

# Multicultural Action Plan

2010–13

## Message from the Director-General

Queensland is a dynamic and diverse society with over 18 per cent of the population being born outside Australia. It is projected that by the year 2050, approximately 950 000 international migrants will call Queensland their home. Our diverse community has contributed to the cultural, social, economic and environmental benefits of the state.

The Queensland Government recognised the importance of multiculturalism as a way of managing and maximising the benefits of our diverse cultures. The Department of Environment and Resource Management's *Multicultural Action Plan 2010–13* contributes to meeting the Queensland Government's ambitions of a fair, healthy, smart and green Queensland, as outlined in the *Toward Q2: Tomorrow's Queensland* strategy.

This three-year plan aims to improve the way in which we incorporate cultural diversity into our core business, including services, programs and employment practices.

The plan identifies major actions and outcomes the department will deliver to continue to support the implementation of the Queensland Government multicultural policy.

I encourage all staff to recognise this plan as an opportunity to build a strong and productive department that embraces and respects multicultural diversity.

John Bradley  
Director-General

## Introduction

In 2004, the Queensland Government launched *Multicultural Queensland – making a world of difference*. This policy outlines the government’s commitment to promoting equal rights, responsibilities and opportunities for all Queenslanders, regardless of their cultural, ethnic or religious background.

As a policy, multiculturalism promotes social justice and equity for disadvantaged non-English speaking communities, women and young people of culturally and linguistically diverse (CALD) backgrounds and newly arrived refugees and migrants. It also fosters economic development and participation by supporting skilled migrants, people with multilingual skills and people with overseas connections, and by nurturing cultural capital. Multiculturalism underpins community cohesion by raising awareness of the benefits of diversity and promoting respect for difference.

DERM has contributed towards progression of the key outcome areas as defined under the multicultural policy. Achievements have included:

- Awarding of grants to people from CALD Communities under the Low Carbon Diet
- Establishing a link to interpretive services on the departmental website
- Surveying external clients to measure service performance and identifying opportunities for service improvement.

At the time of reporting, DERM’s workforce was represented by 6.5 per cent of employees from CALD backgrounds (whole-of-government target 7 per cent).

In recognition for the need to increase CALD representation in DERM’s workforce profile, the department’s *Workforce Strategic Plan 2010–13* incorporates dedicated initiatives to improve the attraction and retention of CALD people so that the department is representative of the community it serves.

## DERM’s Multicultural Action Plan 2010–13

The department’s *Multicultural Action Plan 2010–13* reflects the principles and outcomes of the multicultural policy and has focused on the following three strategies identified in the policy: ‘strengthening multiculturalism in the public sector, supporting communities, and community relations and anti-racism’. The plan is informed by the department’s Strategic Plan and is aligned with the department’s Workforce Strategic Plan.

## Reporting

An annual report of the Multicultural Action Plan is submitted to the Director-General outlining outcomes and achievements regarding the initiatives and activities detailed in the plan. The department’s annual report of the Multicultural Action Plan will contribute to the whole-of-government report which is produced by Multicultural Affairs Queensland.

## Evaluation

The success of DERM’s *Multicultural Action Plan 2010–13* will depend on ongoing development and review.

The Multicultural and Disability Action Team (MDAT) will monitor and drive the plan’s progress in the context of the key performance indicators against each intended outcome.

**Strategy 1 – Supporting communities:** Funding and investing in Queensland’s communities to further multiculturalism through research, policy development, advocacy, community awareness, festivals, services, projects and networks

