

Annual Reporting for 2021-22

Queensland Multicultural Action Plan
2019-20 – 2021-22


**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**

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DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

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 Policy is being implemented through a three-year Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan).
- The Policy and Action Plan are a requirement of the *Multicultural Recognition Act 2016* (the Act).
- 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 2021-22 for the **Department of Children, Youth Justice and Multicultural Affairs**.

Notes

- See page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#) for a list of government entities covered under ‘All agencies’.
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#). All sub-actions, where relevant, for the **Department of Children, Youth Justice and Multicultural Affairs** have been listed in this template for ease of reporting.
- For the purposes of this report, all references to **diversity** within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.


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Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

Priority area 1: Culturally responsive government

Outcomes:

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



Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds ^{1,2} .	Multiple agencies including DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p><i>Child Safety</i></p> <p>Child Safety Integrated Client Management System (ICMS) has data fields to capture cultural background for children, families and carer entities. This is not a mandatory field.</p> <p>The Unify System, which will replace ICMS as the core client management system, will improve the collection, use and availability of client cultural information.</p> <p>Through improved data fields, two-way information sharing with key partners, and reusing information throughout the client’s journey through the system, up to date cultural information will be more readily available and easily viewed.</p> <p><i>Youth Justice</i></p> <p>DCYJMA is currently developing a replacement client information system with one of the business requirements being the ability to capture and report on the cohort of young people and families from culturally diverse backgrounds.</p> <p>Until the replacement system is launched, the ICMS has data fields to capture cultural background for children, young people, families and carer entities. This is not however a mandatory field.</p>
Use diversity and customer experience data to inform and improve service design. 	Multiple agencies including DCYJMA	2019–22		
<ul style="list-style-type: none"> Continuously improve assessments to ensure interventions are culturally sound and that cultural information is captured accurately to deliver the most effective services to children and families in the child protection system. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>ICMS has data fields to capture cultural background for children, families, and carer entities. This is not a mandatory field. When working with a family Child Safety will seek to understand cultural background and engage relevant community supports that are culturally sound.</p> <p>Child Safety has continued to strengthen practice guidance in the Child Safety Practice manual in relation to cultural and linguistic considerations. For example, the assessment of a prospective guardian is being strengthened to ensure a child’s cultural identity is captured and needs are met.</p>

¹ This action relates to the commitment in the Queensland Multicultural Policy: Our story, our future regarding a consistent approach to collecting statistical information about the diversity of people who access Queensland Government services. It builds on related actions in the Queensland Multicultural Action Plan 2016–17 to 2018–19. Agency implementation plans outline steps for relevant government agencies to collect and report on the minimum mandatory indicators for customers from culturally diverse backgrounds.

² The QPS collects information for legitimate law enforcement purposes only and cannot collect or disclose customer information as outlined in the Queensland Multicultural Policy: Our story, our future. QPS officers across the state have access to the QPS Annual Environmental Scan which details cultural diversity trends in the community and which assists with QPS internal planning to address the needs of the whole community.

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Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS

Action	Responsible agency	Timeframe	Progress status for 2021-22	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"> Provide opportunities for staff to access ongoing learning and development through training courses (non-mandatory) such as: <ul style="list-style-type: none"> - Special Broadcasting Service <i>Cultural Competence Program</i> - Multicultural Awareness - Multicultural Capability - Working with Interpreters 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>Special Broadcasting Service (SBS) Cultural Competence Program currently provides:</p> <ul style="list-style-type: none"> - The Multicultural Queensland Charter course - The Inclusion Program module: <ul style="list-style-type: none"> o Culture: consisting of 5 program components <p>The SBS suite is to be updated in the 2022-23 financial year.</p> <p>GRO-O Training (practice development) also currently includes the eLearning courses: Multicultural Capability: Working with interpreters, and Multicultural Awareness.</p> <p>DCYJMA is a member of the Diversity Council of Australia (DCA), enabling all employees to access research, resources, advice and free events about inclusion and diversity dimensions, including multicultural capability, and provides access to a community of industry practitioners.</p> <p>DCA membership is promoted on the agency Inclusion and Diversity intranet page and events are promoted through regular news and calendar posts on the intranet home page.</p>
<ul style="list-style-type: none"> Invest in training for child safety staff to undertake best practice in working with clients from culturally diverse backgrounds through Working with and Across Difference (WwAD), and embed best practice cross cultural approaches through a state-wide WwAD champions network. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>Working with and Across Difference was the program used up until 2020.</p> <p>Practice guidance for working with culturally and linguistically diverse people and families has been included in a range of practice kits in the Child Safety Practice Manual.</p> <p>In 2021, a new program ‘Inclusion and Diversity in Practice’ was developed and delivered with key regional champions. This program is now available for ongoing use.</p>
Commit to increasing all forms of diversity on Queensland Government boards. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>Continued to collaborate with the cross-agency working group.</p> <p>Researched and developed a practical toolkit to help guide agency considerations when recruiting and supporting increased diversity on government boards.</p> <p>The cross-agency working group inputted into and endorsed the toolkit which will be made publicly available in 2022-23.</p>
Develop an interactive online resource on Queensland demographic and diversity data.	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>Search Diversity Queensland is DCYJMA’s educational and engagement tool developed by Geografia and released in January 2020. The tool promotes Queensland’s diversity using Australian Bureau of Statistics Census data.</p> <p>Since its inception, promotion of the Search Diversity Queensland tool, including via DCYJMA’s website and social media, has resulted in more than 1,762 users (as at June 2022).</p>

