

TMR Multicultural Action Plan Progress Report

2019–2020 to 2021–2022

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Background

- 'Our story, our future' is the Queensland Government's Multicultural Policy (the Policy) which promotes 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 the *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 **Department of Transport and Main Roads**.

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, (i) click on 'Multicultural Affairs', (ii) click on 'Queensland Government Multicultural Policy and Action Plan'. All sub-actions, where relevant, for the **Department of Transport and Main Roads (DTMR)** 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



Priority area 1: Culturally responsive government

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 Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence 	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
				Completed	<ul style="list-style-type: none"> • The Accessibility and Inclusion Strategy (AIS) - July 2020 aims to improve and increase the scope of services and products that are accessible to Queensland's culturally and linguistically diverse communities.


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<p>Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds.</p>		<p>Multiple agencies, including DTMR</p>	<p>2019–22</p>	<p>On track</p> <p>On track</p> <p>On track</p>	<p>Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <ul style="list-style-type: none"> • The first Accessibility and Inclusion survey was released on 1 June 2020 and had a customer response rate of 1581. The feedback provided customer insights and experiences on the delivery of products and services in building an accessible transport network. Preliminary results indicated 67 per cent of customers reported TMR staff are helpful and courteous and 62 per cent of customers are aware of the interpreter and language services that are available. • In response to COVID-19, Customer Service Centres across Queensland increased the number and type of online products to continue to meet culturally diverse customer needs and ensure customer transactions were safe. • The TransLink and TMR internets both provide access to 'Information in your language'. Customer Service Centres also have a budget for interpreter services, however these are used infrequently as customers from non-English speaking

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				Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence 	Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. backgrounds are usually accompanied by a family member or friend who can translate for them. There are posters visible in all Customer Service Centres that alert customers to the interpreter services available. <ul style="list-style-type: none"> • TransLink conducts research with customers to understand their public transport behaviour, needs and experiences. Care is taken to ensure all research is representative of the entire traveling public, and of the specific group that is being targeted for research.
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"> • Create opportunity for cultural capability development for customer facing staff in the agency. 		DTMR	2019–22		TMR is continuing to develop cultural competence of frontline staff in providing culturally responsive customer service through staff engagement activities and initiatives included:

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				<p style="text-align: center;">Completed</p> <p style="text-align: center;">Completed</p> <p style="text-align: center;">Completed</p>	<p>message in response to the community issue, asking staff to become involved by signing the Racism. It Stops with Me. pledge.</p> <ul style="list-style-type: none"> • World Refugee Day gained momentum with a personal story being shared from a TMR employee about their experience living in a refugee camp. The response from TMR employees indicated a high level of support and empathy with over 200 'likes' and employees sharing personal comments in response. • Reconciliation Week was celebrated with podcasts from prominent people across TMR in recognition of their community engagement. Engagement with Yammer postings increased by 46 per cent from 2019.

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				Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence 	Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. <ul style="list-style-type: none"> • Sorry Day was recognised with a whole of government, TMR led, virtual flag raising ceremony. The Executive Champion for Inclusion and Diversity communications, promoting cultural days of significance to encourage and engage employees, has increased participation by 30 per cent from 2019. Encouraged employees to complete the EEO Census to improve the capture of workforce metrics. The response rate has increased by 4 per cent to 57 per cent total. A cultural diversity intranet page is planned to be implemented as part of the AIS library resource hub, to raise awareness and educate employees on various ethnic communities and their cultural beliefs.
<ul style="list-style-type: none"> • Review and update the online staff cultural capability training to ensure currency and relevance. 		DTMR	2019–22	Completed	All staff are made aware of their responsibilities through education programs provided, including:

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				On track	<ul style="list-style-type: none"> • the decision to mandate the new Human Rights Legislation training, and Inclusion and Accessibility online training, with the total completion rate increasing to 96 per cent. • the launch of 'Starting the Journey' cultural capability online training • cultural capability walks which have reached 100 per cent capacity • Passport to Leadership continues to receive positive feedback from managers completing the inclusive leadership module. <p>The Human Resource Branch (HRB) Learning and Development team will be launching the new LinkedIn Learning platform in October, which hosts over 1000 online modules with more than 30 training modules available on cultural capability and cultural inclusion.</p>

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Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	<p>Legend:</p> <ul style="list-style-type: none"> • On track • Completed • Yet to commence <p>Completed</p> <p>Yet to commence</p>	<p>Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <p>The Department of Transport and Main Roads (TMR) is the shareholder of Transmax Pty Ltd, a supplier of customised Intelligent Transport System (ITS) solutions.</p> <ul style="list-style-type: none"> • TMR is responsible for the appointment process of the independent Board of Directors for Transmax. In 2019, TMR appointed a new Board with two females and one male, exceeding gender diversity targets. These directors were re-appointed in 2020. • Consistent with the policy, TMR considered gender and other diversity factors in its recommendations for appointment. Future appointments will also consider cultural and linguistic diversity.

