


# Multicultural Action Plan Report 2019-20

## 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 Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *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 establishment of 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 report below fulfils this requirement for 2019-20 for **Queensland Treasury and former Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP), including the Queensland Reconstruction Authority (QRA)**.

## 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 online at [www.dlgrma.qld.gov.au](http://www.dlgrma.qld.gov.au), (i) click on 'Multicultural Affairs', (ii) click on 'Queensland Government Multicultural Policy and Action Plan'. All sub-actions, where relevant, for **Queensland Treasury and former DSDMIP** 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 (AQP). These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy











Give all our children a great start

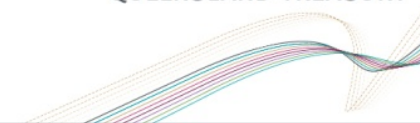
## Priority area 1: Culturally responsive government


### Outcomes:

- Improve knowledge about customers' 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
Support Queenslanders from culturally diverse backgrounds to better prepare for and recover from disasters.		Department of Communities, Disability Services and Seniors Former DSDMIP (QRA) Queensland Fire and Emergency Services	2019–22		
<ul style="list-style-type: none"> <li>• Fund Councils to deliver activities targeted at supporting people from culturally diverse backgrounds through the Get Ready Queensland disaster resilience grants program.</li> </ul>		Former DSDMIP (QRA)	2019–22	Completed	<ul style="list-style-type: none"> <li>• Eligible activities under the \$2 million yearly Get Ready Queensland (GRQ) grants program include those that focus on cultural and linguistically diverse (CALD) communities.</li> <li>• GRQ funded CALD related activities undertaken in 2019-20 include the creation of multi-lingual factsheets and hosting of CALD community events such as information sessions.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure cultural and language diversity data is considered when planning strategies for the Get Ready Queensland advertising campaign and include appropriate promotional strategies such as broadcasting via ethnic radio stations.</li> </ul>		Former DSDMIP (QRA)	2019–22	Completed	<ul style="list-style-type: none"> <li>• The GRQ campaign research considered CALD data, along with information about other key demographics relevant to Queensland. The GRQ campaign used Johnathon Thurston as the ambassador, who is a role model for Indigenous communities. Culturally diverse imagery was used within campaign materials and ethnic radio stations for broadcasting campaign advertising</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>• Ensure regional liaison officers practice an inclusive and respectful customer service culture through the provision of cultural awareness training.</li> </ul>		Former DSDMIP (QRA)	2019–22	Completed	<ul style="list-style-type: none"> <li>• Queensland Reconstruction Authority (QRA) Regional Liaison Officers and Recovery Officers undertook cultural awareness training in 2019.</li> </ul>

<ul style="list-style-type: none"> <li>Promote information and relevant training, such as working with interpreters, to all staff, in particular front-line staff.</li> </ul>		Queensland Treasury	2019–22	On track	<ul style="list-style-type: none"> <li>Treasury encourages all staff to build their awareness of cultural understanding and provides access to events and training to develop staff inter-cultural competence.</li> <li>Information about cultural diversity training and providers e.g. Multicultural Australia, is available on Treasury's intranet.</li> <li>Treasury recently secured the online SBS Inclusion Program including its Cultural Competence module. In 2020-21 this will be made available to all staff and included in induction processes.</li> <li>Treasury continues to promote information on our intranet, available to all staff - particularly frontline - on how and when to engage an interpreter or translator. This information includes requirements under the Queensland Language Services Policy and the Queensland Language Service Guideline.</li> <li>Treasury's business areas continue to engage interpreters and translators to communicate with people who have limited proficiency in English or a hearing impairment.</li> <li>In 2019-20, less than 1% of clients have required language support; there were 48 occasions where interpreters and translators were engaged by Treasury.</li> </ul>
<ul style="list-style-type: none"> <li>Investigate opportunities to theme an event or leadership session to discuss and raise awareness of diversity and inclusion.</li> </ul>		Former DSDMIP	2019-22	On track	<ul style="list-style-type: none"> <li>The Leadership program (Leadership Exchange) held an event in late 2018 on diversity and inclusion awareness titled 'How I like to be led'. This course aims to increase the learner's understanding of the benefits of workplace diversity as well as their responsibilities in maintaining a diverse workplace. It also equips learners with appropriate communication and conflict resolution techniques to ensure that all staff are treated in a fair and respectful way.</li> <li>This session was a forum / panel style session, and available to all staff via webinar or face to face.</li> <li>In 2020, this recorded event was re-released, and promoted on our intranet site and learning management system.</li> <li>We will continue to develop leadership program learning materials and communications around diversity and inclusion.</li> </ul>
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies (Queensland Treasury)	2019–22	On track	<ul style="list-style-type: none"> <li>Treasury will continue to work with DLGRMA to promote inclusion of people from culturally and linguistically diverse backgrounds on its boards, steering committees and advisory bodies, when applicable.</li> </ul>
		All agencies (former DSDMIP)	2019-22	Completed	<ul style="list-style-type: none"> <li>Recruitment processes are undertaken for boards, steering committees and advisory boards promoting diversity, equal opportunity and inclusiveness.</li> </ul>






