework integrates QFD's strategies to enhance safety, respect and inclusion. It balances structure with flexibility, ensuring systemic, sustainable change while remaining responsive to workforce needs.

● **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	Progress/status for 2024–25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Not applicable. QFD does not have any actions under Focus Area 3.	Choose a final status	Not applicable. QFD does not have any actions under Focus Area 3.

● 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	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	During the reporting period, QFD researched appropriate contemporary e-learning options to support inclusive and respectful workplaces. To complement the Everyday Respect Framework (refer Focus Area 2), QFD has access to the SBS Inclusion Program, which will be available to all employees across QFD and will be known as the QFD Inclusion Curriculum. The QFD Inclusion Curriculum is designed to deliver core skills and knowledge around inclusion in general, and specifically around: First Nations, LGBTIQ+, gender equity, cultural diversity, disability, and generational diversity. The courses are highly engaging online learning experiences that will be available to all QFD employees. This program will be rolled out during 2025–26. Working for Queensland survey questions enable QFD to analyse experiences of racism of CALD people compared to those who did not identify as CALD. Survey results for experiences of racism are provided to the QFD SLT for consideration and any necessary action. Online learning modules are available to the workforce to support learning and understanding of the department's expectations and personal obligations to support inclusive and respectful workplaces including <i>Think. Say. Do.</i>, <i>Human Rights Awareness</i>, <i>Cultural Protocols Guide for Operators</i> and <i>Cultural Protocols for Crew Leaders</i>.
Explore opportunities to partner with research institutes and key stakeholders to understand barriers and opportunities to improve communications for culturally and linguistically diverse communities in disaster management.	Delivered	QFD continued engagement with Associate Professor Jenny Hou from the Queensland University of Technology, on her work in empowering CALD communities in disasters. Through this process, QFD received recognition of its affiliation in the peer reviewed article <i>Embedding humanity in building sustainable community disaster resilience in Australia: A humanistic communication perspective</i> (knowledge.aidr.org.au/resources/ajem-january-2025)

Case studies or good news stories to highlight achievements

Enhancing community outcomes

In February 2025, QFD Regional Community Engagement, led a highly successful online Australasian Fire and Emergency Service Authorities Council (AFAC), Masterclass titled *Collaborative Pathways: enhancing community outcomes together*. The event attracted over 500 registrations from emergency management partners and community engagement practitioners across Australia and New Zealand, with 85 per cent of participants reporting increased knowledge and skills in community engagement. Live attendance reached 270 with hundreds more accessing the recording post-event.

Facilitated through AFAC, the masterclass highlighted practical tools, co-design strategies and real-world case studies demonstrating how collaboration between emergency services, partners and communities enhances safety, connection and sustainable outcomes. Key highlights included a QFD feature presentation with the Rockhampton Regional Community Engagement Coordinator showcasing two collaborative pilot projects co-designed with CALD communities and people with a disability, which delivered impactful outcomes. The QFD Public Information and Warnings Unit presented on the Australian Warning System pilot projects, while a panel discussion brought together emergency services personnel, community partners, and lived experience representatives to explore the value of collaboration, challenges, success factors and future opportunities.

Interactive audience engagement was also a feature, with participants contributing insights on community engagement challenges and success stories via QR code. This input enriched the masterclass and provided valuable perspectives for future initiatives. The masterclass reinforced the importance of coordinated, community-led engagement approaches and the benefits of inclusive working groups in building capable and connected communities. It served as a platform to share knowledge, inspire collaboration, and highlight the critical role of partnerships in enhancing community safety and resilience.