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Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Administer the Asylum Seeker and Refugee Assistance program responding to the needs of vulnerable refugees and people seeking asylum on temporary visas.	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>Under the Asylum Seeker and Refugee Assistance program, Communitify Queensland is funded to coordinate delivery of support services to people seeking asylum and vulnerable refugees on temporary visas living in Queensland.</p> <p>Communitify Queensland and its service partners, Australian Red Cross, Refugee and Immigration Legal Service, Queensland Program of Assistance to Survivors of Torture and Trauma, Multicultural Australia and World Wellness Group, deliver a variety of support services to hundreds of people, including employment assistance, personal and family counselling, emergency relief and food supplies, clothing, medication, housing and allied health to alleviate financial and mental distress.</p>

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Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

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	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Support opportunities to foster stronger connections between migrant and refugee communities with Aboriginal and Torres Strait Islander communities.	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>The Celebrating Multicultural Queensland program contributes funding to many events and projects that promote increased connections for people from culturally diverse backgrounds, including migrants, refugees, people seeking asylum and the wider community including First Nations communities. For example:</p> <ul style="list-style-type: none"> • Pacific Art & Cultural Heritage Inc. received funding to host the First Nations Pacific Cultural Day, which is a celebration of Pacific First Nations cultures including Aboriginal and Torres Strait Islander, Maori, Samoan and Cook Islander cultures, and is designed to give the wider community, and young persons in state care, an opportunity to connect with their cultural heritage through activities such as food, cultural storytelling, and Indigenous bush tucker. • Strong Communities received funding to deliver a project that will provide a series of activities to support local culturally diverse communities to improve their understanding and appreciation of First Nation people's local history, heritage, culture and connections to their land and waters. Activities will include facilitation by Traditional Owner groups. • One Song Foundation received funding to engage young people from culturally and linguistically diverse backgrounds, including Maori, African, Asian, Indian and Muslim backgrounds, as well as First Nations young people, in a youth-led and youth-delivered project that will provide participants with professional digital media production training and a platform to tell their own stories in the form of multicultural community short films. <p>Through the Community Action for a Multicultural Society program in 2021-22, funding was provided for activities that supported greater intercultural connectedness and local economic and social inclusion outcomes for people from culturally and linguistically diverse backgrounds, through a range of projects, activities and initiatives that will address local barriers to economic and social inclusion, and build sustainable opportunities for inclusion in local employment, services, networks and industries.</p> <p>A number of activities included connecting people from culturally diverse backgrounds with Aboriginal and Torres Strait Islander communities.</p>