Work with community groups and non-government providers to include programs which can be undertaken by people from culturally diverse backgrounds experiencing hardship to satisfy their State Penalty Enforcement Registry (SPER) debt.		Queensland Treasury	2019-22	On track	<ul style="list-style-type: none"> <li>• The expansion of State Penalties Enforcement Registry's (SPER) Hardship Partners Program during 2019-20 has assisted debtors experiencing hardship to satisfy their SPER debts through a broader range of non-monetary options including counselling and treatment programs.</li> <li>• As the program continues to roll-out, relevant data will be captured and used to inform the program's ongoing implementation and operation.</li> <li>• As SPER continues to partner with more community groups and non-providers in 2020, it is anticipated opportunities will become available that may enable people from culturally and linguistically diverse backgrounds to discharge their SPER debt by undertaking culturally appropriate programs.</li> </ul>
<p><b>Case study:</b></p> <p><b>South Bank and Roma Street Parklands – celebrating multi-cultural identity</b></p> <p>Through funding provided by the Queensland Government to support the operation of South Bank and Roma Street Parklands, City Parklands Services Pty Ltd (a subsidiary of Brisbane City Council) has established the parklands as places where communities can express and celebrate their different multi-cultural backgrounds with over 70 cultural events and celebrations being held in the parklands since June 2013. During the 2019/20 financial year, ten different multi- cultural communities celebrated with event in the parklands, with an additional four unfortunately cancelled due to COVID-19 restrictions. Many of these communities have returned to the parklands year on year.</p> <p>Community based events are also in many cases supported through the application of a reduced community-rate fee and in some instances further financial support.</p> <p>Additional support has been provided to community groups holding events in 2020, through assisting them with the preparation of COVID-19 Safe plans to meet Queensland Health requirements.</p> <p>The parklands are also the permanent location for a number of cultural monuments or memorials which are significant to different cultural communities, including the Nepalese Peace Pagoda in South Bank and the Ghandi memorial statue in Roma Street Parkland.</p> <p>Roma Street Parkland also celebrates indigenous horticultural heritage through the delivery of guided walks showcasing Bush Tucker foods.</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
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>• Update and promote the agency's multicultural intranet webpage to make available information about the Multicultural Queensland Charter, Queensland Multicultural Policy and Queensland Multicultural Action Plan 2019–20 to 2021–22, and Multicultural Queensland Charter events.</li> </ul>		Queensland Treasury	2019–22	On track	<ul style="list-style-type: none"> <li>• Treasury's <i>Inclusion Matters</i> Statement outlines our organisational commitment to providing an inclusive working environment that respects and values the contributions of people of different backgrounds, experiences and perspectives.</li> <li>• This statement was launched by our Under Treasurer and members from the Diversity and Inclusion Steering Committee as part of a virtual town hall for employees in June 2020.</li> <li>• It aligns with the Queensland Governments' <i>Multicultural Recognition Act 2016</i>, <i>Multicultural Queensland Charter</i> and <i>Queensland Multicultural Policy – Our story, our future</i> in acknowledging and promoting Queensland as a welcoming, inclusive and fair State.</li> <li>• Information is available on Treasury's intranet about <i>Multicultural Recognition Act 2016</i>, <i>Multicultural Queensland Charter</i> and <i>Queensland Multicultural Policy – Our story, our future</i>, the various ways in which staff can be involved, and important multicultural dates throughout the year e.g. Harmony Day, Refugee Week.</li> <li>• In promotion of important dates and events Treasury ensures panel speaker discussions are representative of people from culturally and linguistically diverse backgrounds, providing the opportunity to share stories and unique perspectives.</li> <li>• The <i>Multicultural Queensland Charter</i> is on display on every Treasury occupied floor (9 floors) in the 1 William Street building.</li> </ul>



Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: • On track • Completed • Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities Commentary on achievements and outcomes.
<ul style="list-style-type: none"> <li>Ensure the Multicultural Queensland Charter principles are considered in the review and implementation of the agency's policies and procedures.</li> </ul>		Queensland Treasury	2019–22	On track	<ul style="list-style-type: none"> <li>Treasury's Corporate Governance Framework is being updated to incorporate requirements to uphold human rights (including upholding the human rights of people from culturally and linguistically diverse backgrounds).</li> <li>Treasury has completed a comprehensive review of all legislation and decision-making frameworks including policies, procedures, processes and complaint handling practices.</li> <li>Treasury's complaints framework has been updated to include human rights considerations and a Human Rights Complaints management guide has been developed.</li> <li>Treasury has established a Legislative Community of Practice and Human Rights Working Groups to help build a culture that respects and promotes human rights, considers legislative impacts and creates dialogue about the nature, meaning and scope of human rights and to share lessons learned.</li> <li>Treasury continues to embed human rights through pro-active communications and training initiatives.</li> </ul>
<ul style="list-style-type: none"> <li>Publish articles promoting the Multicultural Queensland Charter to all staff and share with new staff at induction programs.</li> </ul>		Former DSDMIP	2019-22	Completed	<ul style="list-style-type: none"> <li>Multiple articles have been published to promote Multicultural Queensland Charter, including the; Speaker Series, Multicultural Queensland Month and the Taste of Harmony week.</li> <li>As part of induction, all new staff are referred to our departmental publications. This is to ensure awareness of our culture, values and beliefs. The Multicultural Queensland Charter is part of the suite of publications all new starters are encouraged to read and understand.</li> </ul>
<ul style="list-style-type: none"> <li>Incorporate information about the Multicultural Queensland Charter into materials available to staff, such as information available on the intranet.</li> </ul>		Former DSDMIP	2019-22	Completed	<ul style="list-style-type: none"> <li>Information is incorporated into materials about the Multicultural Queensland Charter (MCQ) and the principles. All MCQ materials are available on the intranet, with direct links to the Multicultural Queensland Charter.</li> </ul>
<ul style="list-style-type: none"> <li>Encourage employee participation in Multicultural Queensland Charter events.</li> </ul>		Former DSDMIP	2019-22	Completed	<ul style="list-style-type: none"> <li>All employees are encouraged to participate or attend Multicultural Queensland Charter events. Events are advertised on the intranet, or/ and department wide emails.</li> </ul>
<ul style="list-style-type: none"> <li>Work towards embedding the Multicultural Queensland Charter principles in human resource policies and procedures with examples of how they can be implemented in practice.</li> </ul>		Former DSDMIP	2019-22	On track	<ul style="list-style-type: none"> <li>Human resource policies are being reviewed in 2020/2021. This review will include embedding the Multicultural Queensland Charter principles into the appropriate human resource policies and procedures.</li> </ul>



Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: • On track • Completed • Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities Commentary on achievements and outcomes.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		All agencies, including Queensland Treasury	2019–22	On track	<ul style="list-style-type: none"> <li>Treasury supports Queenslanders in coming together to unite against racism and discrimination.</li> <li>In 2020-21, Treasury will promote the recently released Queensland Government Unite Against Racism toolkit to staff and stakeholders.</li> <li>As part of this toolkit Treasury will promote the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign and associated resources to help start meaningful and productive conversations to not only identify racism, but to build strategies for changed behaviours.</li> <li>These messages align with Treasury's <i>Inclusion Matters</i> statement, which states that all staff are responsible for challenging behaviours that do not align with a safe and respectful workplace.</li> </ul>
<ul style="list-style-type: none"> <li>Publish articles promoting awareness of the agency's participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign to employees.</li> </ul>		Former DSDMIP	2019-22	On track	<ul style="list-style-type: none"> <li>Two articles have been published (July &amp; September 2020) (and continue to be published) to promote awareness of our participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign to employees.</li> <li>We have also adopted the Queensland Government 'Unite against racism' campaign.</li> <li>More articles will be published as part of the ongoing campaign to further awareness.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure that related policies (such as anti-discrimination) are up to date and accessible to all staff.</li> </ul>		Former DSDMIP	2019-22	On track	<ul style="list-style-type: none"> <li>Human resource policies are being reviewed in 2020/2021. This review will ensure all related policies are up to date and accessible.</li> </ul>
<ul style="list-style-type: none"> <li>The agency's leadership team champions good practice to prevent and reduce interpersonal and systemic racism.</li> </ul>		Former DSDMIP	2019-22	On track	<ul style="list-style-type: none"> <li>The leadership team champions good practice to prevent and reduce systemic and personal racism.</li> <li>They encourage participation in multicultural events and encourage capability development and awareness through promoting learning opportunities within their teams.</li> <li>They monitor all diversity and inclusion activities through our formal People and Culture Committee.</li> </ul>

# Case study:

## 2019 Multicultural Queensland Month 'We all belong' event

In August 2019, over 50 Treasury staff attended a morning tea event in celebration of Multicultural Queensland Month, themed "We all belong".

Guest speakers included former refugee and 2019's Queensland Local Hero Elijah Buol, Multicultural Australia's training coordinator Lili Sanchez, and Treasury's own cultural diversity champion and member of the Diversity and Inclusion Steering Committee, Anh Bui, of the Insurance Commission.

Treasury partnered with DLGRMA who provided various collateral items for staff to take away including the Multicultural Queensland Charter.

Afterwards staff enjoyed a morning tea catered by Mu'ooz, an African not-for-profit social enterprise.




*Pictured left to right: Angela Beqiri (People and Culture), Anh Bui (Insurance Commission), Elijah Buol (guest speaker), Lili Sanchez (guest speaker), Kaeli Goode (People and Culture)*

## 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 Legend: • On track • Completed • Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities Commentary achievements and outcomes.
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 Queensland Treasury	2019–22	Yet to commence	<ul style="list-style-type: none"> <li>• Treasury is committed to building a demographically diverse workforce reflective of Queensland's communities, and an inclusive, safe and respectful workplace. By attracting, recruiting and retaining such a workforce, Treasury is better able to support the government in advancing its priorities.</li> <li>• Quarterly Diversity and Inclusion Steering Committee meetings, chaired by the Under Treasurer, provide formal governance, guidance and direction to diversity and inclusion strategy and policy across the department.</li> <li>• To ensure the sector better represents the community we serve, Treasury is committed to whole of government 2022 foundational targets for Equal Employment Opportunity (EEO) groups, including people from non-English speaking backgrounds.</li> <li>• Our workforce representation is truly multicultural with 151 employees, 14.34 per cent (as at 30 June 2020) being from a non-English speaking background.</li> <li>• A Diversity and Inclusion Policy has been developed to directly influence outcomes in relation to employment and promotional opportunities in Treasury for diverse groups. This policy is currently in consultation phase.</li> <li>• In 2020-22, Treasury will consider partnering with other agencies and expert organisations to ensure employment pathways and work experience opportunities are accessible, equitable, and culturally safe for people from culturally diverse backgrounds.</li> </ul>
		Former DSDMIP	2019-22	Yet to commence	<ul style="list-style-type: none"> <li>• Treasury is currently investigating different career pathway programs to participate in to help migrants, refugees and people seeking asylum.</li> </ul>