Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 to 2021-22

Annual Reporting for 2019-20
FORMER DEPARTMENT OF INNOVATION AND TOURISM INDUSTRY DEVELOPMENT

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 the **former Department of Innovation and Tourism Industry Development.**

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, (i) click on 'Multicultural Affairs', (ii) click on 'Queensland Government Multicultural Policy and Action Plan'. All sub-actions, where relevant, for the **former Department of Innovation and Tourism Industry Development** 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. 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 Legend: • On track • Completed • Yet to commence	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.
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities.	🏛	All agencies	2019–22		
• Provide access to training for staff on unconscious bias and on the use of respectful and inclusive language.	🏛	DITID	2019–22	Completed	All DITID staff were invited to participate in Unconscious Bias training offered by the Human Rights Commission in October 2019 and February 2020. Article on Unconscious Bias and the Harvard Implicit Assessment Tool available on ForGov website promoted to all staff. Staff invited to participate in Aboriginal Cultural Walking Tours of Brisbane.
Commit to increasing all forms of diversity on Queensland Government boards.	🏛	All agencies	2019–22	Completed	The department undertakes recruitment processes for its boards, steering committees and advisory boards promoting diversity, equal opportunity and inclusiveness.
Insert case studies or good news stories to highlight achievements relevant to Priority area 1: NIL					

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 Legend: • On track • Completed • Yet to commence	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.
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.	🏛	All agencies	2019–22		
• Display the Multicultural Queensland Charter in all business locations.	🏛	DITID	2019–22	On track	Multicultural Queensland Charter prominently displayed at workplaces where possible (some tenancies restrict hanging of posters/documents).
• Review human resource policies and procedures to embed principles of inclusivity as embodied in the Multicultural Queensland Charter.	🏛	DITID	2019–22	On track	All DITID human resource policies and procedures were being reviewed. However, this has ceased due to machinery-of-government changes in May 2020 when DITID and DSDMIP became the Department of State Development, Tourism and Innovation (DSDTI). DSDTI will need to recommence review of policies and procedures.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication.	🏛	All agencies	2019–22		
• Embed inclusive language in the agency's talent and resource management principles.	🏛	DITID	2019–22	Completed	Talent and Resource Management Principles were reviewed to ensure inclusive language was embedded in the principles and published on DITID intranet.
Sign up and participate in the Australian Human Rights Commission *Racism. It stops with me* campaign.	🏛	All agencies	2019–22	Yet to commence	DITID had signed up and committed to the Australian Human Rights Commission *Racism. It stops with me* campaign but not identified specific actions in line with this campaign other than increased awareness of Indigenous history through cultural inductions and cultural tours which promote understanding
Insert case studies or good news stories to highlight achievements relevant to Priority area 2: The Tourism Division, Department of State Development, Tourism and Innovation, recognises tourism as a great enabler of promoting greater understanding of and interest in other cultures amongst Queenslanders as demonstrated in the following examples -					

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
				Legend: • On track • Completed • Yet to commence	Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
ICC T20 World Cup – The Women's tournament was held in February-March 2020. The event provided a platform for cultural engagement. For example, the Queensland Government (through DSDTI) hosted a Welcome Function for the Bangladesh Women's T20 team in February prior to the Women's tournament. This was hosted by the Honourable Stirling Hinchliffe MP, Minister for Local Government, Minister for Racing and Minister for Multicultural Affairs, on behalf of Minister Jones, and attended by the Consul-General of Bangladesh, representatives from the Bangladesh Association of Brisbane and a significant group from the Bangladesh community. **Surf Life Saving Queensland Life-Fi Project** – The Queensland Government, through the Connecting with Asia Fund, provided $311,000 to Surf Lifesaving Queensland (SLSQ) to develop plans for portable units to deliver free wi-fi on Queensland beaches as a strategy to improve water safety, particularly for non-English speaking International visitors to the State. SLSQ worked with communications company Romeo Digital to develop the standalone and portable wi-fi system 'Life-Fi' to roll out to eight beaches in Queensland that have high season international visitation across the State including Green Island during Chinese New Year. The units are located between the flags at the designated beaches to allow beach goers to use their smartphones to access beach conditions and safety messages in real time and in the ethnic language of the user while at the beach. Life-Fi can communicate safety information in English, Arabic, Hindi, Simplified and Traditional Chinese, Japanese and Thai, with opportunities to expand on the number of languages moving forward.					