

# Cultural capability ACTION PLAN

July 2021 – 30 June 2023



## OUR FOCUS

To accelerate progress towards increasing the proportion of First Nations people working in the department, provide opportunities to develop and advance careers and create more culturally agile work areas that provide improved engagement and services to the community.



## OUR GOAL

Resources staff are equipped with new or enhanced knowledge, skills, and experience to effectively employ, develop, support, and engage with First Nations people to achieve improved services and outcomes for our First Nations communities.

## OUR PLAN CONTRIBUTES TO:

- ▶ Queensland Government Reconciliation Action Plan
- ▶ Queensland's Closing the Gap Implementation Plan
- ▶ Queensland's Tracks to Treaty aim to build a reframed relationship that acknowledges, embraces, and celebrates our First Nations people
- ▶ Local Thriving Communities reform to deliver results in different ways that Government work with communities and achieve better outcomes for the 19 remote and discrete First Nations communities
- ▶ Queensland public sector workforce strategy to increase the proportion of First Nations people working in the public sector (3% target by 2022)
- ▶ Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Framework
- ▶ Queensland Indigenous Procurement Policy (QIPP) 3% target
- ▶ Many Voices: Queensland's Aboriginal and Torres Strait Islander Languages Policy.



## OUR PLAN

### INITIATIVE/ACTIVITY

### DELIVERABLES

## IMPROVED ENGAGEMENT AND STRENGTHEN PARTNERSHIPS WITH FIRST NATIONS QUEENSLANDERS TO SUPPORT OUR STRATEGIC PRIORITIES

### PROACTIVE

We act, deliver on our promises and are responsive when issues arise

Develop and implement enhanced engagement protocols  
 Develop and implement a Cultural Capability Toolkit  
 Utilise the Indigenous Psychological Services (IPS) cultural competency assessment tool to assess Resources cultural capability over time  
 Continue to implement QIPP to support Indigenous businesses and economic development

Intranet web page information updated and guide developed  
 Toolkit developed and implemented (informed by BOTS participants)  
 Engage IPS to conduct cultural competency assessments  
 QIPP promoted and increase our use of Aboriginal and Torres Strait Islander businesses  
 Attain Government membership of Supply Nation

## CONTINUE TO BUILD A DIVERSE, INCLUSIVE, CULTURALLY SAFE AND AGILE WORKPLACE THAT VALUES OUR FIRST NATIONS PEOPLE

### RESILIENT

We always prioritise wellbeing

Strengthen our awareness, policies, and complaints procedures to eliminate racism  
 Provide targeted EAP and mental health awareness for our First Nations employees to better support the impacts of cultural stressors, intergenerational trauma, and domestic and family violence  
 Develop tools to build a mutual understanding, appreciation and ways to mitigate cultural bound syndromes, stressors or cultural load experienced by our First Nations colleagues

Revise policy and procedures. Include component for cultural safety during injury management and PDA processes  
 Develop tools and information to improve greater awareness of racism and its impact in our communities  
 Continue to partner with Gallang Place and new contract in place  
 Regular promotion of the service  
 Include additional EAP sessions on a case by case basis, as needed  
 Partner with IPS and implement tools and build awareness across the department

## RESPECT AND VALUE OUR ANCIENT CULTURES AND COMMIT TO ONGOING TRUTH TELLING

### RESPECTFUL

We value diversity, enable careers, and look out for one another

Ongoing mandatory delivery of our cultural agility program 'Building on the Strengths of our Stories' as a core cultural program  
 Continue 'Starting the Journey' online program  
 Continue to deliver cultural component in onboarding sessions (ongoing)  
 Meet our RAP commitments to review of the strategy for using Aboriginal and Torres Strait Islander words to name or co-name public buildings or facilities  
 Support the implementation of the Many Voices, Indigenous languages policy by exploring strategies for the recognition and promotion of Aboriginal and Torres Strait Islander languages through place names  
 Support ongoing network meetings for A&TSI staff and includes partner agencies to consider a focus topic to inform discussions  
 Increase knowledge and understanding of First Nations cultures, history, and achievements  
 Continue to participate in events that promote the department, including attending key career and community events and continue to drive National Sorry Day, Mabo Day, Reconciliation and NAIDOC week events (Ongoing)

90% of staff have completed the two day program  
 100% completion by new starters  
 Online session developed  
 Review Strategy as needed  
 Partner with QLD Language Centre and First Languages Australia to develop strategies to support policy implementation including improving place names data to support place name and First Languages initiatives  
 Monthly Teams network meetings  
 Continue to purchase resources for staff to borrow through the departmental library  
 Implement the DPC Respectful Language Guide  
 Sorry Day, Reconciliation and NAIDOC weeks celebrated:  
 • 2 speaker series  
 • Special morning teas  
 • 2 screening of movie and/or documentaries and participation at key events

## WE WILL ATTRACT, RETAIN, AND DEVELOP AN A&TSI WORKFORCE TO ACTIVELY WORK TOWARDS ACHIEVING THE 3% EMPLOYMENT TARGET

### GREAT CAREERS

A contemporary workforce set apart by its expertise, innovation, collaboration, and leadership

Explore opportunities to utilise the workforce management principles guide, conduct targeted external recruitment and where possible to 'identify' roles  
 Relaunch and expand the QG Career Pathways Service including participant access to cross-agency and external career development opportunities  
 Ongoing sponsorship of Indigenous Pathways Traineeships, cadetships, and graduates  
 Revise IMPACT Program to include sponsorship, coaching and career counseling  
 Ongoing sponsorships of professional development opportunities (PSM, AIM and ANZSOG programs)  
 Continue to develop a pool of trained Aboriginal and Torres Strait Islander staff to sit on recruitment panels  
 Continue to provide application and interview support to staff and applicants  
 Develop, promote and utilise targeted marketing and online material  
 Commit to our First Nation's colleagues face to face networking opportunities

A number of positions to be identified  
 Career Pathways Service is accessed for suitable candidates prior to advertising vacancies – Sponsor 10 staff  
 2 sponsorships  
 New program implemented  
 2 staff sponsored  
 Ongoing – Promote pool of trained staff and importance of having cultural representation on selection panels  
 Ongoing  
 Ongoing  
 1 face to face per year