



QUEENSLAND FIRE DEPARTMENT

QUEENSLAND MULTICULTURAL ACTION PLAN ANNUAL REPORT FOR 2025–26

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 2025–26	Targeted inclusion of CALD cohort	Outcomes achieved for people from CALD backgrounds
Shared Action with Queensland Police Service (QPS) – Increase community awareness of warnings during incidents and disasters through community-led, grassroots engagement with CALD communities, including partnering with community leaders and non-government organisations.	Ongoing	Yes	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. • This is a joint action with QPS given responsibility for the Australian Warning System transitioned to QPS. QFD continues to deliver warnings for the hazard of fire. • 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 including: ◦ Bushfire Safety: the 2025 Bushfire Safety paid advertising campaign ‘Respect it or Regret it’, ran from 27 July to 11 October 2025. The campaign aimed to change behaviours around risk identification and acceptance, bushfire preparedness, and monitoring conditions. The campaign encouraged Queenslanders who are living in locations at higher risk of bushfires and grassfires to shift their risk perceptions and complete bushfire preparedness activities along with a bushfire survival plan available on the department’s website (bushfire-survival-plan.qfes.qld.gov.au). Paid advertisements were placed on radio to reach CALD audiences with advertisements translated into Mandarin, Punjabi, Vietnamese and Arabic. Social media advertisements were translated into Simplified Chinese, Punjabi, Spanish, Nepali and Portuguese for CALD audiences.

Agency actions supporting Focus Area One	Progress status for 2025–26	Targeted inclusion of CALD cohort	Outcomes achieved for people from CALD backgrounds
			A community bushfire workshop was delivered in partnership with the Central Queensland Multicultural Association Inc (CQMA) in July 2025. The CQMA volunteers talked with local firefighters about preparedness, fires and what it is like to volunteer with Rural Fire Service Queensland. The group was made up of volunteers from Iran, Kiribati, China, Germany, Brazil, Colombia and Papua New Guinea. The volunteers will take their learnings back to their communities to help them be more prepared during heightened bushfire activity. Other local stakeholder networks, including the Toowoomba Multicultural Partnerships Network, Toowoomba Regional Council Cultural Diversity Network, Sunshine Coast Multicultural Network and Logan Multicultural Collaborative, received information and resources to share with their CALD audiences. ○ Home Fire Safety: The 2025 Home Fire Safety paid advertising campaign was an adaptation of the 2024 'Plan to survive' campaign and ran from 4 June 2025 to 26 July 2025, a historically high-risk period with increased use of heating appliances over winter. The campaign encouraged all Queensland households to prepare for a house fire by complying with smoke alarm legislation, and discussing and practising a home fire escape plan available on the department's website (www.fire.qld.gov.au/plantosurvive). Paid advertisements were promoted on radio and were translated into Mandarin, Vietnamese, Punjabi and Cantonese for CALD audiences. Paid social media advertisements were translated into Simplified Chinese, Punjabi, Vietnamese, Spanish and Arabic for CALD audiences. ○ CALD audiences were also supported with translated resources for the Home Fire Safety Visual Guide and Lithium-Ion Battery Safety. QFD's Regional Community Engagement Coordinators also shared campaign information and distributed resources to various local stakeholder networks including the Toowoomba Multicultural Partnerships Network, Toowoomba Regional Council Cultural Diversity Network, Sunshine Coast Multicultural Network and Logan Multicultural Collaborative.

Agency actions supporting Focus Area One	Progress status for 2025–26	Targeted inclusion of CALD cohort	Outcomes achieved for people from CALD backgrounds
			○ Fifteen volunteers from the CQMA's Disaster Community Connectors visited Rockhampton Fire and Rescue Station and Fire Communications Centre to learn about recognising fire risks in the home.

Focus Area One: Case studies or good news stories

Logan multicultural community events

The Logan TAFE Health and Wellbeing Expo 2026, held on 19 and 20 May 2026 at the Loganlea TAFE campus, provided a valuable opportunity for QFD to engage with students from CALD backgrounds. The expo was an initiative of the Logan Multicultural Collaborative, of which QFD is an active member, and reflected the value of strong local partnerships in supporting community safety and preparedness. Through this event, QFD was able to connect directly with the Logan multicultural community and share important information on home fire safety, smoke alarm legislation, Triple Zero (000) and the role of firefighters.

The event was strongly attended with more than 850 students representing 54 languages, and 26 stallholders participating across the two days. Interpreter support across multiple languages further enhanced accessibility and helped ensure key safety messages reached the audience. The success of this initiative informed the development of a subsequent emergency disaster and preparedness event for the same community which was successfully delivered in July 2026.

Toowoomba TAFE CALD student fire safety sessions

QFD delivered three fire safety education sessions for TAFE students from CALD backgrounds in November 2025. The sessions were supported by Yezidi, Kinyarwanda and Dinka interpreters and focused on home fire safety and Triple Zero (000) messaging while also promoting the QFD Safehome program (a program where operational firefighters will visit with Queensland residents to discuss fire safety hazards in and around the home). The sessions were well attended with more than 150 students participating. Fire Safety Guides and Fire Escape Planners were distributed to students, with additional resources also made available through the TAFE library and communal areas to extend the reach of key safety messages.

