


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

**Annual Reporting for 2021–22  
DEPARTMENT OF EDUCATION**

## 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 Education**.

## 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 Education** 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>
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds <sup>1,2</sup> .	Multiple agencies including DoE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	The Department of Education has delivered on its implementation plan ensuring collection and reporting of mandatory indicators. In addition, the department periodically reviews data collection processes and continues to work with other states and territories, the Australian Government and relevant national bodies to ensure diversity is reflected in data capture, sharing and reporting.
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>• Deliver diverse and inclusive workplaces through implementing the We all Belong framework.</li> </ul>	DoE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>In August 2020, the Department of Education launched the Many Cultures Workforce Strategy, a key deliverable of the department’s ‘We all Belong’ approach to workplace inclusion and diversity.</p> <p>The Many Cultures Workforce Strategy recognises that a workforce reflecting the multicultural Queensland communities we serve, allows us to deliver relevant and responsive services to those communities.</p> <p>The Many Cultures Steering Committee was formed in November 2020 and meets on a monthly basis to assist with implementation of the Many Cultures Workforce Strategy. Members include staff who are committed to leading cultural change through building understanding and creating an inclusive workplace.</p> <p>The department also:</p> <ul style="list-style-type: none"> <li>• established visible leadership for multicultural diversity and inclusion in the workplace through appointment of an Executive Champion (2020–2022); and</li> <li>• monitored and reported on success measures for implementing the Many Cultures Workforce Strategy to the Executive Champion and Director-General. The six-monthly dashboard shows progress toward inclusive leadership and workplace cultures.</li> </ul>

<sup>1</sup> This action relates to the commitment in the Queensland Multicultural Policy: Our story, our future regarding a consistent approach to collecting statistical information about the diversity of people who access Queensland Government services. It builds on related actions in the Queensland Multicultural Action Plan 2016–17 to 2018–19. Agency implementation plans outline steps for relevant government agencies to collect and report on the minimum mandatory indicators for customers from culturally diverse backgrounds.

<sup>2</sup> The QPS collects information for legitimate law enforcement purposes only and cannot collect or disclose customer information as outlined in the Queensland Multicultural Policy: Our story, our future. QPS officers across the state have access to the QPS Annual Environmental Scan which details cultural diversity trends in the community and which assists with QPS internal planning to address the needs of the whole community.

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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>Increase staff awareness of the value of diversity and develop cultural capabilities.</li> </ul>	DoE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>The Department of Education's 'We all Belong' approach to workplace inclusion and diversity has been incorporated into beginning teacher induction and the Mandatory All Staff Training through the 'Working Together' module.</p> <p>The Many Cultures online community of inclusion for staff has been available since December 2019. This provides staff with opportunities to: learn about inclusion; create visibility of the diverse cultures in Queensland; and provide relevant resources. As of June 2022, there were 478 members, including staff across all regions with approximately 60% of members being school-based, and 40% of members non-school based.</p> <p>In 2020, a Many Cultures Awareness Session was co-designed with Multicultural Australia. The session explores multicultural diversity and inclusion in the workplace to assist participants in reflecting and identifying their perceptions driven by their own cultural lens. In May 2021 and June 2022, a total of 12 Multicultural Liaison Officers (MLOs) were trained. The training provided supports the MLOs to carry out their voluntary role of delivering the Many Cultures Awareness Session in their local area, and promote and provide information on the Many Cultures Workforce Strategy. A total of 153 staff have participated in the Many Cultures Awareness Session. Participants who provided feedback on the session indicated that they would recommend the session to their colleagues (96%); and that the session provided them with valuable information they could implement in their workplaces (92%).</p> <p>In 2021 an Inclusive Communications Guide was published to provide practical tips and considerations for increasing inclusive language and interactions in the workplace.</p> <p>A Many Cultures online learning module was launched in October 2021. It is one of eight modules in the We All Belong online learning suite, and explores how the department creates inclusive practices that value and support our diverse workforce. A total of 791 staff members have completed the Many Cultures online learning module, including school and non-school based staff.</p>
<ul style="list-style-type: none"> <li>Build awareness about Queensland's multicultural identity, including through promoting events that develop cultural respect and understanding.</li> </ul>	DoE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>The Department of Education continues to promote the Multicultural Queensland Charter and inclusive workplaces through its Many Cultures Workforce Strategy.</p> <p>Queensland Multicultural Month 2021 and Harmony Week 2022 was promoted through internal communication channels, providing a range of actions that staff could take to contribute to a more inclusive workplace.</p> <p>In June 2021 the <a href="#">Many Cultures vignette</a> was developed to: bring the Many Cultures Workforce Strategy to life in a tangible way; support communications and engagement; and build awareness about Queensland's multicultural identity. The vignette has been used at internal events, and to provide a call to action for staff to register for the Many Cultures Awareness Sessions.</p>
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>In 2020–2021 an Inclusive Leadership awareness session was developed and piloted in Townsville, Toowoomba and Brisbane with 60 participants overall. The session provides an overview of how leaders can build a more inclusive workplace, and supports leaders to understand inclusive decision making.</p>



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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	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>• Consider the Multicultural Queensland Charter in development of policies and planning inclusive and respectful service delivery.</li> </ul>	DoE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>Staff are able to access the Multicultural Queensland Charter through the Department of Education intranet page and are encouraged to show their support for the Charter by displaying it in their workplace.</p> <p>Promoting the Multicultural Queensland Charter to staff is incorporated as an action into the department's Many Cultures Workforce Strategy, and was incorporated into the 2021 'Working Together' module within the Mandatory All Staff Training.</p>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign <sup>3</sup> . 	All agencies	2019–22		
<ul style="list-style-type: none"> <li>• Incorporate into the agency's communications the agency's participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign.</li> </ul>	DoE	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<p>The <i>Racism. It stops with me</i> campaign is an action within the Many Cultures Workforce Strategy. As part of Queensland Multicultural Month 2021 and Harmony Week 2022 communications, staff were encouraged to learn about the <i>Racism. It stops with me</i> campaign.</p> <p>Following the successful pilot session to staff during 2019–20, screenings of <i>The Final Quarter</i>, the documentary provided through the <i>Racism. It stops with me</i> campaign, have now been delivered to 92 staff.</p>

<sup>3</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*.