



'Our story, our future'
Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19
Annual Report 2018-19
DEPARTMENT OF LOCAL GOVERNMENT, RACING AND MULTICULTURAL AFFAIRS

Background

- 'Our story, our future' is the Queensland Government's multicultural 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) Culturally responsive government, (2) Inclusive, harmonious and united communities and (3) Economic opportunities.
- For the past three years, the policy has been implemented through the Queensland Multicultural Action Plan 2016–17 to 2018–19.
- The policy and action plan are a requirement of the *Multicultural Recognition Act 2016* (the Act) and represent one of three key provisions of the Act, together with establishing 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. This report fulfils this requirement for 2018-19 for the **Department of Local Government, Racing and Multicultural Affairs (DLGRMA)**.

Priority area 1: Culturally responsive government

Outcomes
Improved knowledge about customers' diversity
Culturally capable services and programs
A productive, culturally capable and diverse workforce

Culturally capable services and programs

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Establish a panel of training providers to better support the cultural capability of organisations.	DLGRMA	2016–19	Partially completed	DLGRMA has purchased the SBS online cultural competency training for departmental staff, which was launched and made available on 1 June 2019. A panel arrangement will no longer be pursued, however the Queensland Multicultural Action Plan 2019-20 – 2021-22 has a continued focus on improving cultural capability across the whole-of-government. Under the Queensland Multicultural Action Plan 2019-20 – 2021-22, the Public Service Commission has committed to working with the whole-of-government Strategic Workforce Council to support new approaches to developing cultural capability strategies, including online options.

A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	Completed	Currently 10.6 per cent of the department identify as being from a non-English speaking background. This exceeds the target of 10 per cent.



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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	Completed	Offered training to all managers and non-managers on the <i>Anti-Discrimination Act 1991</i> and unconscious bias training through the Queensland Human Rights Commission.
Participate in migrant work experience programs, such as the Work and Welcome program.	SLQ DTMR DLGRMA	2016–19	Completed	Implemented a three-month placement program which supports one participant from a migrant background.

SPOTLIGHT ON: Support for refugees and people seeking asylum

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Actively support improved outcomes for refugees and people seeking asylum by working with government and non-government partners to improve settlement outcomes.	DLGRMA	2016–19	Completed	<p>Worked with Welcoming Cities to support interested Local Governments in their efforts to embrace diversity and to be welcoming and inclusive of new arrivals into regional areas.</p> <p>Through the Asylum Seeker and Refugee Assistance program, people seeking asylum and vulnerable refugees on temporary visas are supported through a 24-month project with emergency assistance, financial and material aid, case management and coordination support.</p> <p>DLGRMA is investigating and identifying opportunities for other Queensland Government agencies to further their support of people seeking asylum and refugees through delivery of the Multicultural Action Plan. Initiatives led by other Queensland Government agencies include:</p> <ul style="list-style-type: none"> • 50 per cent concessions for public transport under the Fairer Fares package • Electricity and gas rebates • Private rental bond assistance (for some bridging visas, TPV and SHEV)

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



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Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture

Action	Lead	Timeframe	Progress status	Achievements and outcomes
<p>Support opportunities through multicultural grants funding, which foster stronger connections between migrant and refugee communities and Aboriginal and Torres Strait Islander communities.</p>	<p>DLGRMA</p>	<p>2017–19</p>	<p>Completed</p>	<p>Provided funding to more than 160 events and projects under the 2018-19 Celebrating Multicultural Queensland program. While not specific to Aboriginal peoples and Torres Strait Islander peoples, opportunities for positive engagement between Indigenous communities and diverse cultural groups included the Esk Cultural Festival, Zillmere Festival, Global Adventures in Inala, Townsville Cultural Fest, Cultures in Harmony in Logan, and Building Community Leaders in Biloela. Funded events are held within the 2019 calendar year, and funded projects will be held within the 2019-20 financial year.</p> <p>Provided \$2.3M to 19 community-based organisations to deliver the Community Action for a Multicultural Society (CAMS) program across Queensland to build social connectedness. While the CAMS program focus is not on Aboriginal peoples and Torres Strait Islander peoples, some activities involved connections across groups including Aboriginal and Torres Strait Islander communities.</p>
<p>Partner with the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) to increase recognition and respect across culturally diverse communities for Aboriginal and Torres Strait Islander heritage and culture, build Queensland's story of inclusion and ensure our communities are connected and resilient.</p>	<p>DLGRMA</p>	<p>2017–19</p>	<p>Completed</p>	<p>Engage with DATSIP on an as-needed basis to progress shared priorities around building inclusive, harmonious and united communities, including increasing recognition and respect for Aboriginal and Torres Strait Islander heritage and culture.</p> <p>Recognised and promoted NAIDOC week 2019 and its theme of <i>'Voice, Treaty, Truth – Let's work together for a shared future'</i>.</p> <p>Supported and promoted a range of activities showcasing Aboriginal and Torres Strait Islander heritage and culture including a mini film festival and an Art Exhibition in 1 William Street, Brisbane, as well as events and celebrations being held in local communities around Queensland as part of NAIDOC week.</p> <p>Commissioned development of a user-friendly, interactive online resource, 'Search Diversity Qld', which provides statistical information about Queensland's cultural diversity, including statistics about Aboriginal and Torres Strait Islander ancestry, based on Australian Bureau of Statistics Census data.</p> <p>Contribute to the delivery of the Reconciliation Action Plan 2018-20 through a range of whole-of-government actions.</p>



