



# Queensland Multicultural Policy 'Our story, our future' and Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2019-20



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# 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: achieving culturally responsive government, supporting inclusive, harmonious and united communities and improving economic opportunities.
- The Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under the *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 the establishment of the Multicultural Queensland Charter and the Multicultural Queensland Advisory Council.
- Under Section 24 of the Act, entities with actions in the Action Plan are required to report publicly on an annual basis. The report below fulfils this requirement for 2019-20 for the Department of Local Government, Racing and Multicultural Affairs (DLGRMA).

## 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 in the Action Plan. All sub-actions, where relevant, for DLGRMA 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

# Priority area 1: Culturally responsive government

## Outcomes:

- Improved knowledge about customer 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
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>• Provide access to training and other resources to support agency staff to adopt best practice narrative about diversity and inclusion.</li> </ul>		DLGRMA	2019-22	On track	<p>All of DLGRMA's employees have individual membership to access the Diversity Council Australia website for resources, research and events.</p> <p>Continued to promote the Queensland Human Rights Commission training, Anti-Discrimination Training for Managers and Employees and Unconscious Bias Training for Decision Makers.</p> <p>Continued to promote and encourage the completion of the Special Broadcasting Service (SBS) Cultural Competence Program.</p>
<ul style="list-style-type: none"> <li>• Include the Words that Work training program in leadership and management capability development program.</li> </ul>		DLGRMA	2019-22	Yet to commence	
<ul style="list-style-type: none"> <li>• Sign up to and actively encourage staff participation in the Special Broadcasting Service (SBS) Cultural Competence Program.</li> </ul>		DLGRMA	2019-22	On track	<p>Released in June 2019 to all staff with a number of regular intranet and email promotional reminders. Eighty-nine percent of enrolled employees have completed the course or are in progress.</p> <p>Remains part of the online induction modules for new employees.</p>

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019-22	On track	<p>Diversity on Boards project developed in consultation with key partner agencies including the Department of Premier and Cabinet, the Department of Communities, Disability Services and Seniors, the Department of Child Safety, Youth and Women the Department of Aboriginal and Torres Strait Islander Partnerships.</p> <p>A range of online materials, resources and tools drafted for publication on government websites to support departmental efforts to improve diversity recruitment practice.</p> <p>Multicultural Affairs is working with key partner agencies (DPC, DCSS, DCSYW and DATSIP) on the project implementation</p>
Develop an interactive online resource on Queensland demographic and diversity data.		DLGRMA	2019-22	Completed	<p>Worked with Geografia to customise a Queensland specific demographic and diversity data tool using ABS Census data, aimed at promoting Queensland's diversity. This resulted in the release of the new Search Diversity Queensland educational and engagement tool in January 2020.</p> <p>Promotion of the Search Diversity Queensland tool including via the department's public facing website and social media resulted in more than 500 users (as at June 2020).</p>
Administer the Asylum Seeker and Refugee Assistance program responding to the needs of vulnerable refugees and people seeking asylum on temporary visas.		DLGRMA	2019-21	Completed	<p>Through the Asylum Seeker and Refugee Assistance (ASRA) program, between 300 and 400 people on a bridging or a temporary protection visa were assisted with emergency relief, housing and employment assistance, mental health and different forms of individual support per quarter within 2019-20.</p> <p>More than 30 people obtained employment through assistance provided via the ASRA program.</p> <p>With a \$420,000 funding boost, the program was able to meet increased demand for support caused by the COVID-19 global pandemic.</p> <p>Key activities included: compiling a list of the most vulnerable clients ensuring all ASRA workers and partner services would conduct regular check-ins and continue to provide timely assistance; a one-off COVID-19 payment of \$250 offered to individual clients to purchase essential household items; food packages delivered or made available in specified spaces to maintain social distancing; families with no or inadequate IT equipment for home schooling supported with a \$450 school package payment; establishment of additional emergency relief outlets and a new coordination scheme for food donations and deliveries.</p>

