

Our story, our future
 Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19
Annual Report 2017-18
 DEPARTMENT OF NATURAL RESOURCES, MINES AND ENERGY

Background

- ‘Our story, our future’ is the Queensland Government’s multicultural 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 2016-17 – 2018-19.
- The policy and action plan are a requirement of the *Multicultural Recognition Act 2016* (the Act) and represent one of three key provisions of the Act, together with establishing 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 attached report fulfils this requirement for 2017-18 for **Department of Natural Resources, Mines and Energy (DNRME)**.

Priority area 1: Culturally responsive government

Outcome: Culturally capable services and programs

Action	Lead	Timeframe	Progress status Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence • Ceased 	Achievements and outcomes Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. <i>If action has ceased please include reason.</i>
Target information to Queenslanders from culturally diverse backgrounds to help promote greater understanding and participation by these communities in energy and water issues.	DNRME	2016–19	Completed	<ul style="list-style-type: none"> • Developed and distributed translated factsheets to help asylum seekers and customers from culturally diverse backgrounds apply for the Electricity Rebate. • Supported the provision of other energy literacy and energy efficiency information at energy forums and community events to increase customer awareness of energy issues. These forums have been attended by a range of customers including those from culturally

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				and linguistically diverse communities. <ul style="list-style-type: none"> • Targeted engagement with Aboriginal people is ongoing on statutory water plans. For example, in the Queensland Murray-Darling Basin an improved approach has focused on building relationships and increasing capacity of stakeholders, resulting in over 150 submissions being received from Aboriginal stakeholders on the draft plans. This is almost 40% of all submissions received.

Outcome: A productive, culturally capable and diverse workforce

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Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	On track	<ul style="list-style-type: none"> • Positive increase toward target with an increase from 7.0% in July 2017 to 8.3% in June 2018
Deliver agency-specific workforce inclusion and diversity strategies that identify priority areas for action to improve participation rates for diverse Queenslanders.	DESBT DNRME DJAG DCDSS DCSYW DES DITID DHPW DoE	2016–19	On track	<ul style="list-style-type: none"> • Rolled out diversity and inclusion training to 59 staff across the department as members of the DNRME Recruitment Panel Network. Members offer best practice advice and support to business areas to design effective contemporary recruitment strategies to suit business needs. Panel consultants play an important role in sharing their knowledge with others and helping to drive change and assist the department to diversity its workforce to better represent the community we service. • Reviewed and updated recruitment and selection documents and

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				templates to ensure inclusive language and highlight DNRMEs commitment to a diverse and inclusive workforce that represents to community we serve. <ul style="list-style-type: none"> • Promoted and celebrated Queensland Multicultural Month, including design of departmental recipe book including recipes from staff across the department and stories about why their recipe is important to them and how it has brought people in their lives together.

SPOTLIGHT ON: Asylum seeker and refugee support

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Provide asylum seekers in Queensland with access to the electricity rebate.	DNRME	2017–19	Completed	<ul style="list-style-type: none"> • The Electricity Rebate was extended to customers holding asylum seeker status in 2017. The Department has worked with the community organisations providing settlement support to these households to ensure they are aware of, and are able to take up, available energy assistance.