


Annual Reporting for 2019-20  
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

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 **Department of Employment, Small Business and Training**.

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.dlgma.qld.gov.au](http://www.dlgma.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 **Department of Employment, Small Business and Training (DESBT)** 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	Achievements and outcomes for people from culturally and linguistically diverse (CALD) communities
Use diversity and customer experience data to inform and improve service design. 		DESBT	2019–22	Legend: <ul style="list-style-type: none"> <li>• On track</li> <li>• Completed</li> <li>• Yet to commence</li> </ul>	
<ul style="list-style-type: none"> <li>• Use cultural and diversity data to plan, design and inform service delivery to improve outcome for customers.</li> </ul>		DESBT	2019–22	<b>On track</b>	<p>The development of the Queensland Small Business Strategy Discussion Paper and the Queensland Social Enterprise Strategy were informed by data on migrant and refugee small business owners and social enterprises. Data was sourced from internal department data collection, Jobs Queensland, DLGRMA and industry stakeholders.</p> <p>The department is proactively seeking to increase the number of culturally and linguistically diverse mentors and mentees participating in the Mentoring for Growth program. Mentor and mentee registration processes have been amended to help capture diversity information. These efforts assist service delivery and inform future policy/program design.</p> <p>In 2019-20, 20 mentees who identified as coming from a culturally and linguistically diverse background participated in a mentoring session. As at 30 June 2020, 13 mentors who identified as coming from a culturally and linguistically diverse background were registered with the program.</p>
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>• Promote tools and resources to support multicultural capability, awareness and understanding.</li> </ul>		DESBT	2019-22	<b>On track</b>	<p>As at 30 June 2020, 86% of the department's staff have completed mandatory cultural capability awareness online training. This course focuses on Aboriginal and Torres Strait Islander cultures.</p> <p>The department undertakes Acknowledgement of Country at all significant events and departmental meetings. Acknowledgement of country has been promoted in the department internal communication newsletter 'Zoom' and is on the department's intranet.</p>





Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: <ul style="list-style-type: none"> <li>On track</li> <li>Completed</li> <li>Yet to commence</li> </ul>	Achievements and outcomes for people from culturally and linguistically diverse (CALD) communities
					The department is considering broader multicultural awareness training for its employees as part of its workforce strategies. Opportunities for further participation in other activities will be investigated post-COVID.
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	<b>On track</b>	<p>The department actively monitors and reports to the Executive Leadership Team on diversity targets, with a view to increasing diversity and fostering inclusion across its workforce.</p> <p>The <i>Jobs Queensland Act (2015)</i> section 10 (b) (ii) requires the Jobs Queensland membership to include person from culturally and linguistically diverse communities.</p> <p>The Ministerial Skills Roundtable includes culturally and linguistically diverse Board Member representation through the President of the Eritrean Women and Families Support Network, bringing considerable expertise in business development and mentoring of migrants and refugees.</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>• Communicate broadly to staff about the Multicultural Queensland Charter and how it applies to their roles and responsibilities.</li> </ul>		DESBT	2019–22	<b>On track</b>	<p>The Multicultural Queensland Charter is published on the department's intranet.</p> <p>Broad communications to the department are promoted through internal channels such as the department's newsletter Zoom.</p>
<ul style="list-style-type: none"> <li>• Consider the Multicultural Queensland Charter in the development of policies and engage with appropriate stakeholders to test policy positions.</li> </ul>		DESBT	2019–22	<b>On track</b>	<p>In the development of employment, small business and training policies, the department undertakes consultation with a diverse range of stakeholders including those from culturally and linguistically diverse backgrounds.</p> <p>In 2019-20, the department consulted widely with business and community stakeholders (including those from a culturally and linguistically diverse background) on development of the Queensland Social Enterprise Strategy and <i>Skills for Queensland – Great training for quality jobs</i>; and on the Queensland Small Business Strategy Discussion Paper.</p>
<ul style="list-style-type: none"> <li>• Leverage the Multicultural Queensland Charter and actions in the Queensland Multicultural Action Plan 2019–20 to 2021–22 in the agency's Diversity and Inclusion Strategy to ensure employees are culturally respectful, inclusive and engaged.</li> </ul>		DESBT	2019–22	<b>On track</b>	<p>The department's Diversity and Inclusion Strategy 2019-20 links to Queensland Multicultural Action Plan by focussing on four key areas:</p> <ul style="list-style-type: none"> <li>• women in leadership;</li> <li>• culturally and linguistically diverse employees;</li> <li>• employees with a disability; and</li> <li>• Aboriginal and Torres Strait Islander employees.</li> </ul> <p>The plan will be reviewed and updated for the 2020-21 financial year.</p>
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication. 		Multiple agencies, including DESBT	2019–22		

