

Queensland Multicultural Policy ‘Our story, our future’

Queensland Multicultural Action Plan 2019–20 to 2021–22

Annual Report 2019–20

Department of Environment and Science

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Background

'Our story, our future' is the Queensland Government's Multicultural Policy (the Policy) promoting an inclusive, harmonious and united community for Queensland.


The Policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole—(1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.

The Queensland Multicultural Action Plan 2019–20 to 2021–22 (the Action Plan) is the second Multicultural Action Plan released under the *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first [Multicultural Action Plan](#), and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.

The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.

Section 24 of the Act requires entities with actions in the Action Plan to report publicly on an annual basis. The report below fulfils this requirement for 2019–20 for the Department of Environment and Science (DES).

Notes

- The list of government entities covered under 'All agencies' is provided on page 11 of the [Queensland Multicultural Action Plan 2019–20 to 2021–22](#).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at www.dlgrma.qld.gov.au, (i) click on 'Multicultural Affairs', (ii) click on 'Queensland Government Multicultural Policy and Action Plan'. All sub-actions, where relevant, for DES have been listed in this template for ease of reporting.
- The Policy and Action Plan support priorities set out in the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start






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Priority area 1: Culturally responsive government




Outcomes:

- Improve knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

Action	AQP	Responsible agency	Timeframe	Progress status for 2019–20 Legend: On track Completed Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 		All agencies	2019–22		
<ul style="list-style-type: none"> • Offer cultural capability training programs to staff on iLearn. 		DES	2019–22	Completed	DES continues to offer the SBS Cultural Competency program on iLearn which covers a series of nine online modules designed to build cultural competency. Since its release in 2018, 417 modules have been completed by 66 staff.
<ul style="list-style-type: none"> • Facilitate employee resource groups comprising employees that identify as being from diverse cultural backgrounds, or for Aboriginal peoples and Torres Strait Islander peoples, to support and promote workplace diversity and inclusion. 		DES	2019–22	On track	DES continues to facilitate an Employee Resource Group (ERG) for Aboriginal and Torres Strait Islander peoples. The ERG has transitioned into a network to consult and share information relating to First Nations Cultures. There are currently 38 employees who participate in the Aboriginal and Torres Strait Islander ERG.
<ul style="list-style-type: none"> • Purchase annual Diversity Council of Australia membership and share information and resources with staff regularly. 		DES	2019–22	On track	DES continues to have an annual subscription to the Diversity Council of Australia (DCA). Throughout 2019–20 DES promoted resources and access to the service, including online learning resources, during the COVID-19 pandemic. As at 30 June 2020, 79 employees had registered with the DCA.

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Action	AQP	Responsible agency	Timeframe	Progress status for 2019–20 Legend: On track Completed Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> Promote a calendar of events celebrating cultural diversity across the agency. 		DES	2019–22	Completed	<p>DES created a calendar of significant events and these were acknowledged throughout the year. For example, DES promoted resources during Multicultural Month and encouraged business areas to host a local activity to celebrate.</p> <p>In addition, DES continued to promote and acknowledge First Nations cultures by celebrating and acknowledging NAIDOC Week and Reconciliation Week.</p>
<ul style="list-style-type: none"> Celebrate key events throughout Multicultural Queensland Month and on Harmony Day. 		DES	2019–22	Completed	Resources and materials were promoted during Queensland Multicultural Month. Unfortunately due to COVID-19, Harmony Day was postponed in 2020.
<ul style="list-style-type: none"> Commit to increasing all forms of diversity on Queensland Government boards. 		All agencies	2019–22	On track	In 2019, DES achieved gender parity with 50% women on Queensland Government boards. Since then DES has continued to work with its board recruiters to improve diversity beyond gender. The DES board recruiters have started gathering metrics to report on Culturally and Linguistically Diverse, People with Disability and First Nations representation.

Insert case studies or good news stories to highlight achievements relevant to Priority area 1: Nil







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Priority area 2: Inclusive, harmonious and united communities






Outcomes:

- Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture
- Queenslanders celebrate our multicultural identity
- Connected and resilient communities
- A respectful and inclusive narrative about diversity

Action	AQP	Responsible agency	Timeframe	Progress status for 2019–20 Legend: On track Completed Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. 		All agencies	2019–22		
<ul style="list-style-type: none"> • Update the cultural diversity intranet page and share links to the Multicultural Queensland Charter, Queensland Multicultural Policy and Queensland Multicultural Action Plan 2019–20 to 2021–22. 		DES	2019–22	Completed	The DES Cultural Diversity intranet page includes references to the Multicultural Queensland Charter, Policy and Action Plan.
<ul style="list-style-type: none"> • Promote the Multicultural Queensland Charter and events celebrating diversity such as Harmony Day and Multicultural Queensland Month across the agency. 		DES	2019–22	Completed	The Multicultural Queensland Charter is regularly referenced during Queensland Multicultural Month in all staff communications.
<ul style="list-style-type: none"> • Embed the Multicultural Queensland Charter principles in delivering inclusive and respectful customer service, including through displaying the Multicultural Queensland Charter in workplaces and in frontline services. 		DES	2019–22	Yet to commence	
<ul style="list-style-type: none"> • Encourage and support staff to access events and resources relating to the Multicultural Queensland 		DES	2019–22	On track	Whole-of-government events are promoted to staff where appropriate. DES no longer utilises Yammer

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Charter such as through Yammer and the cultural diversity intranet site.					as a communication channel, however updates continue to be made to the cultural diversity intranet page with relevant resources and materials.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. 		Multiple agencies, including DES (QAGOMA, QM, QPAC, QTC)	2019–22		
<ul style="list-style-type: none"> Celebrate and promote Queensland's diverse cultural stories in collaboration with multicultural communities through arts and culture. 		DES (QAGOMA, QM, QPAC, QTC)	2019–22	On track	DES promoted and supported the "Spoken" language exhibition, showcasing First Nations language in Queensland.
<ul style="list-style-type: none"> Sign up and participate in the Australian Human Rights Commission <i>Racism: It stops with me</i> campaign  		All agencies	2019–22	On track	DES commenced a 'sprint team' to address psychological safety, including addressing racism and impacts in the workplace. DES launched the Human Rights Commission online training for all staff in late 2019. As at 30 June 2020, the mandatory training had been completed by 2,170 staff.

Insert case studies or good news stories to highlight achievements relevant to Priority area 2: Nil



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Priority area 3: Economic opportunities

Outcomes:

- Queensland gets the most benefit from our diversity and global connections
- Individuals supported to participate in the economy

Action	AQP	Responsible agency	Timeframe	Progress status for 2019–20 Legend: On track Completed Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities
Support skills development and career opportunities for people from culturally diverse backgrounds in the creative workforce.		DES (QAGOMA, QM, QPAC, QTC)	2019–22	On track	DES provides Gap Year participants with the opportunity to rotate into other areas of the department to develop skills. In 2019, DES supported one of the Gap Year participants gain permanent employment within the communications team. In this role, the staff member is gaining communication experience, including the development and implementation of communication activities to support the department's key priorities. DES supports skill development and career opportunities for people from culturally diverse backgrounds in the creative workforce.
Provide pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum, such as through work experience, internships or targeted recruitment.		Multiple agencies, including DES	2019–22	Yet to commence	

Insert case studies or good news stories to highlight achievements relevant to Priority area 3: Nil