


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

**Annual Reporting for 2020-21  
DEPARTMENT OF THE PREMIER AND CABINET  
PUBLIC SERVICE COMMISSION**

## 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 the Premier and Cabinet and the Public Service Commission**.

## 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 the Premier and Cabinet and the Public Service Commission** 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:









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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
Use diversity and customer experience data to inform and improve service design. 		Multiple agencies including PSC	2019–22		
<ul style="list-style-type: none"> <li>• Use cultural and language diversity data to plan, design and inform service delivery to improve outcomes for customers.</li> </ul>		PSC	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>The roll out of the Workforce Diversity Census which introduces more inclusive and contemporary language to describe diverse groups, commenced in August 2021. Under this program, workforce census definitions now include a non-binary gender identity option, define disability in broader and more inclusive terms, include a standalone question for Australian South Sea Islanders, and categorise diverse language speakers as 'Culturally and Linguistically Diverse' instead of being from a 'Non-English-Speaking Background'.</p> <p>These changes aim to:</p> <ul style="list-style-type: none"> <li>• create a more inclusive workplace culture</li> <li>• value employee diversity and lived experience</li> <li>• encourage employees to self-identify and in turn, create a more accurate workforce profile.</li> </ul>
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 and support staff to access a range of cultural awareness training options. (HR)</li> </ul>		DPC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>DPC has continued to provide access to a range of mandatory and elective cultural awareness training programs:</p> <ul style="list-style-type: none"> <li>• Starting the Journey – mandatory online training</li> <li>• Unconscious Bias Training</li> <li>• BANAAM Cultural Awareness Training</li> <li>• Interactive Ochre online training.</li> </ul> <p>We have also promoted the Cultural Capability program offered by the Department of Resources,</p>

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Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	<b>Achievements and outcomes for people from culturally and linguistically diverse communities</b> Please provide commentary (e.g., 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
					Building <i>on the Strength of Our Stories: Cultural agility program</i> , as well as the Cherbourg Ration Shed Tour (scheduled for 8 December 2021).
<ul style="list-style-type: none"> <li>Purchase annual Diversity Council of Australia membership and share information and resources with staff regularly.</li> </ul>			2019–22	<b>ON TRACK - meaningful activity has begun</b>	PSC renewed the annual subscription to Diversity Council Australia until June 2022 and regularly circulates information and resources to staff.
<ul style="list-style-type: none"> <li>Promote tools and resources to support multicultural capability, awareness and understanding.</li> </ul>			2019–22	<b>ON TRACK - meaningful activity has begun</b>	PSC renewed the annual subscription to Diversity Council Australia until June 2022 and regularly circulates information and resources to staff.
<ul style="list-style-type: none"> <li>Actively embrace and promote Harmony Day and Multicultural Queensland Month across the organisation.</li> </ul>			2019–22	<b>ON TRACK - meaningful activity has begun</b>	Multicultural Queensland month webinars and resources were promoted amongst PSC staff, via email and on the staff intranet.
Work with the whole-of-government Strategic Workforce Council to support new approaches to developing cultural capability strategies, including online options.			2019–22	<b>ON TRACK - meaningful activity has begun</b>	
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>DPC has continued to raise awareness of the Government's commitments to increasing diversity on boards, when providing feedback to agencies on upcoming board vacancy processes and board related matters.</li> <li>DPC also continues to participate on an officer-level working group and support Multicultural Affairs Queensland in the development of options to support departments in achieving greater diversity on boards.</li> <li>PSC sits on the Diversity on Boards Working Group and has contributed to the Diversity on Boards Options Paper.</li> </ul>





