

# Queensland Multicultural Policy 'Our story, our future'

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


### Annual Reporting for 2021-22

DEPARTMENT OF ENVIRONMENT AND SCIENCE

## 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 Environment and Science**.


## 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 Environment and Science** 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.

## 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  Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
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"> <li>• Offer cultural capability training programs to staff on iLearn.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	A range of Cultural Capability training programs were offered to staff over the year, both online and face to face. This includes the following courses:  First Nations specific: <ul style="list-style-type: none"> <li>- Starting the Journey</li> <li>- Building on the Strength of our Stories</li> <li>- SBS Aboriginal and Torres Strait Islander Inclusion Program</li> <li>- Share our Pride</li> <li>- Native Title</li> </ul>

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				<ul style="list-style-type: none"> <li>- Certificate IV in Indigenous Cultural Capability</li> <li>- Cultural Capability program – Advanced</li> <li>- Cultural Education with Mirri Mirri</li> <li>- Cultural Intelligence with Banaam</li> <li>- Cultural Intelligence – Land with Banaam</li> </ul> <p>General Cultural Capability programs:</p> <ul style="list-style-type: none"> <li>- An introduction to Cultural Integrity</li> <li>- Diversity and Inclusion Hybrid 101 program (face to face)</li> <li>- Diversity and Inclusion words at work (face to face)</li> <li>- SBS Culture Inclusion Program</li> <li>- Work with Diverse People</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	The Department of Environment and Science (DES) reviewed its Employee Resource Group (ERG) structure and reinstated one ERG during the year, the Diversity and Inclusion ERG. This group consists of employees from diverse perspectives and lived experiences. The group meets monthly and has the opportunity to review policies,

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				<p>procedures and other relevant documents from across the department. The Executive Leadership Team (ELT) also has the ability to consult with the group to inform changes to the business to ensure multiple voices and perspectives are considered in decision making. The group has been consulted in the review and development of the following documents / actions:</p> <ul style="list-style-type: none"> <li>- DES Reasonable Adjustment Guideline</li> <li>- DES Disability Services Plan</li> <li>- 1Contact titles and the need to add non-binary options. As a result, non-binary titles have been added.</li> </ul> <p>DES's Science division have developed an employee working group to discuss and promote diversity within the division. This group is currently developing its Terms of Reference.</p> <p>DES's Queensland Parks and Wildlife Service and Partnerships division supports two First Nations employee groups: the Northern and Southern Indigenous Ranger staff networks. Employees are supported to attend staff network meetings.</p>


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<ul style="list-style-type: none"> <li>Purchase annual Diversity Council of Australia (DCA) membership and share information and resources with staff regularly.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>DES has maintained a DCA membership throughout the year, which will expire in October 2022. DES continues to promote research and development opportunities available from DCA during this period.</p> <p>DES's Science division has also engaged DCA to undertake its Inclusive Employers Index survey. The survey has just closed, providing 400 employees the opportunity to contribute to the survey and create a baseline of data to assess the impact of future Diversity and Inclusion initiatives.</p>
<ul style="list-style-type: none"> <li>Promote a calendar of events celebrating cultural diversity across the agency.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	DES celebrates cultural diversity events throughout the year including National Reconciliation Week, NAIDOC week, and Multicultural Month. All DES staff are encouraged to participate in a number of virtual and in person events, held across the State.
<ul style="list-style-type: none"> <li>Celebrate key events throughout Multicultural Queensland Month and on Harmony Day.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	DES has actively promoted events and development opportunities available as part of Multicultural Queensland Month via intranet articles along with articles in the Corporate Services All Staff Email.

Action	Responsible agency	Timeframe	Progress status for 2021-22	<b>Achievements and outcomes for people from culturally and linguistically diverse communities</b> Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	DES successfully attained gender parity on its boards in 2020 and continues to promote diversity across all boards. DES has proactively consulted with the Department of Children, Youth Justice and Multicultural Affairs during the development and review of the new Multicultural Action Plan and will work to support Board recruiters to improve their diversity over the coming years. Future recruitment processes, where possible, will incorporate contemporary recruitment principles to reduce barriers during both the recruitment and selection processes to promote more diverse and inclusive boards.

## 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

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<b>Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.</b> 	All agencies	2019–22		
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	Completed these actions for 2019-20 and following completion of this year's report will upload this reporting also.
<ul style="list-style-type: none"> <li>• Promote the Multicultural Queensland Charter and events celebrating diversity such as Harmony Day and Multicultural Queensland Month across the agency.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	DES has actively promoted events and development opportunities available as part of Multicultural Queensland Month via intranet articles along with articles in the Corporate Services All Staff Email. These communications included references to the <i>Multicultural</i>

Action	Responsible agency	Timeframe	Progress status for 2021-22	<b>Achievements and outcomes for people from culturally and linguistically diverse communities</b> Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
				<i>Recognition Act 2016</i> , and associated Policy and Action Plan, as well as the Queensland Language Services Policy.
<ul style="list-style-type: none"> <li>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.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	Although we are yet to display the principles of the Charter in our workplaces, we have included many of these principles into our Respectful Workplaces program of work. DES's ELT is committed to creating a respectful and inclusive workplace environment where all staff feel safe to come to work and feel supported to speak up about issues without fear of reprisal. The respectful workplace body of work is encouraging all employees to play a part in building a workplace culture that allows people to be, and achieve, their best at work.  DES is currently looking at incorporating this messaging into some of our external facing customer service roles, for example our complaints process to reinforce the stand that the department takes in promoting not only an inclusive workplace but an inclusive and supportive community.



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<ul style="list-style-type: none"> <li>Encourage and support staff to access events and resources relating to the Multicultural Queensland Charter such as through Yammer and the cultural diversity intranet site.</li> </ul>	DES	2019–22	<b>COMPLETED - for duration of Action Plan</b>	The <i>Multicultural Recognition Act 2016</i> , and associated Policy and Action Plan, as well as the Queensland Language Services Policy, was included in recent MQM communications, with links to the Charter and associated documents on the DES intranet. Yammer was not promoted as it is not widely used or accessed by DES staff at this time.
 <p>Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign<sup>1</sup>.</p>	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<i>The Racism. It stops with me</i> campaign was included in recent MQM articles and communications linking employees to the Australian Human Rights Commission website for further information and awareness raising. DES has also signed up for the campaign and will continue to incorporate this messaging into future messaging.

<sup>1</sup> 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*.

## Priority area 3: Economic opportunities

**Outcomes:**

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

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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	<b>COMPLETED - for duration of Action Plan</b>	Consulting with the broader Queensland Government Inclusion and Diversity Community of Practice to identify what other agencies are doing in this space. This will inform our approach moving forward.