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> <li>Promote positive images of multicultural Queensland by highlighting people from culturally diverse backgrounds as valued and respected community members in publications and online materials.</li> </ul>		DESBT	2019–22	<b>On track</b>	<p>The department used multiculturally diverse talent in the ‘free apprenticeships for under 21s’ state-wide campaign.</p> <p>Imagery of multiculturally diverse talent was captured through the department’s annual Queensland Training Awards program and used in offline and online materials to promote departmental programs to external audiences.</p>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		All agencies	2019–22		
<ul style="list-style-type: none"> <li>Promote the agency’s participation in the Australian Human Rights Commission Racism. It stops with me campaign through internal and external communication channels.</li> </ul>		DESBT	2019–22	<b>Yet to commence</b>	A campaign will be included in internal communications channels in 2020-21 financial year.
<p><b>Free apprenticeships for under 21s campaign – Daouda’s story</b></p> <p><i>Hi my name is Daouda. I’m doing a full-time apprentice as a chef.</i></p> <p><i>I always thought I’d be a chef when I was little and then, growing up with my mum, because my mum always used to cook, and I always used to help her in the kitchen, so I got inspired.</i></p> <p><i>I started doing my apprenticeship as a school kid, when I graduated from high school and then I moved onto being a full-time apprentice. Every time I go to class, or every time I go to work there’s people around me who are every time supporting me. So, I’m totally enjoying it. It’s fun, I love it.</i></p> <p><i>Once I finish my apprenticeship, I’m looking at opening my own restaurant in the future. I think the free apprenticeship program is really beneficial for apprentices. For young apprentices that are coming into the industry it is really helpful as it encourages us to actually get into the industry.</i></p> <p><i>Being an apprentice is the best decision of my life.</i></p> <p>Take your future on with an apprenticeship.</p>					

## 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
Work together to address the findings of the Deloitte Access Economics report <i>Seizing the opportunity: Making the most of the skills and experience of migrants and refugees</i> .		DESBT, DLGRMA, JQ and TIQ	2019–22	<b>On track</b>	<p>The department works closely with Business and Skilled Migration Queensland (a business unit within Trade and Investment Queensland) to support Queensland's participation in Australia's Business and Skilled Migration Program.</p> <p>Queensland has introduced a small business owner stream under the state-nominated 491 visa, which promotes entrepreneurship as a pathway to utilising migrant skills and experience, that could potentially lead to permanent residency.</p>
Provide opportunities for refugees, people seeking asylum and eligible temporary residents to participate in skills training that leads to job outcomes, including pathways to apprenticeships and traineeships.		DESBT	2019–22	<b>On track</b>	<p>Since the reinstatement of Skilling Queenslanders for Work (SQW) in 2015, 9623 participants from culturally and linguistically diverse backgrounds have been assisted (representing 19% of total SQW participants. A total of 66% of the participants from culturally and linguistically diverse backgrounds that have exited a SQW program have achieved a positive outcome (either in employment or further training or a combination of both).</p> <p>NOTE: SQW data is cumulative from re-instatement in 2015.</p> <p>The \$383 million Back to Work (BTW) program provides businesses with financial support to employ Queenslanders who have experienced a period of unemployment. The program is available in regional Queensland and in parts of South East Queensland. BTW supports job outcomes for refugees and people seeking asylum who have been granted permanent residency. Since commencement, BTW has supported 1475 culturally and linguistically diverse Queenslanders into employment. This represents 6.5% of all BTW applications.</p> <p>Note: BTW data is cumulative from 1 July 2016 to 30 June 2020.</p>
Promote entrepreneurship as a pathway to employment and connect entrepreneurs from culturally diverse backgrounds and social enterprises to government small business support programs and services.		DESBT	2019–22	<b>On track</b>	<p>Small business owners who are from a culturally and linguistically diverse background are actively encouraged to apply for small business grants that are administered by the department under the Advancing Small Business Queensland Strategy (the Strategy).</p>



Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: <ul style="list-style-type: none"> <li>On track</li> <li>Completed</li> <li>Yet to commence</li> </ul>	Achievements and outcomes for people from culturally and linguistically diverse communities
					<p>During 2019-20, the department finalised implementation of the Strategy. Initiatives delivered by the department under the Strategy included a range of support programs and services to advocate, enable and empower small businesses, including those from a culturally and linguistically diverse background. These programs have included several grant funding rounds such as the Small Business Digital grants, Small Business Entrepreneur grants and the Business Growth Fund.</p> <p>Across all funding programs delivered under the Strategy, a total of 1660 businesses who self-identified as being from a culturally and linguistically diverse background, representing 12.6% of all approved applications.</p> <p>During 2019-20, the department finalised implementation of these initiatives and the Strategy has now been fully implemented. Work is ongoing to develop the next small business strategy.</p> <p>Under the Queensland Economic Recovery Strategy: <i>Unite and Recover for Queensland Jobs</i> in response to COVID-19, the department is leading the \$196 million Small Business COVID-19 Adaption Grant which will help small businesses adapt, sustain operations and build resilience in the recovery phase. Through round 1* of this critical response package, a total of 8.9% of approved businesses self-identified as culturally and linguistically diverse. This critical program is also providing small business and their employees with access to free online training tailored to their needs to build business acumen and support adaption.</p> <p>The Queensland Social Enterprise Strategy, released on 12 September 2019, seeks to support the development and growth of social enterprises in Queensland to create jobs, support inclusive workforce participation and deliver social impact.</p> <p>The Queensland Social Enterprise Strategy has eight actions under three focus areas which respond to the challenges social enterprises face: building capability and capacity; developing the eco-system and raising awareness; and improving market access.</p> <p><small>* Round 2 of the Small Business COVID-19 Adaption Grant was under assessment at the time of publishing.</small></p>

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
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 DESBT	2019–22	<b>On track</b>	<p>The department remains committed to supporting and enabling public sector employment opportunities for potential employees from diverse backgrounds.</p> <p>Opportunities for department leaders to commence unconscious bias training to remove barriers in the department recruitment and selection process, is to be further considered post COVID-19.</p> <p>Through the department's initial creation from the merging of teams and staff from different departments in 2017 the term 'OneDESBT' became commonly used to promote inclusive behaviours and encourage proactive collaboration and action between teams to deliver the department's key services. Now that the department is more established, 'OneDESBT' still provides a unifying heading to take further steps around diversity and inclusion among staff and supporting multicultural clients.</p>

#### **Skilling Queenslanders for Work – Rochelle's Story**



Caloundra Community Centre was awarded \$99,500 to deliver a Community Work Skills project to assist 40 disadvantaged job seekers including, mature-aged people aged 45 years and over and people from a culturally and linguistically diverse background to equip them for work in home and residential care, in the aged care or disability sectors. Participants complete the Certificate III in Individual Support with additional training in dementia and first aid. Tailored support for participants included; needs and strength assessment to identify barriers, emergency relief, parenting support, financial support, computer training, internet café, literacy tutors, job preparation, computer literacy, resume writing, interview techniques, personal presentation skills, job seeking skills, cheap haircuts, case management, mental health assistance, counselling and four weeks post participation support.

Project delivery ended in December 2019 with 69% of participants gaining an employment outcome after exiting the project.

One participant, Rochelle, aged 24 and a recent migrant from the Philippines, was unemployed when she was engaged on this project. Prior to her migration, Rochelle had been the primary carer of her disabled sibling and ill father and was keen to forge a career in Aged Care in Australia however, since arriving here, Rochelle had been unable to secure employment. Throughout her time on the project, Rochelle demonstrated a natural compassion and ability to support and connect with a range of people. Rochelle completed her accredited training and after exiting the project, Rochelle secured employment with Centacare where she is now supporting people with a disability and older people in their own homes. Rochelle really enjoys her job and intends to further her knowledge in aged care and the disability sector.