


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

**Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

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 Employment, Small Business and Training**.

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 Employment, Small Business and Training** 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.

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

Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

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 DESBT	2019–22		
<ul style="list-style-type: none"> • Use cultural and diversity data to plan, design and inform service delivery to improve outcome for customers. 	DESBT	2019–22	COMPLETED - for duration of Action Plan	<p>During Queensland Small Business Month (May 2022), the Department contributed funds to multiple events targeting multicultural small businesses. This included the Multicultural Small Business expo in Nathan, which focused on multicultural small business intenders and small business owners looking to grow and prosper.</p> <p>DESBT is collaborating with Multicultural Affairs to complete a research project to better understand migrant small business owners, their challenges, motivations and connections. A working group representing both agencies has been established and procurement for this project will commence shortly. The project will be co-funded by both departments, with DESBT providing funding from the Small Business Engagement Framework fund.</p> <p>The Working group is currently waiting on confirmation from the Federal Small Business Commissioner who has expressed interest in contributing to project.</p>
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"> • Promote tools and resources to support multicultural capability, awareness and understanding. 	DESBT	2019–22	COMPLETED - for duration of Action Plan	DESBT has been planning a cultural capability development program, with roll out in the later half of 2022. This includes a diversity and inclusion speaker series for DESBT staff and staff from other agencies from October 2022.

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

Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities 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	COMPLETED - for duration of Action Plan	DESBT is committed to increasing diversity on the boards it manages and supports the development and implementation of a whole-of-government overarching framework for board appointments. The department actively monitors and reports to the Executive Leadership Team on diversity targets, with a view to increasing diversity and fostering inclusion across its workforce. The Jobs Queensland Act (2015) section 10 (b) (ii) requires the Jobs Queensland membership to include persons from culturally and linguistically diverse communities.


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

Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

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"> • Communicate broadly to staff about the Multicultural Queensland Charter and how it applies to their roles and responsibilities. 	DESBT	2019–22	COMPLETED - for duration of Action Plan	The Multicultural Queensland Charter is published on the department's intranet. Broad communications to the department are promoted through internal channels such as the department's newsletter Zoom, with stand-alone communications for Multicultural Awareness Month.
<ul style="list-style-type: none"> • Consider the Multicultural Queensland Charter in the development of policies and engage with appropriate stakeholders to test policy positions. 	DESBT	2019–22	COMPLETED - for duration of Action Plan	DESBT has considered the Multicultural Queensland Charter through policy development activity associated with the Queensland Workforce Summit, held in March 2022, and the Queensland Workforce Strategy that has been informed by the outcomes of the Summit. This work includes a strong focus on maximising workforce participation opportunities for Queenslanders, including from multicultural backgrounds.
<ul style="list-style-type: none"> • Leverage the Multicultural Queensland Charter and actions in the Queensland Multicultural Action Plan 2019–20 to 2021–22 in the agency's Diversity and Inclusion Strategy to ensure employees are culturally respectful, inclusive and engaged. 	DESBT	2019–22	COMPLETED - for duration of Action Plan	DESBT has been planning a cultural capability development program, with roll out in the later half of 2022. This includes a diversity and inclusion speaker series for DESBT staff and staff from other agencies from October 2022. Activities in the Queensland Multicultural Action Plan 2019-20 and 2021-22 in relation to recruitment have been incorporated into DESBT's Diversity and Inclusion Strategy.

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

Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
Celebrate and promote Queensland's multicultural identity, such as through government publications and communication 	Multiple agencies including DESBT	2019–22		
<ul style="list-style-type: none"> Promote positive images of multicultural Queensland by highlighting people from culturally diverse backgrounds as valued and respected community members in publications and online materials. 	DESBT	2019–22	COMPLETED - for duration of Action Plan	Business Queensland selects culturally diverse imagery for use on the website DESBT actively uses images of people from diverse backgrounds across all its communication materials.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ . 	All agencies	2019–22		
<ul style="list-style-type: none"> Promote the agency's participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign through internal and external communication channels. 	DESBT	2019–22	COMPLETED - for duration of Action Plan	Campaign has been promoted through internal channels during Multicultural Queensland Month in August.

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*.