**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

Work with organisations through the Multicultural Queensland Ambassador Program to apply the Multicultural Queensland Charter to their business practices and support Queenslanders from culturally diverse backgrounds in practical ways.	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	Due to ongoing impacts of the pandemic and flooding during the reporting period, the Ambassador Program had been on hiatus. It is currently being refreshed with a view to be more targeted in terms of supporting better pathways to economic and social inclusion at a proactive and practical level.
Action	Responsible agency	Timeframe	Progress status for 2021-22	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"> Promote the Multicultural Queensland Charter through internal communication channels. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	The Multicultural Queensland Charter is published on the agency's Inclusion and Diversity intranet site. Internal promotion of the Multicultural Queensland Charter is undertaken in line with relevant cultural diversity events and days of significance via intranet news or feature articles, the event calendar, Yammer posts; and all staff email from agency Inclusion and Diversity Champion.
<ul style="list-style-type: none"> Raise awareness of the Multicultural Queensland Charter in agency multicultural awareness training programs. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	Currently raising awareness of the Multicultural Queensland Charter through the suite of SBS training programs.
<ul style="list-style-type: none"> Ensure the Multicultural Queensland Charter is appropriately referenced in policy and procedural changes to relevant frameworks and practice manuals for Child Safety. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	Continued attention in policy and procedural reviews and changes in line with the Multicultural Queensland Charter.
<ul style="list-style-type: none"> Embed principles of the Multicultural Queensland Charter into the agency's Diversity and Inclusion Plan. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	The principles of the Multicultural Queensland Charter were considered in the development of the agency's <i>Inclusion and Diversity Strategy 2020- 2023</i> (formerly Diversity and Inclusion).
<ul style="list-style-type: none"> Include information about the Multicultural Queensland Charter and its application in induction materials and programs across the agency. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	Information about the Multicultural Queensland Charter is available via training through the suite of SBS programs.
<ul style="list-style-type: none"> Showcase exemplary Multicultural Queensland Charter in action stories from business units across the agency at workforce engagement events (such as all staff forums) and through internal communication channels (such as Director-General e-newsletters). 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	Action taken included, Director-General messages to staff including: <ul style="list-style-type: none"> Promotion of nominations for the Multicultural Queensland Awards; Encouragement of staff to get involved in Multicultural Queensland Month activities; and Promotion of translated COVID resources to assist staff in their work with multicultural communities. Regular intranet web features promoting Multicultural Affairs' initiatives such as Multicultural Queensland Month and funding programs like the Celebrating Multicultural Queensland program.


**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

				Ongoing social media promotion through the Multicultural Affairs Facebook, Twitter and Instagram channels to share stories of ‘Inclusion in action’ to promote the role that everyone plays in contributing to Queensland’s culture and prosperity.
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Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> Review and embed Multicultural Queensland Charter principles into Human Resources policies and procedures. 	DCYJMA	2019–22	YET TO COMMENCE - no meaningful activity has begun	A review on how we can embed the Multicultural Charter principles into Human Resource policies and procedures will commence from October 2022.
<ul style="list-style-type: none"> Include reference to the legislative responsibilities regarding the Multicultural Queensland Charter in performance agreements of the Executive Leadership Team. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	An email was sent out by the Chief Human Resources Officer on 08/10/2021 advising all members of the Executive Leadership Board must incorporate the principles of the Multicultural Queensland Charter into their individual performance plans.
<ul style="list-style-type: none"> Ensure the Multicultural Queensland Charter is appropriately referenced in policy and procedural changes to relevant frameworks and practice manuals for Youth Justice. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>Inclusion and promotion of the Multicultural Queensland Charter within Youth Justice Policy and Procedures is an ongoing requirement; however this item is considered complete as the standard template has incorporated the commitment to the Multicultural Queensland Charter.</p> <p>Uploading of youth detention centre operational policies and procedures to the Youth Justice Intranet site continues, with more than 70% updated.</p>
<ul style="list-style-type: none"> Incorporate the Multicultural Queensland Charter into the Transition 2 Success program design. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>The Transition 2 Success (T2S) program design, including the Program Service Guide, have been updated to align with the commitment to the Multicultural Queensland Charter. This includes staff induction and program resources to support implementation of the Multicultural Queensland Charter.</p> <p>Youth Justice delivers training to key partners involved in the delivery of T2S, Trauma Informed Practice and Teaching Assistance (TIPTA) training. This training has been revised to incorporate the commitment to the Multicultural Queensland Charter.</p> <p>There were 69 young people from culturally and linguistically diverse backgrounds referred to the T2S program in 2021, which is double the referrals since 2019. Data for 2022 is not yet available. These young people were from a range of cultural backgrounds including: Arab, British, Cook Island, Eastern European, Fijian, Kenyan, Mainland South-East Asian, Māori, Melanesian and Papuan (Excl. PNG), New Zealander, North American, Papua New Guinian, Samoan, South African, South American, Southern and Eastern African, Sudanese, Vietnamese, and Western European backgrounds.</p>
Celebrate and promote Queensland's multicultural identity, such as  through government publications and communication	Multiple agencies including DCYJMA	2019–22		

