


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

**Annual Reporting for 2021–22
DEPARTMENT OF THE PREMIER AND CABINET**

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 the Premier and Cabinet**.

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 Premier and Cabinet** 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 <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>
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 and support staff to access a range of cultural awareness training options. 	DPC	2019–22	COMPLETED - for duration of Action Plan	<p>DPC has continued to provide access to Unconscious Bias Training, and during this reporting period, we additionally offered Human Rights Training with Crown Law.</p> <p>During the reporting period, we promoted the following webinars to all DPC employees, as part of our Multicultural Queensland Month 2021 celebrations:</p> <ul style="list-style-type: none"> • Racism prevention: becoming anti-racist • Promoting inclusion and diversity in the workplace and beyond • Coercive control and its impact on diverse cultural groups • Respectfully challenging problematic behaviour <p>On our Multicultural DPC page, we share resources to support employees to undertake their own learning, such as:</p> <ul style="list-style-type: none"> • Harvard University’s Project Implicit • Dealing with bias • Inclusive language. <p>In May 2022, DPC Protocol and International Engagement undertook training by the Protocol School of Washington – The Impact of Culture on Protocol.</p>
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	ON TRACK - meaningful activity has begun	DPC commenced a campaign to raise awareness about the benefits of becoming a Queensland Government board member and increase the number of registrations on the Queensland Register of Nominees to Government Boards.

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Action	Responsible agency	Timeframe	Progress status for 2021–22	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
				Work will progress during 2022–23 to set baseline data and develop an IT solution to assist government to monitor diversity on boards


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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 <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"> • 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. 	DPC	2019–22	COMPLETED - for duration of Action Plan	The DPC Diversity and Inclusion Intranet page, and related <i>Multicultural DPC</i> page, are live and provide 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"> • Share themed Plate of Inspiration and promote attendance at Multicultural Queensland Charter events to raise awareness about the Multicultural Queensland Charter. 	DPC	2019–22	COMPLETED - for duration of Action Plan	<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>We promoted the following MATE webinars in support of the Multicultural Queensland Charter and Multicultural Queensland Month:</p> <ul style="list-style-type: none"> • Racism prevention: becoming anti-racist • Promoting inclusion and diversity in the workplace and beyond • Coercive control and its impact on diverse cultural groups • Respectfully challenging problematic behaviour. <p>DPC hosted a Harmony Week afternoon tea on March 17, 2022. The Multicultural Queensland Charter and <i>Racism. It stops with me</i> campaign were both highlighted in communications for this event.</p> <p>Plans are in place to highlight the Charter in line with the coming Multicultural Queensland Month celebrations in August 2022.</p>

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Action	Responsible agency	Timeframe	Progress status for 2021–22	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>
<ul style="list-style-type: none"> Establish a link to the Diversity and Inclusion page as part of induction and orientation activities. 	DPC	2019–22	COMPLETED - for duration of Action Plan	<p>The Diversity and Inclusion intranet page is shown to all new employees as part of their induction. As a follow up, People and Culture 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>
<ul style="list-style-type: none"> Review and update agency policy documents to ensure consistent application of Multicultural Queensland Charter provisions and use of respectful and inclusive language. 	DPC	2019–22	COMPLETED - for duration of Action Plan	<p>With our partners, Diversity Council Australia, DPC have linked the <i>Words at work, culturally inclusive language</i> guide on the <i>Multicultural DPC</i> page. This resource will be further highlighted as part of our communications plan for Multicultural Queensland Month.</p> <p>We have also shared a Wear it Purple guide to help avoid misgendering when speaking languages other than English.</p> <p>People and Culture ensure inclusive language and charter principles are considered when reviewing our existing policies and developing new ones.</p>
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"> Promote Australian Human Rights Commission <i>Racism. It stops with me</i> campaign resources through DPC TV, Newsflash articles and Yammer posts. 	DPC	2019–22	COMPLETED - for duration of Action Plan	<p>The campaign was promoted in DPC via an all-agency general news article for International Day for the elimination of Racial Discrimination and will be further highlighted in Multicultural Queensland Month communications in August 2022.</p>
<ul style="list-style-type: none"> Participate in relevant events to raise awareness about the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 	DPC	2019–22	COMPLETED - for duration of Action Plan	<p>DPC shares communications and hosts events to celebrate cultural diversity and to promote action against racism, in alignment with key dates.</p> <p>Where appropriate, DPC shares links to the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign and their available resources.</p>

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 Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
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	ON TRACK - meaningful activity has begun	DPC encourages applicants from all diverse backgrounds to apply for vacancies. We include specific wording in role descriptions outlining our commitment to building inclusive cultures in the Queensland public sector that respect and promote human rights and diversity. DPC will continue to investigate options to provide opportunities to migrants, refugees and people seeking asylum, including through the Policy Futures graduate program.