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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 <small>Please provide commentary (e.g., 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
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>• Establish a Diversity and Inclusion webpage with links to the Multicultural Queensland Charter and the Australian Human Rights Commission <i>Racism. It stops with me.</i> campaign. (HR)</li> </ul>		DPC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	The DPC Diversity and Inclusion Intranet page is live and provides a direct link to the <i>Racism. It stops with me</i> campaign site and the Multicultural Queensland Charter.
<ul style="list-style-type: none"> <li>• Share themed Plate of Inspiration and promote attendance at Multicultural Queensland Charter events to raise awareness about the Multicultural Queensland Charter. (HR)</li> </ul>		DPC	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<p>DPC promoted the Multicultural Queensland Charter by sharing and displaying it in common areas within the office. The charter is also available and linked on the DPC Intranet which is shown to all new starters.</p> <p>DPC hosts and promote regular Plate of Inspiration events that often highlight themes of diversity and inclusion. Including:</p> <ul style="list-style-type: none"> <li>• LGBTIQ+ inclusion with Tegan Acton – 16 September 2020</li> <li>• Human Rights Manager Toolkit – 21 October 2020</li> </ul> <p>International Women’s Day panel event – 8 March 2021, featuring four women from across DPC and PSC sharing their stories and diverse backgrounds.</p>
<ul style="list-style-type: none"> <li>• Establish a link to the Diversity and Inclusion page as part of induction and orientation activities. (HR)</li> </ul>		DPC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>The Diversity and Inclusion intranet page is shown to all new employees as part of their induction. As a follow up, HRS send an email with links to more information about key Diversity and Inclusion initiatives to all new starters after their induction.</p> <p>In addition, DPC has a specific ‘Multicultural DPC’ page, which provides additional specific information around cultural diversity with access to resources and further resources.</p>

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Action		Responsible agency	Timeframe	Progress status for 2020-21	<b>Achievements and outcomes for people from culturally and linguistically diverse communities</b> 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>Review and update agency policy documents to ensure consistent application of Multicultural Queensland Charter provisions and use of respectful and inclusive language. (HR)</li> </ul>		DPC	2019–22	<b>ON TRACK - meaningful activity has begun</b>	DPC has developed a Respectful Language guide. The guide has been approved by our Corporate Governance Group and will be published on our intranet early in the next reporting period. A communications plan will support the launch of the guide to all departmental employees, so they are aware of it and how it is used.  HRS has also recently reviewed recruitment and selection documentation including a focus and ensuring practices are inclusive and support best practice. Online resources have been developed to support these updated practices.  Reasonable adjustments are offered in all recruitment processes.  HRS will review our HR policies to ensure the charter provisions are embedded appropriately.
<ul style="list-style-type: none"> <li>Raise awareness among staff and identify opportunities to reference the Multicultural Queensland Charter in initiatives and strategies for the Queensland Public Sector.</li> </ul>		PSC	2019–22	<b>ON TRACK - meaningful activity has begun</b>	Messaging has been incorporated in all-staff emails
<ul style="list-style-type: none"> <li>Include references to the Multicultural Queensland Charter in online Chief Executives onboarding material.</li> </ul>		PSC	2019–22	<b>ON TRACK - meaningful activity has begun</b>	
<ul style="list-style-type: none"> <li>Consider the Multicultural Queensland Charter in the development of policies and delivery of services.</li> </ul>		PSC	2019–22	<b>ON TRACK - meaningful activity has begun</b>	
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign <sup>1</sup> .	 	All agencies	2019–22	<b>ON TRACK - meaningful activity has begun</b>	PSC maintains web-based information and resources about identifying and eliminating unconscious bias in the workplace, including in recruitment processes.  PSC has incorporated a new question in the Working for Queensland Employee opinion survey relating to employee understanding and application of Human Rights principles.

<sup>1</sup> 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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<ul style="list-style-type: none"> <li>Promote Australian Human Rights Commission <i>Racism. It stops with me campaign</i> resources through DPC TV, Newsflash articles and Yammer posts.</li> </ul>		DPC	2019–22	<b>ON TRACK - meaningful activity has begun</b>	The Campaign was promoted in DPC via an all-agency general news article and yammer post which outlined the initiative and linked to various Human Rights Commission and internal resources.
<ul style="list-style-type: none"> <li>Participate in relevant events to raise awareness about the Australian Human Rights Commission <i>Racism. It stops with me campaign</i>.</li> </ul>		DPC	2019–22	<b>ON TRACK - meaningful activity has begun</b>	DPC shares communications and hosts events to celebrate cultural diversity and to promote action against racism, in alignment with key dates. Where appropriate, DPC shares links to the Australian Human Rights Commission <i>Racism. It stops with me campaign</i> and their available resources. DPC is exploring options to engage further with the campaign.


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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 <small>Please provide commentary (e.g., 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
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 DJAG	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• DPC encourages applicants from all diverse backgrounds to apply for vacancies. DPC includes specific wording in role descriptions outlining its commitment to building inclusive cultures in the Queensland public sector that respect and promote human rights and diversity.</li> <li>• DPC will continue to investigate options to provide opportunities to migrants, refugees and people seeking asylum, including through the Policy Futures graduate program.</li> <li>• PSC participates in the Policy Futures Graduate Program.</li> </ul>