

**Our story, our future**  
**Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19**  
**Annual Report 2018-19**  
**DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL**

## Background

- *Our story, our future* is the Queensland Government's multicultural 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 three year action plans, with the first being the Queensland Multicultural Action Plan 2016-17 – 2018-19.
- The policy and action plan are a requirement of the *Multicultural Recognition Act 2016* (the Act) and represent one of three key provisions of the Act, together with establishing the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- Section 24 of the Act requires entities with actions in the action plan to report publicly on an annual basis. The attached report fulfils this requirement for 2018-19 for the **Department of Justice and Attorney-General (DJAG)**.

## Priority area 1: Culturally responsive government

**Outcome: Improved knowledge about customers' diversity**

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> <li>• Completed</li> <li>• Partially completed</li> <li>• Not completed</li> </ul>	<i>Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers.	Multiple agencies:	2016-17	Completed	The implementation plan was completed in May 2017.
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	DCSYW DHPW DJAG DoE	2016-19	Partially completed	<ul style="list-style-type: none"> <li>• Staff consultation has commenced to progress actions in the <i>Culturally and Linguistically Diverse Customer Information Implementation Plan – July 2017 to June 2020</i>, to develop staff awareness.</li> <li>• This action has been carried over to the <i>Queensland Multicultural Action Plan 2019-20 to 2021-22</i>.</li> </ul>
Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met.	DTMR QCS QFES QH including HHSs QPS	2016-19	Partially completed	<ul style="list-style-type: none"> <li>• The <i>Culturally and Linguistically Diverse Customer Information Implementation Plan – July 2017 to June 2020</i> is being updated, which includes developing supporting data capture systems for culturally diverse customers. Once the data capture systems are implemented, aggregated data will be published in future DJAG Annual Reports.</li> <li>• This action has been carried over to the <i>Queensland Multicultural Action Plan 2019-20 to 2021-22</i>.</li> </ul>



## Outcome: A productive, culturally capable and diverse workforce

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>
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	<ul style="list-style-type: none"> <li>As at June 2019, 7.2% of DJAG employees identified as being from a non-English speaking background.</li> <li>Actions under the DJAG <i>Inclusion and Diversity Strategy 2018-2022</i> relate primarily to addressing recruitment and selection practice, identified barriers, and to the development of current employees.</li> <li>This action has been carried over to the <i>Queensland Multicultural Action Plan 2019-20 to 2021-22</i>.</li> </ul>
Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders.	DESBT DNRME DJAG DCDSS DCSYW DES DITID DHPW DoE	2016–19	Completed	<p>The DJAG Board of Management approved the <i>DJAG Inclusion and Diversity Strategy 2015-2020</i> in February 2018. The strategy addresses seven specific areas of focus related to:</p> <ul style="list-style-type: none"> <li>underrepresented groups (i.e. people from a non-English speaking background, Aboriginal and Torres Strait Islander people, people living with disability, LGBTIQ+ people, older people and youth) and women in leadership; and</li> <li>two areas of focus which provide general levers of change; culture and capability (including valuing difference, flexible work arrangements, recruitment and selection, management capability), and data integrity and measures to inform action.</li> </ul>
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG DCDSS DCSYW DSDMIP DLGRMA DoE	2016–19	Completed	<ul style="list-style-type: none"> <li>DJAG continues delivery of the Practical HR for Managers program, which includes topics related to recruitment and selection, inclusion and diversity and awareness of bias.</li> <li>Recruitment and selection panel training included addressing unconscious bias and common barriers in recruitment and selection. This was delivered to approximately 150 DJAG employees.</li> <li>A review of the DJAG intranet content was completed resulting in improved intranet-based recruitment and selection advice, and inclusion and diversity.</li> </ul>

