

Our story, our future Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19

Annual Report 2018-19

Department of Employment, Small Business and Training

Priority area 1: Culturally responsive government

Outcomes

1. Improved knowledge about customers' diversity
2. Culturally capable services and programs
3. A productive, culturally capable and diverse workforce

Culturally capable services and programs

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • Completed • Partially completed • Not completed 	Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.	DESBT DTMR QH RTA SLQ DoE	2016–19	Completed	As at 21 June 2019, 88.93% of DESBT staff have completed mandatory cultural capability awareness online training. This course focuses on Aboriginal and Torres Strait Islander cultures. DESBT is considering broader multicultural awareness training for its employees as part of its workforce strategies.

A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • Completed • Partially completed • Not completed 	Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
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	DESBT has developed a draft Diversity and Inclusion Strategy for consultation with employees. The draft focuses on four key areas: women in leadership; culturally and linguistically diverse employees; employees with a disability; and Aboriginal and Torres Strait Islander employees.
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	Partially completed	DESBT has developed a draft Diversity and Inclusion Strategy for consultation with employees. The draft focuses on four key areas: women in leadership; culturally and linguistically diverse employees; employees with a disability; and Aboriginal and Torres Strait Islander employees.

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG DCDSS DCSYW DSDMIP DLGRMA DoE	2016–19	Partially completed	Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. DESBT is yet to commence unconscious bias training to remove barriers in the recruitment and selection process. This is to be further considered in 2019/20.

Priority area 2: Inclusive, harmonious and united communities

Outcomes

1. Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture
2. Queenslanders celebrate our multicultural identity
3. Connected and resilient communities
4. A respectful and inclusive narrative about diversity

Queenslanders celebrate our multicultural identity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Celebrate events that promote cultural respect and understanding, increase awareness of Queensland's multicultural identity and address racism.	DESBT RTA DES DITID DoE	2016–19	Completed	<p>DESBT provides representation at and support of relevant events that support/promote employment, small businesses and training from a culturally and linguistically diverse (CALD) perspective.</p> <p>For example, DESBT attended the International Women's Week Mu'ooz event, hosted by the Eritrean Australian Women's & Families Support Network Inc.</p> <p>DESBT also participated in the whole of government NAIDOC week Family Fun Day at Musgrave Park and actively promoted Reconciliation Action Week within the Department. DESBT has provided grant funding to the Migrant Centre Organisation to run the Migrants in Small Business Workshop during 2019 Queensland Small Business Week.</p> <p>In addition, DESBT has attended the Queensland Small Business Migrant Expo, hosted by Access Community Services, on a regular basis since 2014, providing information on the Queensland Government's small business services and assistance available to business intenders and owners from a CALD background.</p>

Priority area 3: Economic opportunities

Outcomes

1. Queensland gets the most benefit from our diversity and global connections
2. Individuals supported to participate in the economy

Queensland gets the most benefit from our diversity and global connections

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Implement the Advancing Small Business Queensland Strategy 2016–20 to create an environment in which Queensland is the place for small businesses to start, grow and employ.	DESBT	2016–19	Partially completed	<p data-bbox="1724 485 2703 537">Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <p data-bbox="1270 485 1567 617">Legend:</p> <ul style="list-style-type: none"> • Completed • Partially completed • Not completed <p data-bbox="1724 632 2778 747">DESBT continues to implement the Advancing Small Business Queensland Strategy 2016-20 (ASBQS), which was launched in 2016. Under the ASBQS, DESBT delivers a range of support programs and services to advocate, enable and empower small businesses to grow, innovate and take advantage of digital platforms.</p> <p data-bbox="1724 764 2778 879">In the 2018-19 financial year, DESBT small business grant programs added an application question asking if business owners identified as culturally and linguistically diverse. In the most recent digital grant round, 10% of all grant applicants identified as culturally and linguistically diverse.</p> <p data-bbox="1724 896 2778 949">These programs and services are all available to business owners and operators from a CALD background. Programs and services include:</p> <ul style="list-style-type: none"> • The Small Business Entrepreneurs Grants Program: provides new small businesses access to professional advice and support in the critical early stages of establishing a business. This provides small businesses with access to digital technologies and services to enable them to work smarter, engage with the global economy and make the most of online business opportunities arising from digital disruption. • The Business Growth Fund: provides targeted assistance for small and medium businesses that demonstrate high-growth and employment aspirations. The fund enables successful applicants to purchase and implement specialised equipment or services to help them seize growth opportunities. • Mentoring for Growth: offers eligible businesses access to volunteer business experts who provide insights, options and suggestions relating to challenges and opportunities being experienced in the business. • Queensland Small Business Champion: The Queensland Small Business Champion advocates for small businesses at the state and national level. Acting as an interface between the Queensland and Australian Governments on matters affecting small businesses, the role also complements existing industry advocacy bodies and provides them with a better link to government. • Queensland Small Business Week (QSBW): Each year, DESBT holds QSBW, a state-wide calendar of events which celebrates small business, and delivers opportunities for small business owners and operators to network, connect and learn new skills that will help them succeed now and in the future. • Advancing Women in Business initiative: encourages and supports more women to start and grow their own business. In 2019, as part of the Advancing Women in Business Industry Partnerships program, funding was provided to Utano Consulting to work with the Islamic Women's Association of Australia to provide business development support to 12 women. Participants took part in mentoring and skill building workshops and were supported to improve their business capability.