Common outcome area	Departmental outcome	Departmental actions	Performance indicators	Lead responsibility
<b>Communication and engagement</b>	<b>1.1</b> Improved communication and engagement strategies	<ul style="list-style-type: none"> <li>Promote the availability of translation services through a variety of information channels</li> <li>Ensure information on DERM business is available in plain English</li> <li>Ensure visual illustrations in DERM publications contain photographic images representative of the Queensland community</li> <li>Translate key publications into languages other than English where critical target audiences are non-English speaking</li> <li>Use internationally recognised symbols on orientation and safety signage</li> </ul>	<ul style="list-style-type: none"> <li>Information on how to access translation services is included on the DERM website, and in printed material, advertising, forms and public meetings</li> <li>Number of publications translated into other languages when requested</li> <li>95 per cent of new signs use internationally recognised symbols on orientation and safety signage</li> </ul>	<p>Executive Director, Corporate Services</p> <p>Assistant Director-General, Queensland Parks and Wildlife Service</p>
<b>Access to interpreters</b>	<b>1.2</b> Improved access to interpretive services	<ul style="list-style-type: none"> <li>Promote the use of interpretive services, as appropriate, to departmental staff</li> <li>Establish financial reporting systems to record the use of interpreter services</li> <li>Continue to promote DERM’s use of interpreters in service point areas to inform CALD clients of the availability of interpreters</li> </ul>	<ul style="list-style-type: none"> <li>Expenditure on interpreters engaged by DERM</li> <li>Extent to which the service point areas continue to inform CALD clients of the availability of interpreters</li> </ul>	<p>Executive Director, Corporate Services</p> <p>Manager, Business Services/Business Support</p>
<b>Communication and engagement</b>	<b>1.3</b> Improved access to services and information for people from culturally and linguistically diverse backgrounds	<ul style="list-style-type: none"> <li>Ensure the principles outlined in the department’s Multicultural Action Plan (MAP) are reflected in DERM’s service charter</li> <li>Conduct surveys of external clients to measure service performance including multicultural principles and identify opportunities for service improvement</li> <li>Consider the special needs of CALD communities (where appropriate) in the building and design phase of community sustainability services/programs</li> </ul>	<ul style="list-style-type: none"> <li>Client satisfaction with access to departmental services and information</li> <li>Number of programs/services targeted at CALD communities</li> </ul>	<p>Assistant Director-General, Regional Service Delivery</p> <p>Relevant EMG member</p>

**Strategy 1 – Supporting communities:** Funding and investing in Queensland’s communities to further multiculturalism through research, policy development, advocacy, community awareness, festivals, services, projects and networks

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<b>Communication and engagement</b>	<b>1.4</b> Increased awareness within migrant and refugee communities about sustainable environment issues	<ul style="list-style-type: none"> <li>Ensure statewide environmental policy initiatives (e.g. Queensland Waste Strategy) connect more effectively with Queensland’s multicultural communities</li> </ul>	<ul style="list-style-type: none"> <li>Number of campaigns that include information specifically targeted to non-English speakers</li> </ul>	Assistant Director-General, Natural Resources and Environment
	<b>1.5</b> Increase in tailored resources for CALD people to ensure understanding of and access to environmental community grants	<ul style="list-style-type: none"> <li>Consider relevant access and education of communities in the multicultural sector in the building and design phase of grants</li> </ul>	<ul style="list-style-type: none"> <li>Number of grants and expenditure allocated to people from CALD communities</li> </ul>	Relevant EMG member.

**Strategy 2 – Strengthening multiculturalism in the Queensland public sector:** Changing how activities of Queensland Government agencies are planned and delivered to ensure that all Queenslanders, regardless of cultural and linguistic backgrounds, have access to services

Common outcome area	Departmental outcome	Departmental actions	Performance indicators	Lead responsibility
<b>Recruitment and retention of CALD staff</b>	<b>2.1</b> Improved attraction and retention strategies	<ul style="list-style-type: none"> <li>• Support targeted employment initiatives for people from culturally and linguistically diverse communities; for example, targeted traineeships, TAFE migrant work experience program, Graduate Development Program</li> <li>• Support the use of volunteers from CALD communities</li> <li>• Encourage self-nomination of CALD employees in completing the EEO Census</li> </ul>	Changes in the percentage of: <ul style="list-style-type: none"> <li>• workforce represented by CALD employees</li> <li>• CALD employees aged 20–64 without a qualification at Certificate 3 level and above</li> <li>• CALD volunteers utilised by the department</li> <li>• Response rate of CALD employees from EEO Census forms</li> </ul>	Deputy Director-General and Assistant Directors-General of all divisions  Associate Director-General, Operations and Environmental Regulator Business Group  Executive Director, Corporate Services
<b>Recruitment and retention of CALD staff</b>	<b>2.2</b> Increased multicultural awareness and competence	<ul style="list-style-type: none"> <li>• Determine cultural awareness training needs and negotiate delivery of training at the local level</li> <li>• Coordinate the availability of cultural awareness training</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in the percentage of staff that complete cultural awareness training</li> </ul>	Executive Director, Corporate Services
<b>Communication and engagement</b>	<b>2.3</b> Human resource policies, procedures and practices support implementation of the Queensland Government multicultural policy principles	<ul style="list-style-type: none"> <li>• Utilise the multicultural network to ensure the needs of CALD backgrounds are taken into account when developing and reviewing human resource policies, programs, services and strategies (e.g. SARAS)</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which policy and strategies are in place to assist people from CALD backgrounds</li> </ul>	Executive Director, Corporate Services

