


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

**Annual Reporting for 2019-20  
STATE LIBRARY OF QUEENSLAND**

## 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 **State Library of Queensland**.

## 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](http://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 **State Library of Queensland (SLQ)** 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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**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
Foster cross-sector partnerships to increase participation of people from culturally diverse backgrounds in government and community services. 		SLQ and DHPW	2019–22		
<ul style="list-style-type: none"> <li>• Partner with multicultural community organisations in the delivery of significant events to enhance awareness of SLQ services and facilities.</li> </ul>		SLQ	2019–22	<b>Completed</b>	<ul style="list-style-type: none"> <li>• Partnered with local communities to hold exhibitions that promoted understanding of other cultures, e.g. Meet me at the Paragon. There were several community days as part of the programming for this exhibition.</li> <li>• Worked with local multicultural organisations to deliver three rounds of Siganto Digital Literacy Workshops to recently arrived migrant and refugee communities from twelve distinct communities</li> </ul>
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"> <li>• Actively encourage and support staff to access training in cultural awareness and working with interpreters.</li> </ul>		SLQ	2019-22	<b>Completed</b>	<ul style="list-style-type: none"> <li>• Information included in Visitor and Information Services branch induction processes</li> <li>• State Library is participating in national effort to provide culturally safe public spaces and services in libraries for Aboriginal and Torres Strait Islander peoples, and a supportive workplace for Aboriginal and Torres Strait Islander staff where they are able to confidently draw strength in their identity, culture and community. As part of the effort:               <ul style="list-style-type: none"> <li>• 161 State Library employees completed the Culturally Safe Libraries program</li> <li>• 6 State Library staff developed as Learning Champions to support other staff Cultural learning journeys</li> <li>• All State Library staff encouraged to engage with the <i>Spoken: celebrating Queensland languages</i> Exhibition</li> </ul> </li> </ul>

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Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019-22	<b>Completed</b>	<ul style="list-style-type: none"> <li>Library Board of Queensland has diverse representation.</li> </ul>
<p><b>Insert case studies or good news stories to highlight achievements relevant to Priority area 1:</b> NIL</p>					









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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		
<ul style="list-style-type: none"> <li>• Include information on the Multicultural Queensland Charter and its application in staff induction programs.</li> </ul>		SLQ	2019–22	<b>Completed</b>	<ul style="list-style-type: none"> <li>• Information included in staff induction program, with additional information provided on State Library's Diversity and Inclusion Strategy</li> </ul>
<ul style="list-style-type: none"> <li>• Hold workforce engagement events, such as all-staff forums, focused on the Multicultural Queensland Charter and how its principles can be 'brought to life' through the agency's work.</li> </ul>		SLQ	2019–22	<b>Completed</b>	<ul style="list-style-type: none"> <li>• People Leader Seminars held where people leaders were trained in having team conversations around inclusion topics</li> <li>• Harmony Day and Cultural Diversity Week promoted with a program of events</li> <li>• All teams encouraged to visit and engage with the <i>Spoken: celebrating Queensland languages</i> exhibition as part of their cultural learning journey</li> <li>• <i>Spoken: celebrating Queensland languages</i> exhibition promoted through the CARWG network</li> <li>• All staff encouraged to share reflections on social media for National Reconciliation Week and National Sorry Day</li> </ul>
<ul style="list-style-type: none"> <li>• Include the Multicultural Queensland Charter in the policy review checklist to embed its consideration in all policies.</li> </ul>		SLQ	2019–22	<b>In progress</b>	<ul style="list-style-type: none"> <li>• This will be included in the next biannual review of policies to be finalised in December 2020</li> </ul>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		All agencies	2019–22		
<ul style="list-style-type: none"> <li>• Actively monitor the workplace to ensure it is free from discrimination, harassment and racism.</li> </ul>		SLQ	2019–22	<b>On track</b>	<ul style="list-style-type: none"> <li>• Monthly case management meetings held to monitor active cases and/or complaints management</li> </ul>

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					<ul style="list-style-type: none"> <li>• State Library prioritised the implementation of the <i>Human Rights Act 2019</i> (the Act) with key activities including: <ul style="list-style-type: none"> <li>• Awareness raising, discussion and dissemination of the Act</li> <li>• Updated staff induction material</li> <li>• Updated the volunteer induction material</li> <li>• Created an intranet page</li> <li>• 80 People Leaders participated in training facilitated by the Queensland Human Rights Commission and tailored to State Library requirements</li> <li>• Developed a discussion tool to be rolled out by People Leaders with staff</li> <li>• Updated the Policy Management Review Policy to require consideration of the Act</li> <li>• Updated five policies most affected by introduction of the Act (Responsible conduct, Bags and belongings, Intellectual freedom, Managing employee complaints, Volunteer program)</li> <li>• Updated the venue hire agreement terms and conditions</li> <li>• Adopted a <u>decision-making process</u> based on Queensland Human Rights Commission material to provide guidance about compatibility with human rights, when acting or making decisions.</li> </ul> </li> <li>• Commenced the Culturally Safe Libraries program where over 150 staff engaged in online learning modules and face-to-face yarning circles aimed at building our cultural</li> <li>• Commenced the Culturally Safe Libraries program where over 150 staff engaged in online learning modules and face-to-face yarning circles aimed at building our cultural competence.</li> </ul>

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

State Library of Queensland is participating in a national effort to provide culturally safe public spaces and services in libraries for Aboriginal and Torres Strait Islander peoples, and a supportive workplace for Aboriginal and Torres Strait Islander staff where they are able to confidently draw strength in their identity, culture and community.

Listen to Vicki McDonald, our State Librarian and Chief Executive Officer, talk about the program [talk about the program](#)

Listen to Gavin Bannerman, our Director Queensland Memory, talk about [Indigenous Cultural Competency](#)

Watch the reflections from staff on Culturally Safe Libraries below:

[Jacinta Sutton](#)

[Krysi Egan](#)

[Lesley Acres/Talia Love-Linay/Anna Raunik/Gavin Bannerman/Kate Johnson](#)


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**Priority area 3: Economic opportunities**

**Outcomes:**

- Queensland gets the most benefit from our diversity and global connections
- Individuals supported to participate in the economy

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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.		Multiple agencies, including SLQ	2019–22	<b>On track</b>	<ul style="list-style-type: none"> <li>• The Work and Welcome program continues to be offered where State Library provides paid work experience for refugees and new migrants, however no placements were offered due to COVID impacts. Staff remained able to donate a portion of their fortnightly salary to the program.</li> <li>• One intern engaged through Internships Australia for a three-month engagement</li> <li>• Two past participants from the Siganto Digital Learning Workshops have returned to facilitate the program as paid employees.</li> </ul>

**Insert case studies or good news stories to highlight achievements relevant to Priority area 3:**

If not relevant to your agency please insert NIL

**Case studies:**

- State Library can provide short videos featuring staff talking about the Culturally Safe Libraries
- Rutian Mi's current Queensland Business Leaders Hall of Fame fellowship on the history of Chinese business in Queensland.
- As a result of engagement involved with the Meet me at the Paragon exhibition, State Library acquired a collection of Denis Conomos's interviews with the Queensland Greek community. All of the interviews have been digitised, transcribed and translated.