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

Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING

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	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 together to address the findings of the Deloitte Access Economics report <i>Seizing the opportunity: Making the most of the skills and experience of migrants and refugees</i> .	DCYJMA, DESBT, JQ and TIQ	2019–22	COMPLETED - for duration of Action Plan	<p>DESBT drew on research from the <i>Seizing the opportunity: Making the most of the skills and experience of migrants and refugees</i> report to identify ways in which Queensland can best use the skills and experience of migrants and refugees. As a result, DESBT implemented the Diverse Queensland Workforce (DQW) program which is one of the programs under the Future Skills Fund. In 2021-22 seven projects worth \$1.5 million have been funded to support 720 work ready migrants, refugees and international students to find jobs and build up their careers. One-stop-shops or hubs have been established in Brisbane, Logan, Ipswich, Toowoomba, Gold Coast and Cairns. Based on an annual performance review, the funded projects will be extended for a further 12 months in 2022-23 (total program budget \$3 million). As at 30 June 2022, 414 migrants have been assisted, 188 have exited and 187 (99%) have gained jobs.</p> <p>DESBT led delivery of the Queensland Workforce Summit on 11 March 2022. The Summit included a focus on maximising the workforce participation of Queenslanders. This encompasses utilising the skills that currently exist within the State, including those gained overseas. The outcomes of Summit have informed the development of the Queensland Workforce Strategy.</p>
Provide opportunities for refugees, people seeking asylum and eligible temporary residents to participate in skills training that leads to job outcomes, including pathways to apprenticeships and traineeships.	DESBT	2019–22	COMPLETED - for duration of Action Plan	<p>The <i>Skilling Queenslanders for Work</i> (SQW) initiative has been extended with a commitment of \$320 million over four years, with \$80 million annual ongoing permanent funding from 2021-22 to assist up to 15,000 Queenslanders each year.</p> <p>As at 30 June 2022, 13,046 participants from culturally and linguistically diverse (CALD) backgrounds have been assisted (representing 19% of total SQW participants). Of the participants from CALD</p>

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

**Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
				<p>backgrounds, 69.5% that have exited a SQW program have achieved a positive outcome (either in employment or further training or a combination of both). NOTE: SQW data is cumulative from re-instatement in 2015.</p> <p>The Queensland Government invests in vocational education and training (VET) based on industry advice to provide Queenslanders with the skills they need to gain meaningful and sustainable employment, and is directed to minimise skills shortages, focus on training for jobs that are in demand in critical industries, and increase the number of Queenslanders with formal post-school qualifications. Queensland's VET investment programs provides support for disadvantaged learners and other priority student cohorts, including migrants and refugees, to access training opportunities to gain employment or develop their careers.</p> <p>DESBT led delivery of the Queensland Workforce Summit on 11 March 2022. The Summit included a focus on maximising the workforce participation of Queenslanders, including key cohorts such as Queenslanders from culturally and linguistically diverse backgrounds. The outcomes of Summit have informed the development of the Queensland Workforce Strategy.</p> <p>Since 2016 the Back to Work (BTW) has been providing businesses with the confidence to employ Queenslanders who experience disadvantage in the labour market.</p> <p>As at 30 June 2022, BTW has supported 1836 jobseekers from a CALD background. This represents almost 7 % of total program participation.</p> <p>In the 2021-22, Queensland State Budget, BTW was extended with additional funding of up to \$140M over four years to support employment of workers facing disadvantage in the labour market. While the program does not have a specific focus on people from a CALD background, it does support youth, persons with</p>

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

**Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

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>
				<p>disability and long-term unemployed people who may also identify as having a CALD background.</p> <p>DESBT has published web content in support of the Diverse Queensland Workforce program to assist up to 1,000 migrants, refugees and international student into employments. https://desbt.qld.gov.au/training/future-skills-fund/diverse-qld-workforce</p> <p>Business Queensland also provides information on hiring staff from overseas. https://www.business.qld.gov.au/running-business/employing/taking-on-staff/overseas</p>
<p>Promote entrepreneurship as a pathway to employment and connect entrepreneurs from culturally diverse backgrounds and social enterprises to government small business support programs and services.</p>	<p>DESBT</p>	<p>2019–22</p>	<p>COMPLETED - for duration of Action Plan</p>	<p>The Queensland Social Enterprise Strategy was released in September 2019 and is the Queensland Government's commitment to support the growth of the social enterprise sector in Queensland.</p> <p>The strategy outlines three key focus areas of targeted support to address the challenges social enterprises face:</p> <ul style="list-style-type: none"> • building capability and capacity in the sector including access to financial support • making connections across the sector to increase collaboration and promotional opportunities • improving market access by linking social enterprises to procurement opportunities. <p>In addition, the Queensland Government has committed \$8 million for the Social Enterprise Jobs Fund to support social enterprises to scale-up activities and create training and employment opportunities. The Social Enterprise Jobs Fund will support the sector through three key tiers of activity:</p> <ul style="list-style-type: none"> • Social enterprise capacity and capability development – support for the Queensland Social Enterprise Council (QSEC) as a sector peak body and provide grants to social enterprises and the sector to develop and grow. • Social enterprise market development – promote procurement opportunities for social enterprises. • Social enterprise finance – support access to finance and the creation of training and