## 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
Support opportunities to foster stronger connections between migrant and refugee communities with Aboriginal and Torres Strait Islander communities.		DLGRMA	2019-22	Completed	<p>Through the Celebrating Multicultural Queensland (CMQ) program, funding was provided to numerous events and projects that promote increased connections between migrant and humanitarian arrivals and Indigenous communities. For example:</p> <ul style="list-style-type: none"> <li>• a Queensland Pacific Island Cultural Carnival provided opportunities for Indigenous communities and diverse Pacific Islander groups to engage in friendly rugby league matches that promote unity and harmony</li> <li>• young people from diverse cultural backgrounds and Indigenous communities were engaged in a sport based mentoring project through participating in sports clinics, leadership training and educational workshops to build confidence and strong social networks</li> <li>• a Festival of Cultures organised by the South Burnett Aboriginal and Torres Strait Islander Corporation engaged the Kingaroy Indigenous community in expressing welcome to people from diverse cultural backgrounds and thus, promote harmony</li> <li>• a Multicultural Connections to Nature project delivered by the Australian Trust for Conservation Volunteers engaged recently arrived migrants in a series of information sessions, workshops and field trips with nature as a focus to improve cultural understanding and connections between migrants and the Indigenous community.</li> </ul> <p>In addition, numerous events funded under the CMQ program have included Welcome to Country as a key feature of the event's opening ceremonies, and Indigenous cultural performances are featured in event programs.</p> <p>Through the Community Action for a Multicultural Society (CAMS) program, funding is provided for activities that support greater intercultural connectedness so that people from culturally diverse backgrounds can achieve their ambitions for social and economic participation. This includes activities that connect people from culturally diverse backgrounds with Aboriginal and Torres Strait Islander peoples through events such as the International Day of the World's Indigenous Peoples that was themed around preserving and promoting Indigenous languages, and Cultures in Harmony which provides an opportunity for Aboriginal and Torres Strait Islander and Pacific Islanders to showcase and promote their cultures building unity.</p>

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Work with organisations through the Multicultural Queensland Ambassador Program to apply the Multicultural Queensland Charter to their business practices and support Queenslanders from culturally diverse backgrounds in practical ways.		DLGRMA	2019-22	On track	<p>Six events and workshops delivered by DLGRMA encouraged Ambassador Program organisations to form partnerships and take action in the areas of employment pathways; university scholarships for refugees and migrants; practical support for people seeking asylum, and organisational cultural capability development.</p> <p>A corporate Multicultural Queensland Ambassador Program organisation facilitated a workshop around attracting corporate sponsorship for Ambassador Program cultural advisor organisations, increasing the capacity of these community focused organisations to source financial and other support for their programs and initiatives.</p> <p>A mentoring partnership program co-organised by two Multicultural Queensland Program Ambassador organisations and including the participation of several other Ambassador Program organisations is supporting young, culturally diverse jobseekers to be job-ready.</p> <p>Meetings facilitated in Cairns and Townsville encouraged local partnerships and action between Multicultural Queensland Ambassador Program organisations within those regions.</p>
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>• Include information about the Multicultural Queensland Charter and its application in induction materials and programs across the agency.</li> </ul>		DLGRMA	2019-22	Completed	<p>Incorporated into the departmental face-to-face induction PowerPoint presentation.</p> <p>The Multicultural Queensland Charter is included in all funding program guidelines and is also included in an updated Multicultural Affairs grants manual.</p>
<ul style="list-style-type: none"> <li>• Showcase exemplary Multicultural Queensland Charter in action stories from business units across the agency at workforce engagement events (such as all staff forums) and through internal communication channels (such as Director-General e-newsletters).</li> </ul>		DLGRMA	2019-22	On track	<p>Eight mentions or references to the Multicultural Queensland Charter and key Multicultural Affairs achievements in DG News articles and messages between 1 July 2019 and final DG news edition in March 2020.</p> <p>DLGRMA staff were invited to A Taste of Harmony morning tea on 26 March, which was cancelled due to COVID-19.</p> <p>DG announcement 20 March 2020: DG Reports on MQAC meeting.</p>






