

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


Annual Reporting for 2021–22

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 2021–22 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.

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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	Responsible agency	Timeframe	Progress status for 2021–22	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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • \$2 million in annual funding allocated to local governments to deliver Get Ready Queensland disaster resilience programs, including to culturally diverse populations.
<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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Get Ready Queensland's key preparedness resources have been re-designed through a co-design process with diverse communities. The resources will launch in 2022–23 for market testing.
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. • All new employees as part of induction must complete training modules that relate to diversity and inclusion.
<ul style="list-style-type: none"> • Include the Words that Work training program in leadership and management capability development program. 	DSDILGP	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • <i>Words that Work</i> has been actively promoted, including resources and learning materials.
<ul style="list-style-type: none"> • Sign up to and actively encourage staff participation in the Special Broadcasting Service Cultural Competence Program. 	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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • QRA includes cultural awareness training to staff as part of regular training.
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	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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • The charter has been promoted to agency employees and will continue to be included in staff communication where opportunities arise. • The Multicultural Queensland Charter principles are considered, when policies are developed.
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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • There is a continual effort to ensure that all publications and external communications are inclusive of culturally diverse peoples and communities
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 Racism. It stops with me campaign to employees. 	DSDILGP	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • This campaign has been promoted to agency employees and will continue to be included in staff communication where opportunities arise.
<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	Responsible agency	Timeframe	Progress status for 2021-22	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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • The Department will include a statement in all new and revised 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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • The department has reviewed the language of our role descriptions and advertisements to ensure that we are seen as an employer of choice for people from culturally and linguistically diverse backgrounds. • Investigating direct pathway to employment options for migrants, refugees and people seeking asylum (example: Migrant work experience program). Work will continue in this area.