


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

Annual Reporting for 2020-21
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 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 2020-21 for the **Department of Employment, Small Business and Training**.

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









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

**Annual Reporting for 2020-21
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

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	AQP	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities
Use diversity and customer experience data to inform and improve service design. 		Multiple agencies including DESBT	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"> • Use cultural and diversity data to plan, design and inform service delivery to improve outcome for customers. 		DESBT	2019–22	ON TRACK - meaningful activity has begun	The development of a Small Business Engagement Framework has precipitated the creation of standard data capture questions across the network. This is yet to be embedded but provides for the capture of diversity to data to inform DESBT activities.
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 tools and resources to support multicultural capability, awareness and understanding. 		DESBT	2019–22	ON TRACK - meaningful activity has begun	Under the Small Business Engagement Framework, a range of activities have been identified for implementation including cultural capability uplift for staff and to support awareness of diverse communities at a local level using tools such as CYJMA’s Search Diversity.
Commit to increasing all forms of diversity on Queensland Government boards. 		All agencies	2019–22	ON TRACK - meaningful activity has begun	<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><i>The Jobs Queensland Act (2015) section 10 (b) (ii) requires the Jobs Queensland membership to include persons from culturally and linguistically diverse communities.</i></p> <p>The Queensland Small Business Advisory Council recent EOI process adopted the guidelines outlined in the Diversity and Inclusion on Boards draft resource. The process yielded 17% of applicants that speak a language other than English at home.</p>






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

**Annual Reporting for 2020-21
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

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 2020-21	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>
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"> • Communicate broadly to staff about the Multicultural Queensland Charter and how it applies to their roles and responsibilities. 		DESBT	2019–22	ON TRACK - meaningful activity has begun	The Multicultural Queensland Charter is published on the department’s intranet. Broad communications to the department are promoted through internal channels such as the department’s newsletter Zoom, with stand-alone communications for Multicultural Awareness Month.
<ul style="list-style-type: none"> • Consider the Multicultural Queensland Charter in the development of policies and engage with appropriate stakeholders to test policy positions. 		DESBT	2019–22	ON TRACK - meaningful activity has begun	<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 the development of internal corporate policies, the needs of diverse employees are considered as these policies are developed and reviewed.</p>
<ul style="list-style-type: none"> • 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. 		DESBT	2019–22	YET TO COMMENCE - no meaningful activity has begun	<p>The department’s Diversity and Inclusion Strategy 2019-22 links to Queensland Multicultural Action Plan by focussing on four key areas:</p> <ul style="list-style-type: none"> • women in leadership; • culturally and linguistically diverse employees; • employees with a disability; and • Aboriginal and Torres Strait Islander employees. <p>The plan will be reviewed and updated for the 2021- 22 financial year.</p>

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

Annual Reporting for 2020-21

DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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>
Celebrate and promote Queensland’s multicultural identity, such as through government publications and communication 		Multiple agencies including DESBT	2019–22		
<ul style="list-style-type: none"> Promote positive images of multicultural Queensland by highlighting people from culturally diverse backgrounds as valued and respected community members in publications and online materials. 		DESBT	2019–22	ON TRACK - meaningful activity has begun	<p>The department used multiculturally diverse talent in the Big Plans for Small Business Strategy document and in supporting promotional activities.</p> <p>Through its annual Queensland Training Awards program, the department highlights and captures images of multiculturally diverse talent, which it uses 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 ¹ . 		All agencies	2019–22		
<ul style="list-style-type: none"> Promote the agency’s participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign through internal and external communication channels. 		DESBT	2019–22	ON TRACK - meaningful activity has begun	A campaign was included in internal communications channels in 2020-21 financial year. Further campaigns to be included in internal communications channels in 2021-22 financial year.

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*.



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

Annual Reporting for 2020-21
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

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 2020-21	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>
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> .		DCYJMA, DESBT, JQ and TIQ	2019–22	ON TRACK - meaningful activity has begun	DESBT drew on research from <i>the Seizing the opportunity: Making the most of the skills and experience of migrants and refugees</i> report to identify ways in which Queensland can best use the skills and experience of migrants and refugees. As a result, DESBT implemented the Diverse Queensland Workforce (DQW) Program. DQW forms part of the Future Skills Fund, with \$3 million available until 30 June 2023 to assist up to 1,000 work ready migrants, refugees, and international students into employment. A closed tender process was conducted and the results are expected to be announced in August 2021.
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	ON TRACK - meaningful activity has begun	<p>Skilling Queenslanders for Work (SQW) initiative represents a significant investment to support up to 54,500 disadvantaged Queenslanders, into work through a suite of targeted skills and training programs. SQW continues to exceed milestones with the target of assisting 54,500 disadvantaged Queenslanders into work reached early, in October 2020, eight months earlier than anticipated.</p> <p>SQW has been extended with a commitment of \$320 million over four years, with \$80 million annual ongoing permanent funding from 2021-22 to assist up to 15,000 Queenslanders each year.</p> <p>As at 30 June 2021, 11,413 participants from culturally and linguistically diverse (CALD) backgrounds have been assisted (representing 19% of total SQW participants). 67% of the participants from CALD 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>

