




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

Annual Reporting for 2019–20
DEPARTMENT OF NATURAL RESOURCES, MINES AND ENERGY

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 Natural Resources, Mines and Energy**.

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 **Department of Natural Resources, Mines and Energy (DNRME)** 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






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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 communities
Use diversity and customer experience data to inform and improve service design.		Multiple agencies, including DNRME	2019–22		
<ul style="list-style-type: none"> • Utilise cultural and language diversity data to improve access to energy rebates, concessions and support for customers from culturally diverse backgrounds. 		DNRME	2019–22	On track	<ul style="list-style-type: none"> • As part of the DNRME Energy and Water Customer Advocacy agreement with the Queensland Council of Social Service (QCOSS) - a number of engagement activities aimed at building the capacity of staff of community organisations, and their clients were held in 2019-20, targeting Culturally and Linguistically Diverse people and interpreters. • Energy Literacy workshops were held in various targeted locations to improve awareness of support available for customers experiencing energy hardship and how to access government concessions and rebates.
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 diversity inclusion and cultural awareness throughout the agency. 		DNRME	2019–22	On track	<ul style="list-style-type: none"> • Approximately 224 staff completed R&S training over the last 2 years. The training package includes components on Unconscious Bias Awareness and Building Cultural Agility in R&S. • All new starters receive a copy of the Multicultural Charter at 'Onboarding' • We have continued to promote our D&I Strategy – 'Being me in DNRME' with the introduction of a video promoting cultural diversity and awareness in DNRME

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					<ul style="list-style-type: none"> The 'Being me in DNRME' video has been launched on LinkedIn, DNRME intra and internets: https://youtu.be/mDiYoO4ua1I Approx. 43% (1220) staff have participated in Bystander Awareness training over the last 2 years.
<ul style="list-style-type: none"> Coordinate an awareness raising campaign encouraging all agency staff to celebrate Multicultural Queensland Month. 		DNRME	2019–22	Completed	<ul style="list-style-type: none"> Regular communications are sent to staff encouraging involvement in this event. The department produced the 'Being me in DNRME' Recipe book, featuring family recipes and stories about how their food has brought colleagues, friend and family together. Event toolkit were developed to support staff engagement In 2020 this theme will be continued with staff sharing their stories via online events
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	On track	<ul style="list-style-type: none"> DNRME continues to work with industry and local jurisdictions to promote opportunities for involvement and ensure our boards reflect the community we serve. We regularly seek diversity, engaging with individuals wanting to make a significant contribution to the community. The current statistics have seen an increase of women representation moving to 41%

Insert case studies or good news stories to highlight achievements relevant to Priority area 1:

The 'Being me in DNRME' video was been launched on LinkedIn, DNRME intra and internets: <https://youtu.be/mDiYoO4ua1I>. The video has had 2,658 views to date on YouTube.

Our aim is to make our department a great place to work for everyone, regardless of gender, race, ethnicity or disability. Our commitment includes creating a workforce that represents the community we serve and an environment where our people feel valued and safe, and have an equal voice.







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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	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"> • Display the Multicultural Queensland Charter in the workplace and include information about it on the Diversity and Inclusion intranet site. 		DNRME	2019–22	On track	<ul style="list-style-type: none"> • MQ Charter is provided to all staff via onboarding information and distributed via our HR Network • The DNRME intranet has been updated to ensure the Charter is available to all staff. It has also been re-distributed via the HR Network
<ul style="list-style-type: none"> • Promote the Multicultural Queensland Charter and its application through available communication platforms, such as Yammer and the intranet. 		DNRME	2019–22	On track	<ul style="list-style-type: none"> • Regular promotion via Yammer posts • Information will be included in the online R&S training program
<ul style="list-style-type: none"> • Review and update the Reasonable Adjustment policy and protocol to include information about the Multicultural Queensland Charter. 		DNRME	2019–22	On track	<ul style="list-style-type: none"> • The new document was implemented in May 2019, with a review due in 2021.
<ul style="list-style-type: none"> • Review and update staff induction information to showcase how the Multicultural Queensland Charter principles can be incorporated. 		DNRME	2019–22	On track	<ul style="list-style-type: none"> • Staff were previously provided with a copy of the Charter at the face to face Onboarding Program. This information will be added in to the new Online Onboarding Program, along with a suite of other documents that new starters need to read including strategies, etc. This information will be included in the D&I segment of this program.

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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"> Update relevant policies to include principles of the Multicultural Queensland Charter. 		DNRME	2019–22	On track	<ul style="list-style-type: none"> All policies are regularly reviewed including a recent review of the Reasonable Adjustment protocol.
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"> Encourage staff to participate in events and publish articles to raise awareness about taking a stand against racism. 		DNRME	2019–22	On track	<ul style="list-style-type: none"> We continue to promote and raise awareness regarding racism, with regular Yammers posts. The <i>Unite against racism – call to action toolkit</i> is available to all, ensuring DNRME is playing an active part in the Queensland Government's response as we stand together to call out racism and discrimination in all its forms.
<ul style="list-style-type: none"> Stand against racism by ensuring employees follow the agency's Code of Conduct and Guiding Principles of RESPECT. 		DNRME	2019–22	Completed	<ul style="list-style-type: none"> All staff must complete Code of Conduct upon commencement and annually after that.
Insert case studies or good news stories to highlight achievements relevant to Priority area 2: If not relevant to your agency please insert NIL					


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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	AQP	Responsible agency	Timeframe	Progress status for 2019–20	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 DNRME	2019–22	<p>Legend:</p> <ul style="list-style-type: none"> • On track • Completed • Yet to commence <p>Yet to commence</p>	<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"> • The PSC will engage and work with the Strategic Workforce Council to explore opportunities to facilitate improved economic opportunities for migrants and refugees in the Queensland public sector.

Insert case studies or good news stories to highlight achievements relevant to Priority area 3:

If not relevant to your agency please insert NIL