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

**Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

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>
				<p>employment opportunities within social enterprises.</p> <p>Initiatives under the Social Enterprise Jobs Fund are currently being rolled out. DESBT continues to work closely with QSEC and stakeholders to ensure that initiatives under the Social Enterprise Jobs Fund respond to the unique opportunities and challenges for social enterprise in Queensland.</p> <p>Under the Social Enterprise Jobs Fund, social enterprises will share in \$3 million in development and growth grants targeting new and established businesses and community and sector-wide development.</p> <p>DESBT delivered three social enterprise grant programs and released a fourth social enterprise grant program which closed on 30 June 2022. DESBT published grants information including the delivery schedule at https://desbt.qld.gov.au/training/future-skills-fund/social-enterprise-grants</p>
<p>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.</p>	<p>Multiple agencies including DESBT</p>	<p>2019–22</p>	<p>COMPLETED - for duration of Action Plan</p>	<p>The department remains committed to supporting and enabling public sector employment opportunities for potential employees from diverse backgrounds.</p> <p>Unconscious bias training sessions to remove barriers in the department recruitment and selection process, were delivered in 2021-22.</p>

Skilling Queenslanders for Work

NC05635 Better Together Assoc Inc – Community Work Skills

“Better Outcomes”

Better Together was awarded \$204,500 under the Community Work Skills program for the “Better Outcomes” project to assist 60 disadvantaged job seekers, including culturally and linguistically diverse people, to gain skills and experience for sustainable employment in retail or café operations. Participants completed a Certificate II in Retail Services and undertook work experience at the social enterprise, Lagoon Creek Café. Additional training in Responsible service of alcohol, Barista and Resilience was also delivered. Wrap around support included LLN assistance, employability skills, life skills, tutoring, mentoring, driver licence and transport assistance, health and well-being, work attire, specialist services referral, job preparation and post participation support.

This was the second and final year of a two-year long-term contract which ended in late April 2022. Sixty people were assisted, 100% completed accredited training, and 45 (75%) gained an employment outcome.

Participant Profile:

Franchesca (Frannie), a 54 year old Spanish woman, was a stay-at-home mum for the last 10 years. Prior to this she had a highly successful corporate career. Being extensively absent from the workforce affected Frannie’s self-confidence and mental health, she was feeling very lost and unwanted which eventually caused a nervous breakdown. Frannie decided to take a chance and applied for the ‘Better Outcomes’ program. Upon commencement, Frannie started to believe in herself again, and her nurturing nature for feeding people and her passion for coffee enabled her to sail through the project. Frannie was an integral team member, who supported other participants and was much loved by

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

**Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

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>
--------	--------------------	-----------	-----------------------------	---

everyone. Frannie said, "The Better Outcomes program really helped me to feel connected again, not only to myself but to my community." Frannie found the confidence to approach the Samford Hotel and presented herself as a highly desirable employee. Successfully securing employment with them, Frannie now feels like she has a place to belong again and absolutely loves her job!



Diverse Queensland Workforce

FN6465 CENTACARE FNQ

"Centacare FNQ - Employment Hub"

Centacare FNQ was awarded \$250,000 under the Diverse Queensland Workforce program to deliver the "Centacare FNQ – Employment Hub" project to assist 100 migrants, refugees and international students with client centred, integrated support to successfully gain employment. Through the establishment the employment hub, tailored support is provided to address individual participant needs. An experienced Case Manager develops individual support plans to identify the needs and barriers of each participant. Project support includes referrals to partner RTOs and other organisations for vocational training, language and literacy support and driver licence training. Participants receive employment-focused training and have access to Centacare's simulated work environment (workshop), and Social Enterprise for learning and practising job skills.

Participant profile 1:

Astri moved to Australia as a young mother in 2015 having forged a successful career in Public Relations in Indonesia. In Australia, Astri worked in casual customer service roles but wanted something more secure and fulfilling. After a break from the workforce Astri joined the Diverse Queensland Workforce (DQW) program in Cairns and while exploring career options confessed a childhood dream of wanting to be a flight attendant. Soon after an opportunity presented itself to participate in a Jetstar recruitment process. With help from the Centacare FNQ – Employment Hub, Astri applied for and was successful in gaining her dream job joining Jetstar as member of their cabin crew. On the day of her first aircraft familiarisation, Astri said she became quite emotional, realising her dream had become reality.



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

**Annual Reporting for 2021-22
DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING**

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
<p>Participant profile 2:</p> <p>Amira, born and raised in Egypt, had minimal work experience since arriving in Australia. As a teacher in Egypt, Amira came to Australia with an impressive educational and skills background. Amira was keen to explore employment opportunities but her lack of exposure to local networks and community connections, coupled with recently becoming a single Mum, meant she didn't have the support to assist her with getting a job in Cairns. Amira came across Centacare and the Diverse Queensland Workforce (DQW) program via a local social enterprise café. Amira thrived with the support of the Centacare FNQ Employment Hub, particularly in the Career Coaching and Mentoring sessions providing her with assistance and encouragement to apply for a position as a Receptionist/Medical Appointment Coordinator at Wheels of Wellness (WOW), a local drop-in medical centre. Amira gained an interview, and impressed with her caring nature, positive attitude, and willingness to learn something new secured the position. Amira has commenced her new job and is considering furthering her education in Australia with a new career in Medical/Doctors Office management.</p>				