


 Our story, our future
 Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19
Annual Report 2018-19
 DEPARTMENT OF TRANSPORT AND MAIN ROADS

Priority area 1: Culturally responsive government

Outcomes

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

Improved knowledge about customers' diversity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • Completed • Partially completed • Not completed 	<i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers.	DCSYW DHPW DJAG	2016-17	Partially completed	The Department of Transport and Main Roads (TMR) continues to consolidate customer information to enable the department to report on the minimum mandatory indicators of country of birth, preferred language and requirement of an interpreter (subject to compliance with privacy requirements).
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	DoE DTMR QCS	2016-19	Partially completed	
Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met.	QFES QH including HHSs QPS	2016-19	Partially completed	

Culturally capable services and programs

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • Completed • Partially completed • Not completed 	<i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.	DESBT DTMR QH RTA SLQ DoE	2016–19	Completed	DTMR - TMR Customer Services Staff regularly work with interpreters to service our culturally diverse customer base. Through implementation of the Work and Welcome program in 2016,2017 and 2018, cultural awareness training was provided to participating hosts.


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A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • Completed • Partially completed • Not completed 	<i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	Partially completed	DTMR - TMR continues to progress towards the sector diversity target for culturally and linguistically diverse groups of 9.5% by 2022. TMR's current representation of culturally diverse employees, who wish to identify, is 6.5% in March 2019.
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG DCDSS DCSYW DSDMIP DLGRMA DoE	2016–19	Completed	DTMR - Human Resources teams across TMR continue to offer awareness sessions on unconscious bias and inclusive recruitment practices for all panel members and hiring managers. 91 emerging leaders in TMR have participated in the inclusive leadership module as part of the Passport 2 Leadership program. This program continues to be rolled out across the department.
Participate in migrant work experience programs, such as the Work and Welcome program.	SLQ DTMR DLGRMA	2016–19	Completed	DTMR - Since 2016, 15 participants have successfully completed the Work and Welcome program with TMR. Four of these participants secured longer term employment with the department in the Customer Service and Information Technology Branches.

Spotlight on asylum seeker and refugee support

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • Completed • Partially completed • Not completed 	<i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Deliver 50 per cent concession fares to asylum seekers and jobseekers through the Fairer Fares package.	DTMR	2016–17	Completed and reported on in 2017-18.	



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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

A respectful and inclusive narrative about diversity

Action	Lead	Timeframe	Progress status	Achievements and outcomes <i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Deliver an integrated public transport system that is safe and accessible to all members of the community and actively work in partnership with ADCQ and QPS to support this.	DTMR ADCQ QPS	2016-18	Completed and reported on in 2017-18 period.	