CALD workshops, Rockhampton

QFD delivered two community workshops in partnership with the Central Queensland Multicultural Association Inc to strengthen community safety through a train-the-trainer approach. The first was delivered during the 2025 Home Fire Safety campaign (4 June to 26 July 2026), with QFD delivering a workshop in Rockhampton for 15 Disaster Community Connectors from the Solomon Islands, Papua New Guinea, China, Colombia, Germany and Brazil. The workshop included a tour of the Fire Communications Centre, an interactive home fire safety presentation, a mock Triple Zero (000) call exercise and an emergency turnout demonstration. The workshop was designed to equip trusted community volunteers with the knowledge, confidence and resources to share home fire safety information directly with their own cultural communities, with information packs provided to a further 30 community connectors who were unable to attend.

The second activity supported the 2025 Bushfire Safety campaign (27 July to 11 October 2025), with QFD delivering a workshop in Yeppoon for 11 Disaster Community Connectors from Iran, Kiribati, China, Germany, Brazil, Colombia and Papua New Guinea. The workshop focused on bushfire risk, local hazards, bushfire survival planning and property preparedness. Like the home fire safety workshop, this workshop used a train-the-trainer model, enabling participants to take campaign messaging back to their communities and support improved bushfire preparedness and resilience across a range of culturally diverse groups.

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 2025–26	Targeted inclusion of CALD cohort	Outcomes achieved for people from CALD backgrounds
All Agencies Action – Monitor data related to CALD 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	- The QFD Equity and Diversity Action Plan 2025–2028 (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 at www.fire.qld.gov.au/about-us/corporate-knowledge-centre/reports-plans-and-reviews - At 28 June 2026, 3.31 per cent (196 headcount) of the department’s total workforce (based on headcount) identified as CALD, against the 2023–2026 target of 12 per cent—an increase from 3.17 per cent (188 headcount) at 29 June 2025. QFD Everyday Respect Framework - The QFD Everyday Respect Framework (the Framework), introduced in February 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 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 Communities of Inclusion (CoI) representing Gender, Regional and Remote, First Nations, and People with Disability. The CoI bring together employees and volunteers who share a common identity and lived experience. The CoI aim to empower diverse employee voices to contribute directly to cultural reform initiatives. This strategy is also aimed at increasing representation of CALD employees including Australian South Sea Islander peoples. - A key achievement under the Framework has been the launch of the QFD Inclusion Curriculum in October 2025, which supports learning and capability development across the workforce. The curriculum helps build awareness, understanding and practical skills to foster a more inclusive workplace and support respectful behaviours across the department.

Agency actions supporting Focus Area Two	Progress status for 2025–26	Targeted inclusion of CALD cohort	Outcomes achieved for people from CALD backgrounds
All Agencies Action – Monitor Working for Queensland survey results relevant to cultural diversity and inclusion and deliver strategies to improve inclusion for CALD employees, including Australian South Sea Islander peoples.	Ongoing	Yes	- Annual Working for Queensland survey data for these specific cohorts (where response numbers are sufficient) can be filtered to identify opportunities for improvement and trends. QFD uses survey results to monitor workforce experiences and inform targeted strategies to enhance inclusion for all employees, including CALD employees encompassing Australian South Sea Islander peoples. - Survey results identify opportunities to strengthen cultural safety at work group, manager and organisational levels and build greater awareness and accountability in relation to diversity, inclusion and respectful workplace behaviours. - The Working for Queensland Survey has been used to support the planning and implementation of programs, including the CoI and the Courageous Respect Everyday program – an inclusive leadership development program that aims to embed behaviour and culture change. Introduced in November 2025, this program is designed to strengthen the vital role of leadership in developing and embedding an inclusive culture.

Focus Area Three: Strengthen Our Economy

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

Agency actions supporting Focus Area Three	Progress status for 2025–26	Targeted inclusion of CALD	Outcomes achieved for people from CALD backgrounds
QFD does not have any commitments under focus area three.			Not applicable.

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 2025–26	Targeted inclusion of CALD	Outcomes achieved for people from CALD 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	- QFD is committed to building an inclusive and respectful culture for all our employees and recognises that making inclusion a priority benefits everyone. A key achievement under the QFD Everyday Respect Framework (refer Focus Area two for more information), has been the launch of the QFD Inclusion Curriculum - The QFD Inclusion Curriculum is a collection of online courses and resources that provide individual self-paced learning in the areas of inclusion and diversity. and is designed to deliver core skills and knowledge specifically around: First Nations, Preventing Workplace Racism, Cultural Diversity, Core Inclusion, Respect@Work, and Generational Diversity. This e-learning experience provides real stories, creates empathy, makes complex information accessible to all and provides practical things people can do on a day-to-day basis. The courses contains engaging content that is available to all QFD employees.
Explore opportunities to partner with research institutes and key stakeholders to understand barriers and opportunities to improve communications for CALD communities in disaster management.	Ongoing	Yes	QFD will explore opportunities as they arise.

Key

CALD	Culturally and linguistically diverse	QFD	Queensland Fire Department
CQMA	Central Queensland Multicultural Association Inc	QPS	Queensland Police Service
CoI	Communities of Inclusion	TAFE	Technical and further Education