



Our story, our future

Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19

Annual Report 2018-19

DEPARTMENT OF STATE DEVELOPMENT, MANUFACTURING, INFRASTRUCTURE AND PLANNING

Priority area 1: Culturally responsive government

Outcomes

Improved knowledge about customers' diversity

Culturally capable services and programs

A productive, culturally capable and diverse workforce

Culturally capable services and programs

Action	Lead	Timeframe	Progress status Legend: • Completed • Partially completed • Not completed	Achievements and outcomes <i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Support the integration and delivery of services that benefit all Queensland communities through Community Hubs and Partnerships.	DSDMIP	2016–19	Completed	<ul style="list-style-type: none"> The Aura Community Hub opened in January 2018 following CHaPs facilitation of industry, local and state government collaborative services and infrastructure planning. The Community Hub project achieved a \$31 million bring-forward of investment to the Sunshine Coast community and delivers much-needed services in the Caloundra South Priority Development Area.
			Completed	<ul style="list-style-type: none"> To support the rapidly growing Yarrabilba community, CHaPs facilitated the collaborative planning and delivery of Family and Community Place (FCP) adjacent to the new State primary school in Yarrabilba. The \$3.6 million facility opened in October 2018, enabling social connectedness and greater access to a suite of integrated services through a soft entry community-focused model.
			Completed	<ul style="list-style-type: none"> Projects have been identified to deliver economic and social benefits for growing Queensland communities in Ripley Valley, Greater Flagstone, Northshore Hamilton and Caloundra South.



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A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • Completed • Partially completed • Not completed 	<i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	Partially completed	At the end of March 2019, DSDMIP had a representation of 7.55 per cent of people from a non-English speaking background (essentially remaining steady from the last reporting period). Key activities undertaken by DSDMIP to support achievement of this target include: <ul style="list-style-type: none"> • continued collaboration across the department to provide opportunities for graduates from diverse background in recruitment activities • departmental promotion of the diversity related seminars and events – encouraging staff to attend • continually updating resources for diversity and inclusion on DSDMIP’s intranet • alternative recruitment channels promoted to hiring managers through resources and online learning.
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG DCDSS DCSYW DSDMIP DLGRMA DoE	2016–19	Completed	DSDMIP continues to provide the following online training to staff: <ul style="list-style-type: none"> • ‘Managing unconscious bias’ • ‘Recruitment and selection’ (including matters of diversity and issues with bias) • ‘Diversity in the workplace’.



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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*

Individuals supported to participate in the economy

Action	Lead	Timeframe	Progress status Legend: • Completed • Partially completed • Not completed	Achievements and outcomes <i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Improve opportunities for business people from diverse cultural backgrounds to successfully tender for government work through delivery of Tendering for Government Business workshops.	DSDMIP	2016–19	Completed	<ul style="list-style-type: none"> In 2018–19, DSDMIP delivered 14 ‘Tendering for Government Business’ workshops. The workshops were held in 10 locations across the state with 175 attendees from 139 businesses. The workshops were open to all businesses, including Aboriginal and Torres Strait Islander or from culturally and linguistically diverse (CALD) backgrounds, to ensure an inclusive approach and enable greater participation of capable local industry in major government procurement activities.