


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

**Annual Reporting for 2021-22
QUEENSLAND TREASURY**

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 **Queensland Treasury**.

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 **Queensland Treasury** 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"> Promote information and relevant training, such as working with interpreters, to all staff, in particular front-line staff. 	QT	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Treasury encourages all staff to build their awareness of cultural understanding and provides access to events and training to develop staff inter-cultural competence. Information about cultural diversity training, providers and events (e.g. Multicultural Australia), is available on Treasury’s intranet and is regularly promoted to staff in weekly e-news bulletins. Treasury promotes SBS Inclusion Program eLearning - including its Cultural Competence module. Treasury continues to promote information on our intranet 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. Treasury’s business areas continue to engage interpreters and translators to communicate with people who have limited proficiency in English or a hearing impairment. In 2021-22, less than 1 % of clients have required language support; \$3,559 was spent on the engagement of interpreters and translators; and there were 79 occasions where interpreters and translators were engaged by Queensland Revenue Office (QRO).
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Treasury has continued to promote inclusion of people from culturally and linguistically diverse backgrounds on its boards, steering committees and advisory bodies.

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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 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 debt.	QT	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • The delivery of the Hardship Partners Program has continued to assist debtors experiencing hardship to satisfy their State Penalties Enforcement Registry (SPER) debts. • This occurs through a broad range of non-monetary options including counselling and treatment programs with the debtor completing work and development order (WDOs) arrangements, which are delivered by 185 partner organisations. • QRO performs assurance reviews on Program Partners to ensure service delivery, governance and program objectives are being met. Initial feedback from partners involved in these reviews is that both they and their clients see great merit in the Program and the ability to undertake WDO activities is a positive incentive for those experiencing genuine hardship to address their outstanding SPER debts.

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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
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.	All agencies	2019–22		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"> 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. 	QT	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> 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. The statement aligns with the Queensland Governments’ <i>Multicultural Recognition Act 2016</i>, Multicultural Queensland Charter and Queensland Multicultural Policy – Our story, our future in acknowledging and promoting Queensland as a welcoming, inclusive and fair State. Information is available on Treasury’s intranet about the <i>Multicultural Recognition Act 2016</i>, Multicultural Queensland Charter and Queensland Multicultural Policy – Our story, our future, the various ways in which staff can be involved, and important multicultural dates throughout the year e.g. Harmony Day, Refugee Week, and Multicultural Queensland Month. The Multicultural Queensland Charter is on display on every Treasury occupied floor (9 floors) in the 1 William Street building.
<ul style="list-style-type: none"> Ensure the Multicultural Queensland Charter principles are considered in the review and implementation of the agency’s policies and procedures. 	QT	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Treasury’s Corporate Governance Framework incorporates requirements to uphold human rights, including upholding the human rights of people from culturally and linguistically diverse backgrounds. Treasury’s complaints management framework provides that human rights must be considered for

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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>
				<p>all complaints and includes links to Treasury’s Human Rights Complaints Management Guide and other associated material.</p> <ul style="list-style-type: none"> Treasury has continued to embed human rights through proactive communications and training initiatives.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ .	All agencies	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Treasury supports Queenslanders in coming together to unite against racism and discrimination. In August 2021, Treasury promoted the Australian Human Rights Commission <i>Racism: It stops with me</i> campaigns to all staff via messaging from the Under Treasurer and e-news bulletins. As part of these promotions, Treasury affirmed its commitment to a safe and respectful workplace and encouraged staff to speak up and act if they’ve witnessed inappropriate or unreasonable behaviour at work.

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
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 QT	2019–22	COMPLETED - for duration of Action Plan	<p>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <ul style="list-style-type: none"> • Treasury’s Diversity and Inclusion policy affirms our commitment to improving recruitment outcomes for applicants from culturally diverse backgrounds by applying appropriate diversity measures and strategy across all recruitment and selection exercises. • Treasury’s workforce representation is demonstrably multicultural with 14 per cent of employees (as at 30 June 2022) speaking a language other than English at home.