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>Review and embed Multicultural Queensland Charter principles into Human Resources policies and procedures.</li> </ul>		DLGRMA	2019-22	Completed	All HR policies and procedures have been reviewed to ensure they align with the Multicultural Queensland Charter and <i>Human Rights Act 2019</i> .
<ul style="list-style-type: none"> <li>Include reference to the legislative responsibilities regarding the Multicultural Queensland Charter in performance agreements of the Executive Leadership Team.</li> </ul>		DLGRMA	2019-22	Completed	The Public Service Commission determines the format of the template. However, performance objective four focuses on inclusion and diversity and a healthy workplace.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. 		Multiple agencies, including DLGRMA	2019-22		
<ul style="list-style-type: none"> <li>Promote and share stories and images through public and internal communication channels to lead respectful and inclusive narratives about diversity.</li> </ul>		DLGRMA	2019-22	On track	<p>Multicultural Queensland Month was delivered in August 2019 as the state's largest celebration of multiculturalism. More than 100 events and activities took place across the state, including the first ever citizenship ceremony held at the Brisbane Exhibition. The month was supported by a state-wide communication campaign under the theme "we all belong" which reached a total audience of more than one million through social media channels alone.</p> <p>The department promotes and shares many positive examples of diversity and inclusion through its social media channels.</p> <p>More than 600 posts to social media across Facebook, Twitter, Instagram, LinkedIn and YouTube. Total impressions exceeding one million. Engagements of more than 43,000, up 14 per cent on 2018-19.</p> <p>Eight videos were developed with captions included for accessibility and translation.</p> <p>All speeches, media releases, messages of support, Ministerial statements written for the Minister or a representative of the Minister or the Director-General attending any multicultural event, gathering or announcement, or included in a publication for a multicultural event or milestone, carried the message of inclusion, harmony and unity in Queensland as well as striving for this to be a place where everyone belongs.</p>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It Stops With Me</i> campaign. 		All agencies	2019-22		

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>Promote the agency's participation in the Australian Human Rights Commission's <i>Racism. It Stops With Me</i> campaign through internal and external communication channels.</li> </ul>		DLGRMA	2019-22	On track	<p>Continued to publicly promote the <i>Racism. It Stops With Me</i> campaign through the department's social media platforms.</p> <p>Developed the <i>Unite Against Racism – Call to Action</i> Toolkit to bring Queenslanders together to promote positive messages about diversity and inclusion, and to enable anti-racism messages to be distributed through appropriate channels. The toolkit contains key messages, links and hashtags, as well as ready-made assets to encourage 'a call to action' and for 'all Queenslanders to stand together and reinforce Queensland as a diverse, harmonious and inclusive place to live'.</p>

## 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	Achievements and outcomes for people from culturally and linguistically diverse communities
Work together to address the findings of the Deloitte Access Economics report <i>Seizing the opportunity: Making the most of the skills and experience of migrants and refugees.</i>		DLGRMA, DESBT, Jobs Queensland and Trade and Investment Queensland	2019-22	On track	Key stakeholder meetings, research and analysis have been conducted and informed planning for initiatives to utilise the skills and experiences of migrants and refugees. Guidance on opportunities and in-principle support obtained from government agencies and relevant industry peak bodies.  Multicultural Affairs collaboration with Mater Refugee Health, Multicultural Australia and Refugee Talent to explore employment pathways for migrant and refugee health professionals, particularly in COVID-19 response and recovery.  Multicultural Affairs is liaising with relevant agencies to increase opportunity for social enterprises providing economic outcomes for migrants and refugees, to benefit from government social procurement and actions under the Queensland Social Enterprise Strategy.
Enable future local government grant programs to support training and employment opportunities for people from culturally diverse backgrounds.		DLGRMA	2019-22	Completed	Grant funding is provided to councils to deliver maintenance and capital works projects. The projects are council owned and controlled. All councils are responsible for employment of resources to complete their projects.  Councils are encouraged to provide opportunities for diverse employment within their region.
<ul style="list-style-type: none"> <li>• 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.</li> </ul>		Multiple agencies, including DLGRMA	2019-22	On track	Assisted the Office of the Independent Assessor by loaning a position to support targeted migrant employment.



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