



# **Queensland Multicultural Policy ‘Our story, our future’**


**Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22  
DEPARTMENT OF ENERGY AND PUBLIC WORKS**

## 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 **Department of Energy and Public Works**.



## Notes

- See page 12 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 Energy and Public Works** 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.

## 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
<b>Use diversity and customer experience data to inform and improve service design.</b> 	<b>Multiple agencies including DEPW</b>	<b>2019–22</b>		Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
Utilise cultural and language diversity data to improve access to energy rebates, concessions and support for customers from culturally diverse backgrounds.	DEPW	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>During 2021-2022 the department continued to work with the Queensland Council of Social Service and their network of community organisations to support energy education and awareness of energy rebates and concessions, including to customers from culturally diverse backgrounds.</p> <p>Data regarding Culturally and Linguistically Diverse (CALD) community members is considered in the targeting of communications channels to increase awareness among CALD communities of energy rebates and concessions, and other available supports.</p>
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>The department promoted Multicultural Queensland month in August 2021 encouraging employees to get involved. Associated activities and messaging were marketed through articles on the intranet and screensavers, and via communication from senior leaders.</p> <p>DEPW also provides access to the SBS Inclusion online Program. These training modules are designed to give all employees core skills and knowledge around inclusion in general, and specifically around different diversity dimensions including cultural diversity. The modules focus on building understanding of what culture is, recognising that it impacts all aspects of behaviour and encourages insight into the changing values of Australia.</p> <p>The Culture Conversation Series is also available online and covers topics such as unconscious bias, diversity and inclusion and discrimination. This program has been developed to promote ways to build a positive, safe, respectful and inclusive work environment.</p>

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.
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>The Department of Energy and Public Works has successfully delivered on the Queensland Government's commitment to increasing the representation of women on Queensland Government boards and bodies, noting this is an ongoing process through regular Board appointment processes.</p> <p>The Queensland Building and Construction Board currently has 5 women members (50%), the Board of Architects of Queensland has six (~86%) and the board of Professional Engineers of Queensland has five women members (~71%). Appointment processes are currently underway for upcoming Board vacancies, as several terms on these Boards are expiring.</p> <p>When Board vacancies arise, consideration is given to the different approaches that may be used to increase awareness of opportunities among diverse communities, and DEPW actively works with industry and stakeholders to promote such opportunities for involvement.</p> <p>Work will continue in relation to increasing all forms of diversity on Queensland Government boards.</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	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	<b>COMPLETED - for duration of Action Plan</b>	A copy of the Multicultural Queensland Charter is published on the department's intranet and business areas are encouraged to display a copy of the Charter in their workplace to help bring the principles to life.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication	 Multiple agencies including DEPW	2019–22	<b>COMPLETED - for duration of Action Plan</b>	To increase awareness of the benefits of diversity, Multicultural Queensland month and Harmony Day are promoted each year on the department's intranet and related articles include links to associated events, activities and webinars.
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 Department of Energy and Public Works is committed to supporting the <i>Racism. It Stops With Me</i> campaign. All employees can readily access information on the campaign via the Inclusion and Diversity > Multicultural pages on the intranet.  Also available is a link to the <i>Unite against racism – call to action</i> toolkit, ensuring the department is playing an active part in the Queensland Government's commitment to call out racism and discrimination in all its forms.  All staff must complete the Public Sector Ethics and Code of Conduct and Workplace Behaviours online training modules upon commencement and annually thereafter.

<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*.