

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


Annual Reporting for 2020-21

DEPARTMENT OF STATE DEVELOPMENT, INFRASTRUCTURE, LOCAL GOVERNMENT 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 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 2020-21 for the **Department of State Development, Infrastructure, Local Government and Planning**.

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 State Development, Infrastructure, Local Government and Planning** 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.
- 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:




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

Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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. 		DSDILGP (QRA), DCHDE and QFES	2019–22		
<ul style="list-style-type: none"> • Fund Councils to deliver activities targeted at supporting people from culturally diverse backgrounds through the Get Ready Queensland disaster resilience grants program. 		DSDILGP (QRA)	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> • \$2M in Get Ready funding is distributed across the state's 77 local governments and Weipa Town Authority annually. • Many councils have identified CALD groups as a target audience for Get Ready messaging in their regions and are rolling out CALD communication and engagement initiatives including translated resources, simplified English and animated resources, community champion and community outreach programs to strengthen disaster preparedness awareness within diverse communities. • Get Ready CALD initiatives have been delivered by local councils including Townsville, Moreton Bay, Toowoomba and Brisbane among others.
<ul style="list-style-type: none"> • 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. 		DSDILGP (QRA)	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> • As CALD groups are a key audience for Get Ready messaging across the state, research on preferred communication channels and methods informs all activity. • In 2021, Get Ready Queensland has had key web pages translated into 13 of the state's most commonly used languages other than English. • All materials are being reviewed to simplify the English and provide improved visual communications through animation and icons. • All materials are also being reviewed to ensure inclusive depictions of all Queenslanders.
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 access to training and other resources to support agency staff to adopt best practice narrative about diversity and inclusion. 		DSDILGP	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • All departmental staff have access to a range of training (and other materials) in relation to Diversity and Inclusion. The training is available through the on-line Learning Management System.
<ul style="list-style-type: none"> • Include the Words that Work training program in leadership and management capability development program. 		DSDILGP	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> • <i>Words that Work</i> has been actively promoted, including resources and learning materials. A future session in our Leadership development program, will be on Diversity and Inclusion, which will include Words that work content.

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Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> Sign up to and actively encourage staff participation in the Special Broadcasting Service <i>Cultural Competence Program</i>. 		DSDILGP	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> The department has signed up and actively promotes and encourages staff to complete the SBS Cultural competence program.
<ul style="list-style-type: none"> Ensure regional liaison officers practice an inclusive and respectful customer service culture through the provision of cultural awareness training. 		DSDILGP (QRA)	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> Regional liaison officers undertook cultural awareness training in August 2019. Cultural awareness training will be scheduled during the 2021-22 financial year.
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> The department undertakes recruitment processes for its boards, steering committees and advisory boards promoting diversity, equal opportunity and inclusiveness.











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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 2020-21	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	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> • The department encourages participate in multiple events to promote Multicultural Queensland Charter, including the; Speaker Series, Multicultural Queensland Month and the Taste of Harmony week. Events are advertised on our intranet, and/or via department wide emails. • 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.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. 		Multiple agencies including DSDILGP	2019–22		
<ul style="list-style-type: none"> • Ensure people from culturally diverse backgrounds are represented in all the agency's external publications. 		DSDILGP	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> • The department ensures people from culturally diverse backgrounds are represented in external publications.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ . 		All agencies	2019–22		
<ul style="list-style-type: none"> • 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. 		DSDILGP	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Articles have been published in relation to the campaign <i>Racism. It stops with me</i>. This campaign has been published throughout this reporting period, including during Multicultural Queensland Month complimented with webinars.
<ul style="list-style-type: none"> • Ensure that related policies (such as anti-discrimination) are up to date and accessible to all staff. 		DSDILGP	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Related departmental policies are up to date and accessible to staff.
<ul style="list-style-type: none"> • The agency's leadership team champions good practice to prevent and reduce interpersonal and systemic racism. 		DSDILGP	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • The agency's leadership team continues to champion good practice and reduce interpersonal and systemic racism. Diversity and inclusion expectation are included in executive performance agreements.

¹ 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*.



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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 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
Enable future local government grant programs to support training and employment opportunities for people from culturally diverse backgrounds.		DSDILGP	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> • In the 2019-20 and 2020-21 the Local Government Division paid almost \$160M in operational and capital grants to 16 discrete Indigenous Councils to support delivery of Local Government services to local residents which includes providing employment opportunities for local indigenous residents. • The Department will include a statement in all future funding program guidelines, where relevant, that encourages local governments to offer training and employment opportunities for people from culturally diverse backgrounds.
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 DSDILGP	2019–22	ON TRACK - meaningful activity has begun	<ul style="list-style-type: none"> • The agency has commenced research on a strategy to provide pathways to employment for migrants, refugees and people seeking asylum.