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Queenslanders celebrate our multicultural identity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Deliver the Multicultural Queensland Ambassador Program to engage businesses, organisations and Local Governments on practical ways to adopt and implement the Multicultural Queensland Charter.	DLGRMA	2016-18	Completed	<p>Conducted two events for 21 corporations, institutions and not-for-profit organisations to be inducted into the Multicultural Queensland Ambassador Program, bringing the total membership to 101.</p> <p>Conducted <i>Multicultural Queensland Charter Speaker Series: More than Words – Turning the Charter Principles in to Actions</i> with the audience including Ambassador organisations, Queensland Government agencies and community stakeholders.</p> <p>Facilitated a meeting of sports Ambassador organisations to discuss partnership opportunities across the various codes to promote inclusion and diversity. This resulted in the delivery by several Ambassador organisations of an all ages multi-sports event on Harmony Day 2019 to encourage diversity, participation, inclusion and a sense of belonging and welcome through sports.</p> <p>Conducted a <i>Multicultural Queensland Ambassador Program networking event</i> during Queensland Multicultural Month for Ambassador Program organisations to facilitate collaboration and partnerships across the Ambassador Program network.</p>
Promote and celebrate Queensland’s multicultural identity and increase awareness of the benefits of multiculturalism through the Celebrating Multicultural Queensland program.	DLGRMA	2016–19	Completed	<p>Provided funding for more than 160 events and projects under the 2018-19 Celebrating Multicultural Queensland program to celebrate multiculturalism, promote intercultural connections and pathways to participation.</p>

Connected and resilient communities

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Support social connectedness and foster intercultural activities through our investment in the CAMS program and projects.	DLGRMA	2016–19	Completed	<p>Provided \$2.3M to 19 community-based organisations to deliver the CAMS program across Queensland. The CAMS program engaged thousands of Queenslanders in activities that build social connectedness. This included direct assistance to vulnerable refugees and migrants, building community capacity by upskilling community leaders, leading local multicultural networks and engaging thousands in local events and forums.</p> <ul style="list-style-type: none"> • CAMS Toowoomba - Mercy Community Services worked with the Yazidi community to organise the inaugural commemoration of the Yazidi genocide attended by almost 500 people and broadcast on local TV. CAMS Toowoomba also recruited 49 culturally and linguistically diverse parents and children to enter a float into the Toowoomba Festival of Flowers 2018 receiving a prize. • CAMS Gold Coast - Multicultural Communities Council Gold Coast organised the hugely successful Pop Up Harmony Day 2019 event in collaboration with the Gold Coast Multicultural Network. Attended by over 7,500 people at locations across the Gold Coast including Dreamworld, Westfield Coomera and 15 schools from Ormeau to the Tweed. Pop Up Harmony Day 2019 included cultural performances from Hawaii, Japan, Indonesia, Samoa, Thailand, Cuba and Brazil. • CAMS Rockhampton - Central Queensland Multicultural Association delivered a series of interactive workshops including emergency and food handling awareness, starting a new business and utilising



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Action	Lead	Timeframe	Progress status	Achievements and outcomes
				<p>social media. <i>"Establishing friendships among people from different cultures provide a better understanding of one another ... which is a step towards living together in peace, unity, harmony and security."</i></p> <ul style="list-style-type: none">• CAMS Australian South Sea Islander Communities - Mackay Regional Council supported the establishment of the Queensland United Australian South Sea Islander Council Inc (QUASSIC) state body. Assistance included a state-wide consultation, establishing terms of reference and a constitution, election of the committee and registration of QUASSIC as an incorporated body.• CAMS Emerging Communities - MDA successfully facilitated welcome trips for new refugee and migrant communities to Crystal Waters and Maleny in collaboration with the Welcome to Maleny organisation.