

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


**Annual Reporting for 2019-20**

**FORMER DEPARTMENT OF STATE DEVELOPMENT, MANUFACTURING, INFRASTRUCTURE AND PLANNING**

## 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 *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 **former Department of State Development, Manufacturing, Infrastructure and Planning**.

## 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](http://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 the **former Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)** 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	Achievements and outcomes for people from culturally and linguistically diverse communities
Support Queenslanders from culturally diverse backgrounds to better prepare for and recover from disasters. 		DCDSS DSDMIP (QRA) >QT QFES	2019–22		
<ul style="list-style-type: none"> <li>• Fund Councils to deliver activities targeted at supporting people from culturally diverse backgrounds through the Get Ready Queensland disaster resilience grants program.</li> </ul>		DSDMIP (QRA) >QT	2019–22	N/A	Queensland Reconstruction Authority (QRA) related action. To be reported through Queensland Treasury.
<ul style="list-style-type: none"> <li>• Ensure cultural and language diversity data is considered when planning strategies for the Get Ready Queensland advertising campaign and include appropriate promotional strategies such as broadcasting via ethnic radio stations.</li> </ul>		DSDMIP (QRA) >QT	2019–22	N/A	QRA related action. To be reported through Queensland Treasury.
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>• Investigate opportunities to theme an event or leadership session to discuss and raise awareness of diversity and inclusion.</li> </ul>		DSDMIP	2019–22	On track	<p>The department's Leadership program (Leadership Exchange) held an event in late 2018 on diversity and inclusion awareness titled 'How I like to be led'. This course aims to increase the learner's understanding of the benefits of workplace diversity as well as their responsibilities in maintaining a diverse workplace. It also equips learners with appropriate communication and conflict resolution techniques to ensure that all staff are treated in a fair and respectful way.</p> <p>This session was a forum / panel style session, and available to all staff via webinar or face to face.</p> <p>In 2020, this recorded event was re-released, and promoted on our intranet site and learning management system.</p> <p>The department will continue to develop leadership program learning materials and communications around diversity and inclusion.</p>

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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  Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
<ul style="list-style-type: none"> <li>Ensure regional liaison officers practice an inclusive and respectful customer service culture through the provision of cultural awareness training.</li> </ul>		DSDMIP (QRA) >QT	2019–22	N/A	QRA related action. To be reported through Queensland Treasury.
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	Completed	The department undertakes recruitment processes for its boards, steering committees and advisory boards promoting diversity, equal opportunity and inclusiveness.

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

If not relevant to your agency please insert 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	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"> <li>• Publish articles promoting the Multicultural Queensland Charter to all staff and share with new staff at induction programs.</li> </ul>		DSDMIP	2019–22	On track	<p>Multiple articles have been published to promote Multicultural Queensland Charter, including the; Speaker Series, Multicultural Queensland Month and the Taste of Harmony week.</p> <p>As part of induction, all new staff are referred to our departmental publications. This is to ensure awareness of our culture, values and beliefs. The Multicultural Queensland Charter is part of the suite of publications all new starters are encouraged to read and understand.</p>
<ul style="list-style-type: none"> <li>• Incorporate information about the Multicultural Queensland Charter into materials available to staff, such as information available on the intranet.</li> </ul>		DSDMIP	2019–22	On track	Information is incorporated into department materials about the Multicultural Queensland Charter (MCQ) and the principles. All MCQ materials are available on our intranet, with direct links to the Multicultural Queensland Charter.
<ul style="list-style-type: none"> <li>• Encourage employee participation in Multicultural Queensland Charter events.</li> </ul>		DSDMIP	2019–22	Completed	All employees are encouraged to participate or attend Multicultural Queensland Charter events. Events are advertised on our intranet, and/or via department wide emails.
<ul style="list-style-type: none"> <li>• Work towards embedding the Multicultural Queensland Charter principles in human resource policies and procedures with examples of how they can be implemented in practice.</li> </ul>		DSDMIP	2019–22	On track	The department is reviewing all human resource policies in 2020–21. This review will include embedding the Multicultural Queensland Charter principles into the appropriate human resource policies and procedures.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. 		Multiple agencies, including DSDMIP	2019–22		

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Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> <li>Ensure people from culturally diverse backgrounds are represented in all the agency's external publications.</li> </ul>		DSDMIP	2019–22	On track	
Sign up and participate in the Australian Human Rights Commission  <i>Racism. It stops with me</i> campaign.		All agencies	2019–22		
<ul style="list-style-type: none"> <li>Publish articles promoting awareness of the agency's participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign to employees.</li> </ul>		DSDMIP	2019–22	On track	Two articles were published in July and September 2020 (and continue to be published) to promote awareness of our department's participation in the Australian Human Rights Commission 'Racism. It stops with me' campaign to employees.  The department has also adopted the Queensland Government 'Unite against racism' campaign.  More articles will be published as part of the ongoing campaign to further awareness.
<ul style="list-style-type: none"> <li>Ensure that related policies (such as anti-discrimination) are up to date and accessible to all staff.</li> </ul>		DSDMIP	2019–22	On track	The department is reviewing all human resource policies in 2020–21. This review will ensure all related policies are up to date and accessible.
<ul style="list-style-type: none"> <li>The agency's leadership team champions good practice to prevent and reduce interpersonal and systemic racism.</li> </ul>		DSDMIP	2019–22	On track	The department's leadership team champions good practice to prevent and reduce systemic and personal racism.  The leadership team encourage participation in multicultural events and encourage capability development and awareness through promoting learning opportunities within their teams.  The department's leadership team monitor all diversity and inclusion activities through our formal People and Culture Committee.

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

If not relevant to your agency please insert 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 Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
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.		DSDMIP	2019–22	Yet to commence	The department is currently investigating different career pathway programs to participate in to help migrants, refugees and people seeking asylum.

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

If not relevant to your agency please insert NIL