**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> Promote and share stories and images through public and internal communication channels to lead respectful and inclusive narratives about diversity. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>Multicultural Queensland Month (MQM) is Queensland’s largest multicultural celebration held each August. MQM promotes Queensland as a unified, harmonious and inclusive community as outlined in the <i>Multicultural Recognition Act 2016</i> and Multicultural Queensland Charter. For MQM in 2021, events and activities were impacted by COVID-19 restrictions however, online and digital activities and a state-wide promotional campaign achieved more than 145,000 engagements via social media and more than 2,300 views of a webinar series exploring topics such as racism prevention, inclusion and diversity in the workplace, and the impact of coercive control on diverse cultural groups. MQM in 2022 explored the many ways in which language is fundamental to building a truly inclusive Queensland through the theme 'Inclusion in action' with a number of events and activities, including the Multicultural Queensland Awards. Through the partnership with Welcoming Cities, Multicultural Affairs has presented on the work of the Regional Partnerships projects in South West Queensland, at the Welcoming Symposium in Canberra and the Northern Australia Conference in Mackay. Participating Councils have identified a number of case studies showing how their communities are attracting and retaining newcomers to their regions. Fourteen Queensland local councils have signed up to the Welcoming Cities network.</p>
Sign up and participate in the Australian Human Rights Commission  <i>Racism. It stops with me</i> campaign ³ .	All agencies	2019–22		
<ul style="list-style-type: none"> Reflect the agency’s stance against racism in the agency’s Diversity and Inclusion Plan. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>The agency’s <i>Inclusion and Diversity Strategy 2020-2023</i> reflects the agency’s stance against racism in its commitment statements, including: “The capability of our organisation is strengthened by our workforce from across different ages, genders, cultural backgrounds, faiths, marital status, sexual orientations, and who have a range of family responsibilities, education levels, abilities, experiences and working styles.”</p> <p>In addition, the <i>Racism. It stops with me</i> campaign information and resources are published on the agency’s Inclusion and Diversity intranet site.</p>
<ul style="list-style-type: none"> Raise awareness about the International Day for the Elimination of Racial Discrimination. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>International Day for the Elimination of Racial Discrimination was incorporated into Harmony Week promotion to staff on the intranet and all staff email from the agency Inclusion and Diversity Champion.</p>
<ul style="list-style-type: none"> Promote the agency’s participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign through internal and external communication channels. 	DCYJMA	2019–22	COMPLETED - for duration of Action Plan	<p>The Inclusion and Diversity intranet site promotes the agency’s supporter status of the <i>Racism. It stops with me</i> campaign to staff, including resources for further information. Participation in the campaign is promoted to staff during relevant awareness events.</p>

³ Specific sub-actions, where nominated by agencies, can be viewed on the web version of the *Queensland Multicultural Action Plan 2019–20 to 2021–22*.

**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

Case studies or good news stories to highlight achievements relevant to Priority area 2:

Youth Justice

“Kaj” is a 17-year-old Kenyan male of Ethiopian and Somali cultural background who is subject to numerous Youth Justice Orders. Kaj completed a Certificate II in Automotive Vehicle Preparation with the Logan Transition 2 Success (T2S) program in 2022. During this time the T2S team supported Kaj with the following:

- Alternative food options for Kaj whilst on the program to accommodate for his religious beliefs – (Islam).
- Numerous discussions and referral to community agencies to support Kaj in completing his Australian Citizenship application. This process is long and stressful, however is greatly needed if Kaj is to gain employment and receive the benefits of being an Australian Citizen.
- Discussions about personal space and protocols as Kaj struggled to understand why young people did not respect personal space.
- Supported Kaj with completing his PrepL online learning and assessment and clarifying the questions (due to his comprehension of English) during this process.
- One-on-one support to assist Kaj with his learning capacity. Without this individualised support, Kaj would not have successfully completed the program and gained his certificate.

In addition to supporting Kaj, the T2S team also had regular contact with Kaj’s father who would often ask staff for assistance in clarifying information so he could better understand his letters/mail and court documents, and Youth Justice requirements for Kaj.

Kaj’s father appeared to relax and engage more with staff from different cultural backgrounds, as there was a mutual level of understanding of the difficulty and barriers in which people from various culturally and linguistically diverse backgrounds endure. Subsequently, T2S and Youth Justice utilised staff from similar cultural backgrounds to understand the family dynamics and learning approaches when working with Kaj.

**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS**

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	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Work together to address the findings of the Deloitte Access Economics report <i>Seizing the opportunity: Making the most of the skills and experience of migrants and refugees</i> .	DCYJMA, DESBT, JQ and TIQ	2019–22	COMPLETED - for duration of Action Plan	<p>Significant work has been undertaken with various agencies to create partnerships to foster the utilisation of skills and experience of people from migrant or refugee backgrounds.</p> <p>This work has included supporting the efforts of the Department of Employment, Small Business and Training at central and local levels to increase participation in and access to the various employment and training programs on offer in Queensland.</p> <p>Support was also given to the Queensland Workforce Summit and to Small Business Engagement. This work is ongoing.</p>
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 DCYJMA	2019–22	YET TO COMMENCE - no meaningful activity has begun	The department will review options to provide employment pathways for migrants, refugees, and people seeking asylum in the future.