



Queensland Multicultural Policy 'Our story, our future'

Queensland Multicultural Action Plan 2019-20 to 2021-22

**Department of Energy and Public Works
Annual Reporting for 2020-21**

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 2020–21 for the **Department of Energy and Public Works**.

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 **Department of Energy and Public Works** (DEPW) 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.
- The Policy and Action Plan support priorities set out in the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start

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 2020–21	Achievements and outcomes for people from culturally and linguistically diverse communities
Use diversity and customer experience data to inform and improve service design. 	Multiple agencies including DEPW	2019–22		
Utilise cultural and language diversity data to improve access to energy rebates, concessions and support for customers from culturally diverse backgrounds.	DEPW	2019–22	ON TRACK - meaningful activity has begun	<p>As part of DEPW's Energy and Water Customer Advocacy agreement with the Queensland Council of Social Service (QCOSS) - a number of engagement activities aimed at building the capacity of staff of community organisations, and their clients were held in 2020–21, including with organisations representing people with culturally diverse backgrounds. Ongoing engagement with community representatives, including utilising customer experience and other data, ensures these consumers are better represented in policy development.</p> <p>A focus of the agreement includes responding to and providing advice on matters relating to the needs of low income and vulnerable energy and water consumers, such as access to rebates and concessions, and associated sector needs.</p>

Action	Responsible agency	Timeframe	Progress status for 2020–21	Achievements and outcomes for people from culturally and linguistically diverse communities
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 	All agencies	2019–22	ON TRACK - meaningful activity has begun	<p>The department provides access to the SBS Inclusion Program. These online 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.</p> <p>The modules focus on building understanding of what culture is, recognising that it impacts all aspects of behaviour and gaining an insight into the changing values of Australia.</p> <p>The Culture Conversation Series has also been rolled out 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 2020–21	Achievements and outcomes for people from culturally and linguistically diverse communities
<p>Commit to increasing all forms of diversity on Queensland Government boards.</p>	<p>All agencies</p>	<p>2019–22</p>	<p>ON TRACK - meaningful activity has begun</p>	<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. 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 (~71%).</p> <p>Similarly, the Energy related Government Owned Corporation (GOC) boards are also committed to increasing the representation of women on their boards. The Energy Queensland Board has 4 women board members (44.4%), the Powerlink Board has 3 women board members (50%) the Power and the Stanwell Board has 2 women board members (40%).</p> <p>Both the CleanCo Board and CS Energy Board have 3 women board members (60%).</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>

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 2020–21	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. 	All agencies	2019–22	COMPLETED - for duration of Action Plan	A copy of the Multicultural Queensland Charter is published on the department's intranet. 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	COMPLETED - for duration of Action Plan	To increase awareness of the benefits of diversity, Multicultural Queensland month and Harmony Day are promoted each year on the departments intranet and includes links to associated events, activities and webinars.

Action	Responsible agency	Timeframe	Progress status for 2020–21	Achievements and outcomes for people from culturally and linguistically diverse communities
<p>Sign up and participate in the Australian Human Rights Commission <i>Racism. It Stops With Me</i> campaign¹.</p> 	All agencies	2019–22	COMPLETED - for duration of Action Plan	<p>The Department of Energy and Public Works is committed to supporting the <i>Racism. It Stops With Me</i> campaign.</p> <p>All employees can readily access information on the campaign via the Inclusion and Diversity > Multicultural pages on the intranet.</p> <p>Also available is a link to the Unite against racism – call to action 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.</p> <p>All staff must complete the Public Sector Ethics and Code of Conduct and Workplace Behaviours online training modules upon commencement and annually thereafter.</p>

¹ 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*.