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

Annual Reporting for 2020-21


DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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>Since 2016 the Back to Work (BTW) program has been providing businesses with the confidence to employ people from CALD communities.</p> <p>As at 30 June, the BTW program has supported 1,636 job seekers from a CALD background. People from a CALD background represent over 6% of total program participation.</p> <p>In the 2021-22 Queensland State Budget, the BTW program was extended with additional funding of up to \$140M over four years for a revitalised BTW program to provide businesses the confidence to employ Queenslanders who have experienced a period of unemployment and help workers facing disadvantage in the labour market. While the revitalised BTW program does not have a focus on people from a CALD background, it does support youth, persons with a disability and long term unemployed of which people from a CALD background can form part of.</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	ON TRACK - meaningful activity has begun	<p>The Queensland Social Enterprise Strategy (QSES) released in September 2019 commits to the implementation of eight actions to support the development and growth of social enterprises in Queensland to create jobs, support inclusive workforce participation and deliver social impact.</p> <p>Key outcomes of QSES to date include:</p> <ul style="list-style-type: none"> • Social Enterprise Grants Program which provided grants to enable 26 social enterprises to access professional advice and support to establish and grow their business; • Establishment of the White Box Project 5000 pilot, jointly funded with Queensland Mental Health Commission, which supported the development of new or existing social enterprises to provide support services and long-term employment for eligible jobseekers; and, • Networks and Regional Hubs funding has enabled QSEC to implement a customised digital platform to foster effective networking opportunities and virtual hubs. <p>The 2020-21 Budget committed \$8 million over two years for the Social Enterprise Jobs Fund (SEJF) to further support the development and growth of a</p>

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

Annual Reporting for 2020-21

DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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>
					sustainable social enterprise sector in Queensland. This includes \$3 million in grants across four grants streams, the first of which, the Community Social Enterprise Development grant, opened in June 2021. In addition, small business programs and services under the <i>Big Plans for Small Business Strategy</i> are being promoted to the social enterprise sector including those from a CALD background through DESBT’s close linkages with QSEC.
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	ON TRACK - meaningful activity has begun	The department remains committed to supporting and enabling public sector employment opportunities for potential employees from diverse backgrounds. Opportunities for department leaders to commence unconscious bias training to remove barriers in the department recruitment and selection process, is planned for 2021-22 financial year.

SKILLING QUEENSLANDERS FOR WORK

MT04269 – Community Work Skills – Multicultural Community Centre Ltd

Multicultural Community Centre was awarded \$160,800 to deliver a Community Work Skills project that assisted 50 disadvantaged job seekers from culturally and linguistically diverse backgrounds.

Thirty participants undertook the Certificate III in Early Childhood Education and Care and 20 participants undertook the Certificate III in Individual Support, acquiring the skills and experience needed for them to gain employment in the community services sector.

Participants were individually case managed throughout the project and provided with customised wrap-around support including language and literacy assistance, first aid training, life skills workshops, specialised English classes and tutoring sessions, Australian workplace culture sessions, assistance to apply for mandatory blue cards and student travel passes, job search activities, specialist services referrals and post participation support as required.

The project completed in late 2020, with 50 participants being assisted, 98% completing their chosen qualification and 36 (or 72%) gaining an employment outcome.

One participant said, “*Before taking this course, I could not find employment relating to my background profession. The staff at MCC are very friendly, experienced in their profession and helpful to students, they helped me to choose a suitable course to match my skills and ambitions. The course provided me with a Certificate III in Early Childhood Education and Care, which was pivotal to me finding employment in an educator position at C&K in the Ipswich region*”.

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

**Annual Reporting for 2020-21
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

MT04378 – Work Skills Traineeships – Acacia Ridge Community Support Inc t/a Belong

Belong was awarded \$458,800 under the Work Skills Traineeships program to deliver the “CaLM Dogs” project in Durack and employ 24 disadvantaged job seekers, mainly migrants and refugees from culturally and linguistically diverse backgrounds, as trainees.

The project was delivered in partnership with Dogs Queensland and TABMA Training. The trainees were employed for 18 weeks while completing a Certificate I in Conservation and Land Management as they conducted land revegetation and habitat restoration work on the 60-acre, Dogs Queensland site, which borders Blunder Creek and Durack.

Wrap-around support included life skills training, language, literacy and numeracy assistance, personal presentation workshops, job readiness and job search assistance, information gathering excursions and post participation support for up to three months.

The project completed in September 2020, with 20 of the 24 trainees successfully completing the qualification and 15 (or 63%) gaining ongoing employment.

One participant, Alayka, a 25-year-old CALD woman, has a passion for conservation and land management. On the project, Alayka thoroughly enjoyed the work activities and proved to be a hard worker who showed enthusiasm and motivation. Alayka was successful in obtaining a three-day work trial with “Get Dirty”, a bush regeneration company, and after the trial was offered casual employment. She found the work physically demanding and fast-paced but the “CaLM Dogs” project provided her with the skills to cope. Personal circumstances saw Alayka relocate to the Sunshine Coast, where she is continuing her passion through a traineeship with Djirang Plantation studying a Certificate III in Horticulture.



BACK TO WORK

CQ Taxation Services

CQ Taxation Services commenced operating in Gladstone in 2013. Now in its ninth year of business, owner Allison Totorica has grown her business to be a team of five servicing the Gladstone region and broader Central Queensland. In March 2021, with the help of the Back to Work program, Allison hired trainee Nita who completed a Bachelor in Commerce and Accountancy internationally. Coming from India, Nita’s overseas qualifications were not recognised in Australia, but with the assistance of Back to Work funding Allison has assisted Nita in transferring her skill set to meet current industry standards. In the short time that Nita has been with CQ Taxation Services she has already proven herself invaluable and will become even more so as she continues her Certificate III in Business Administration. To further support her passion in the industry, Nita is also undertaking her Certificate IV in Accountancy and Bookkeeping. Allison says that the Back to Work program has enabled her to be a diversified local employer and grow her small business at the same time. She has also enjoyed being able to show the local small business community the importance of embracing diversity.