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<b>Communication and engagement</b>	<b>2.4</b> Engage the Multicultural and Disability Action Team (MDAT) and stakeholders in the development and reporting of DERM's annual action plan	<ul style="list-style-type: none"> <li>Support MDAT which develops, monitors, evaluates and reports on the implementation of the Multicultural Action Plan (MAP)</li> <li>MDAT to promote MAP across all areas of the department with a view to attracting higher participation and a broader range of CALD initiatives</li> <li>Ensure policy and strategies are in place to assist people from CALD backgrounds to achieve equitable outcomes</li> <li>Engage with stakeholders and/or target audiences on the development and reporting of MAP</li> <li>Align MAP with the department's strategic plan</li> </ul>	<ul style="list-style-type: none"> <li>Extent of CALD employee engagement in the development and review of MAP</li> <li>Number of key stakeholders consulted in the development and implementation of MAP</li> </ul>	Executive Director, Corporate Services
	<b>2.5</b> Build and maintain partnerships with Queensland Government agencies to strengthen and support multiculturalism in the Queensland public sector	<ul style="list-style-type: none"> <li>Liaise with Queensland and other government agencies, encouraging information sharing on strategies relating to multiculturalism</li> </ul>	<ul style="list-style-type: none"> <li>Number of whole-of-government forums attended</li> </ul>	Executive Director, Corporate Services
	<b>2.6</b> Incorporate cultural diversity into core business	<ul style="list-style-type: none"> <li>MDAT to promote the incorporation of MAP-related activities in DERM's Operational Plan and organisational arrangements</li> </ul>	<ul style="list-style-type: none"> <li>DERM Operational Plan includes appropriate references to MAP</li> </ul>	General Manager, Governance and Strategy
	<b>2.7</b> Instigate mechanisms for complaints management	<ul style="list-style-type: none"> <li>Strategies are in place to ensure people from CALD backgrounds have access to complaints mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that DERM complaints-handling mechanisms and procedures allow people to lodge complaints in a range of modes such as verbally or audio</li> </ul>	Executive Director, Corporate Services

<b>Strategy 3 – Community relations and anti-racism:</b> Strengthening the sense of belonging Queenslanders have in their local environment and in global communities				
<b>Common outcome area</b>	<b>Departmental outcome</b>	<b>Departmental actions</b>	<b>Performance indicators</b>	<b>Lead responsibility</b>
<b>Communication and engagement</b>	<b>3.1</b> Improve DERM awareness of multicultural principles and encourage engagement in the community	<ul style="list-style-type: none"> <li>Encourage the celebration of culturally important days, including World Refugee Day, Harmony Day and International Day for Elimination of Racial Discrimination</li> </ul>	<ul style="list-style-type: none"> <li>Number of celebrations promoted</li> </ul>	Deputy Director-General and Assistant Directors-General of all divisions
	<b>3.2</b> Improved communication to people from CALD backgrounds in the aftermath of environmental incidents	<ul style="list-style-type: none"> <li>Ensure public communication in relation to environmental incidents and site remediation works includes strategies for targeting people from CALD backgrounds</li> </ul>	<ul style="list-style-type: none"> <li>Number and nature of messages in community languages about environmental incidents and site remediation works</li> </ul>	Assistant Director-General, Environmental and Natural Resource Regulation