

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

**Annual Reporting for 2019-20
PUBLIC SAFETY BUSINESS AGENCY**

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 Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first [Multicultural Action Plan](#), and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.
- The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- 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 2019-20 for the **Public Safety Business Agency**.

Notes

- The list of Government entities covered under ‘All agencies’ is provided on page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at www.dlgrma.qld.gov.au, (i) click on ‘Multicultural Affairs’, (ii) click on ‘Queensland Government Multicultural Policy and Action Plan’. All sub-actions, where relevant, for the **Public Safety Business Agency (PSBA)** have been listed in this template for ease of reporting.
- 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

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Priority area 1: Culturally responsive government

Outcomes:

- Improve knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	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	The PSBA manages, maintains and promotes our subscription to Diversity Council Australia. This incorporates providing access to learning materials and events as well as access to speakers through podcasts and webinars. Events such as Harmony Day, March 21, and Multicultural Month, August 2019, are celebrated across PSBA in various forms and locations.
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	NA	The PSBA is unable to report against this action as we have limited influence on the membership of the Queensland Government boards.

Insert case studies or good news stories to highlight achievements relevant to Priority area 1:

NIL

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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	AQP	Responsible agency	Timeframe	Progress status for 2019-20	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	The Multicultural Queensland Charter principles have been incorporated, as fundamental guides, into key strategic documents across the PSBA. The 2021–2023 PSBA Inclusion, Diversity and Equity strategy also incorporates specific activities around building the leadership presence of people from diverse backgrounds.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign.		All agencies	2019–22	On track	PSBA has not yet signed up to the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. The participation in this campaign has been incorporated into the 2021–2023 Inclusion, Diversity and Equity strategy.

Insert case studies or good news stories to highlight achievements relevant to Priority area 2:

If not relevant to your agency please insert NIL