The final year of the ASBQS is 2019-20.

Individuals supported to participate in the economy

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Assist people from culturally diverse backgrounds who are unemployed, under-utilised or under-employed in the labour market to enter and stay in the workforce through programs delivered under the Skilling Queenslanders for Work initiative.	DESBT	2016–19	Completed	<p>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <p>Since the reinstatement of the Skilling Queenslanders for Work (SQW) initiative in 2015, 7421 participants from culturally and linguistically diverse (CALD) backgrounds have been assisted (representing 18.4% of total SQW participants). 64.8% of the participants from CALD backgrounds that have exited a SQW program have achieved a positive outcome (either in employment or further education/training or a combination of both).</p> <p>Through the Queensland Skills Strategy (<i>Skills for Queensland – Great Training for quality jobs</i> which was released on 5 August 2019), DESBT is working to increase access to training opportunities and provide additional support for priority groups and students with higher needs, including migrants, refugees and culturally and linguistically diverse groups. Support initiatives include free apprenticeships for people under 21 years of age; a new Link and Launch pilot to target youth hot spots and provide seamless access to government programs like Skilling Queenslanders for Work and Back to Work; and a Higher Level Apprenticeship pilot that will train apprentices in speciality and emerging technical and trade fields.</p> <p>DESBT understands that the Back to Work program was not specifically included under this action in the 2016-17 to 2018-19 Action Plan. However, as at 16 May 2019, 1246 employees from CALD backgrounds have been supported through Back to Work program (6.55% of total applications).</p> <p><i>Note: SQW data is cumulative from re-instatement in 2015.</i></p>
Provide targeted support to empower and enable small business owners and operators of all backgrounds to get a better start in their business, survive the tough first four years, increase their digital capabilities and reach their ambitions to grow and employ.	DESBT	2016–20	Partially completed	<p>DESBT continues to implement the Advancing Small Business Queensland Strategy 2016-20 (ASBQS), which was launched in 2016. Under ASBQS, DESBT delivers a range of support programs and services to advocate, enable and empower small businesses to grow, innovate and take advantage of digital platforms. These are all available to business owners and operators from a CALD background. Programs and services include:</p> <ul style="list-style-type: none"> • The Small Business Entrepreneurs Grants Program: provides new small businesses access to professional advice and support in the critical early stages of establishing a business. Last financial year \$1.5 million was allocated under this program to help 446 new businesses. • The Small Business Digital Grants program: provides small businesses with access to digital technologies and services to enable them to work smarter, engage with the global economy and make the most of online business opportunities arising from digital disruption. Last financial year \$1million was allocated under this program to help 210 businesses. • The Business Growth Fund: provides targeted assistance for small and medium businesses that demonstrate high-growth and employment aspirations. The fund enables successful applicants to purchase and implement specialised equipment or services to help them seize growth opportunities. A total of \$2.7million has been allocated under this program to help 62 businesses. • Mentoring for Growth: offers eligible businesses access to volunteer business experts who provide insights, options and suggestions relating to challenges and opportunities being experienced in the business. • Queensland Small Business Week (QSBW): Each year, DESBT holds QSBW, a state-wide calendar of events which celebrates small business, and delivers opportunities for small business owners and operators to network, connect and learn new skills that will help them succeed now and in the future. • Advancing Women in Business initiative: encourages and supports more women to start and grow their own business

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