



# Multicultural Queensland – making a world of difference

Department of Mines and Energy

Action Plan 2007-2010

**”Multiculturalism is one of the Smart State’s great strengths, in terms of our workforce, communities, business and trade. We have an opportunity and obligation to ensure that every Queensland, irrespective of their cultural background, enjoys the benefits of life in the Smart State.”**

– Peter Beattie MP, Premier of Queensland and Treasurer, Queensland Government Multicultural Policy 2004

The Department of Mines and Energy’s Multicultural Action Plan 2007-2010 builds on the work of the Multicultural Action Plan 2005-2006 and is structured around the strategies of the Government’s Multicultural Queensland – making a world of difference policy. The department’s Multicultural Action Plan is committed to the following values:

- Promoting the economic and cultural benefits of diversity;
- Ensuring full and easy access to departmental services for all;
- Assisting community development and participation;
- Promoting community relations and cohesion.

Consultation was held with departmental business areas and external stakeholders for the preparation of the *Multicultural Action Plan 2007-2010*, for further information relating to this plan please contact the Principal Human Resource Officer, Corporate Capability, on 3247 3945.

The *Multicultural Action Plan 2007 – 2010* is published on the Department of Mines and Energy website: [http://www.dme.qld.gov.au/corporate\\_publications\\_1.cfm](http://www.dme.qld.gov.au/corporate_publications_1.cfm)

The **Department of Mines and Energy’s *Multicultural Action Plan 2007-2010*** will continue to work towards raising staff awareness of the value of cultural diversity and promoting respect for cultural differences to improve the delivery of our core business. Multiculturalism is about building a sense of belonging regardless of cultural, ethnic or religious background. We each have an active role to play in the successful implementation of this Plan, and I encourage your full support in its implementation.

**Kate Callaghan**  
**Executive Director**  
**Corporate and Executive Services**

**Dan Hunt**  
**Director-General**  
**Department of Mines and Energy**

<b>Multicultural Policy strategy</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Performance measure</b>	<b>Timeframe</b>
<b><i>Productive diversity economic strategy</i></b>	Attract international investments that utilise multicultural and international expertise	Deputy Director-General	Number of foreign owned mining, petroleum and energy projects attracted. Number that utilise foreign speakers.	2007-2008
	Attract international conferences and conventions relating to mining, petroleum and energy sectors to Queensland	Deputy Director-General	Number of conferences attracted, number of overseas delegates	2007-2008
	Promote Queensland's resources to international investors, and developers	Deputy Director-General	Level and value of production in the mining and petroleum industries	2007-2008
	Develop and market safety technology and training internationally	Deputy Director-General	Evidenced based audits showing safety technology sales completed and training programs delivered internationally	2007-2008
<b><i>Supporting communities</i></b>	Incorporate multicultural strategies in all DME communication plans aimed at improving access to information for Queenslanders from culturally and linguistically diverse backgrounds	Executive Director, Corporate and Executive Services	Evidenced based audit showing communication plans supporting Multicultural Action Plan are developed and performance reports provided	Ongoing to 2010
	Create a sense of community harmony and belonging by documenting stories from workplace events that demonstrate effective community engagement activities	Executive Director, Corporate and Executive Services	Collected stories available in a range of media (print, websites)	Ongoing through 2007-2008 and review before further action
	Provide information on DME business to communities through a variety of channels (web, brochure, call centre, site visits community press and radio)	Executive Director, Corporate and Executive Services	Communication strategy supporting MAQ developed and performance reports provided	As required to support DME initiatives involving customers
	Ensure departmental publications are written in plain English	Executive Director, Corporate and	Requirement for plain English text incorporated	As required to support DME

Multicultural Policy strategy	Action	Lead Responsibility	Performance measure	Timeframe
		Executive Services	into departmental MAQ Communication strategy	initiatives involving customers
	Ensure visual illustrations in DME publications contain photographic images representative of whole Queensland community	Executive Director, Corporate and Executive Services	Requirement for plain English text incorporated into departmental MAQ Communication strategy	As required
	Encourage staff to undertake cross cultural training. (Refer to MAQ Train the Trainer contact 3224 5690 or www.multicultural.qld.gov.au)	Executive Director, Corporate and Executive Services	Number of staff attending cross cultural training annually	Ongoing till 10
<b>Strengthening multiculturalism in the Queensland public sector</b>	DME's Multicultural Action Plan is reflected in departmental business planning and organisational arrangements	DG DDG Executive Director, Corporate and Executive Services	All business plans in DME include and align with the department's Multicultural Action Plan	Ongoing throughout 2007-2008 plans and beyond to 2010
	Ensure the recruitment and selection processes are culturally appropriate and target appropriate media and agencies to reach a wider audience from non-English speaking backgrounds	Executive Director Corporate and Executive Services	An increase in the number of applications from target groups	Ongoing throughout 2007-2010
	DME will participate in the Migrant Work Experience program	Executive Director, Corporate and Executive Services	DME receives an annual intake in Brisbane	Ongoing throughout 2007-2008, then review
	Recognise and utilise multicultural competencies of employees through: <ul style="list-style-type: none"> <li>continuing to update and maintain a language skills register of DME staff</li> <li>using specific workforce forums to provide advice on special needs of cultural groups</li> </ul>	Executive Director, Corporate and Executive Services	Language skills register developed and kept current	Ongoing 2007-2010
	Review multicultural actions across the year and identify multicultural best practice within DME so initiatives can be sustained and strengthened over time.	DG DDG Executive Director, Corporate and Executive Services	Plans and activities reviewed and evaluated, best practice publicised and sustained	Ongoing over 2007-2008 and repeat to 2010

<b>Multicultural Policy strategy</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Performance measure</b>	<b>Timeframe</b>
<b><i>Community relations and anti-racism</i></b>	Actively promote multicultural festivals and community events in DME offices		Number of events promoted	Ongoing through to 2008
	Purchase community announcement time from 4EB to broadcast culturally relevant information relating to departmental issues	Director General Executive Director, Corporate and Executive Services	An increase in access to information for targeted communities	As required for appropriate departmental issues till December 2008, then review