

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

**Annual Reporting for 2021-22  
PUBLIC SERVICE COMMISSION**

## 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 2021-22 for the **Public Service Commission**.

## 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](#). All sub-actions, where relevant, for the **Public Service Commission** 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.

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**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	Responsible agency	Timeframe	Progress status for 2021-22	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>
Use diversity and customer experience data to inform and improve service design. 	Multiple agencies including PSC	2019–22		
<ul style="list-style-type: none"> <li>• Use cultural and language diversity data to plan, design and inform service delivery to improve outcomes for customers.</li> </ul>	PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	In August 2021, PSC implemented a sector-wide workforce diversity census. The census included the new category of “culturally and linguistically diverse” (CALD), which replaced the previous definition of non-English speaking background. The census aimed to encourage employees to self-identify; value employee diversity and experience; create a more inclusive workplace culture; and create a more accurate workforce profile.
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>• Purchase annual Diversity Council of Australia membership and share information and resources with staff regularly.</li> </ul>	PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	PSC renewed the annual subscription to Diversity Council Australia until June 2023 and regularly circulates information and resources to staff.
<ul style="list-style-type: none"> <li>• Promote tools and resources to support multicultural capability, awareness and understanding.</li> </ul>	PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	PSC renewed the annual subscription to Diversity Council Australia until June 2023 and regularly circulates information and resources to staff.
<ul style="list-style-type: none"> <li>• Actively embrace and promote Harmony Day and Multicultural Queensland Month across the organisation.</li> </ul>	PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	Multicultural Queensland week was promoted amongst PSC staff on the staff intranet.

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Action	Responsible agency	Timeframe	Progress status for 2021-22	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 with the whole-of-government Strategic Workforce Council to support new approaches to developing cultural capability strategies, including online options.	PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	PSC has championed the use of the Queensland Human Rights Commission's online diversity awareness training with the Strategic Workforce Council (comprising the Chief HR Officers of all departments), including by funding the full set of training modules in collaboration with the LGBTIQ+ Steering Committee.
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	PSC has contributed to sector-wide Diversity on Boards policy development.

**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	Responsible agency	Timeframe	Progress status for 2021-22	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"> <li>• Raise awareness among staff and identify opportunities to reference the Multicultural Queensland Charter in initiatives and strategies for the Queensland Public Sector.</li> </ul>	PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>Messaging has been incorporated in all staff messaging.</p> <p>PSC has also provided staff free access to the Queensland Human Rights Commission's online diversity awareness training, which includes a module on Culturally and Linguistically Diverse communities.</p>
<ul style="list-style-type: none"> <li>• Include references to the Multicultural Queensland Charter in online Chief Executives onboarding material.</li> </ul>	PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>The following references have been included in the Chief Executive onboarding material to further their understanding of these policies:</p> <ul style="list-style-type: none"> <li>○ Multicultural Policy and Action Plan</li> <li>○ Multicultural Queensland Charter</li> </ul>

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Action	Responsible agency	Timeframe	Progress status for 2021-22	<b>Achievements and outcomes for people from culturally and linguistically diverse communities</b> 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"> <li>Consider the Multicultural Queensland Charter in the development of policies and delivery of services.</li> </ul>	PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	The Multicultural Queensland Charter informed consultations in 2021-22 on the setting of new and higher diversity targets for the Queensland public sector workforce.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign <sup>1</sup> . 	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	The PSC has refined and strengthened the questionnaire used in the 2022 Working for Queensland employee survey, to explore issues of discrimination and racism.

<sup>1</sup> 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*.

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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	Responsible agency	Timeframe	Progress status for 2021-22	<b>Achievements and outcomes for people from culturally and linguistically diverse communities</b> Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
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 PSC	2019–22	<b>COMPLETED - for duration of Action Plan</b>	PSC publishes workforce diversity data in its bi-annual workforce profile report, including data on the representation of culturally and linguistically diverse employees in the Queensland public sector.  The PSC undertook consultations across the sector in 2021-22 to support the setting of new and higher diversity targets in the Queensland public sector.  PSC participates in the Policy Futures Graduate Program.  PSC engaged Multicultural Australia to supplement internal recruitment processes.