Mohamed's story from TMR.

In reviewing TMR's progress to engage and empower our staff to be a part of creating Queensland's multicultural values and culture, the story from our own Mohamed during Refugee Week is a powerful and humbling message to us all.

Mohamed shared his story on TMR Yammer with his friends and team mates and as a result many of us identified with his journey, strengthening our individual commitment to shaping a safe and inclusive space for everyone. This story generated more 'likes', shares and comments than any other story posted on Yammer!

Here is Mohamed's story told in his own words....

Hello all, I'm Mohamed, a fellow TMR Family colleague. You may have read my story when I shared it for harmony week & last year's Queensland multicultural month. This week is world refugee week and I thought I would share my story once more, this time sharing a part of my life that I have never revealed, just because it takes me back to bad memories of my past life as a child that I never like to remember, but regardless I'm sharing it now in support of World Refugee Week to raise awareness about refugees. Also, I share this knowing that my story is part of the broader Australian refugee stories and displays an abiding faith in the possibilities of Australia. My family left my country due to civil war. So, what was life like? Gun shots and bomb blasts occurring on a daily basis. Losing family, relatives & friends as the days & months went by, not questioning if we will die at all but wondering when we will die. My dad survived torture, got threatened and ran away for his life leaving us behind. Meanwhile we immigrated from one place to another within the country, but everywhere in the country was the same. My mum got injured because of a bomb blast but luckily survived. We found ourselves on the verge of death, just hours from the end of life. So, we had two options; to stay and face death while moving daily within the country or to immigrate out of the whole country like others were doing hoping to escape death. And in such circumstance, no one would want to die if they can escape and so we decided to immigrate out of the country with others in the hope for a safer place to live. Long story short, after months of long journey surviving human trafficking & all other dangers we could have possibly faced on the way, we ended up in Nakivale Refugee Camp in Uganda where we got re-united with our dad whom we haven't seen for almost five years. We were so happy to get re-united with dad alive and become complete as a family again.

The refugee camp offered us safety, but faced poverty in terms of shortage of food, lack of clean water, electricity, education & basic health facilities as resources were very limited in the camp. That was the life in the refugee camp, but it was better than living in a war zone where you are always on the brink of death. Fortunately, Australia eventually gave me and my family refuge & a new better life. While I faced some tough times in my past, thanks to Australia & its people, today, I have a better life that I could have never dreamed of including being able to go to work and earn a living. For that, to me, Australia means more than a home. I owe a lot to Australia and its amazing generous kind people. Additionally, I am incredibly grateful & privileged for the opportunity to get to contribute to Queensland State Government, in particular to be able to work for a department like TMR which

has many different opportunities, programs, services and products/infrastructures that supports all Australians including Indigenous people, people with disability and linguistically and culturally diverse backgrounds as well as people of diverse genders.

Sadly, refugees still exist today and there are as many as “70.8 Million forcibly displaced people worldwide” according to the latest figures of the United Nations Refugee Agency (UNHCR). Everyone deserves safety and to live in peace. Everyone deserves the opportunity to thrive, and we can all play a role to make this happen. The world is greatly in need of a positive change. With the threat of Covid-19 & many other contemporary unfolding issues, positive change is needed more than ever now, let’s use this week to remember people who aren’t as fortunate as us.

Every refugee individual’s story is different and some of us have had more tougher & more difficult experiences. I hope my story shines some light on the situation of refugees.

If you can help refugees, I ask you to please consider donating to below organizations that relentlessly continue to provide much needed support to refugees. I have directly benefitted from the services of below nonprofit organisations & I know many other refugees who have as well benefitted from their assistance & services free of charge.



- [Multicultural Australia](#) – amongst other good things they do, they help New Queenslanders of refugee background by providing settlement support like connecting them to essential services, their community, employment etc.
- [United Nations Refugee Agency \(UNHCR\)](#) – provide much needed assistance of various kinds to refugees worldwide, from setting up safe refugee camps to getting developed nations to resettle refugees and providing many other vital support.



I know this is Refugee Week, but if you can, it would be great if you are able to extend support to people experiencing mental health issues here at home who are doing tough. Please consider donating to [Headspace](#). Headspace provides much needed support to those suffering from Mental Health. The truth is mental health illness doesn’t discriminate and it can happen to anyone as life is full of many challenges that can’t always be overcome. We are all experiencing the impact of COVID-19. We are all in this together, but many people are doing tough & need our support. Together we can make a difference. Thank you very much for your support & happy refugee week to everyone in TMR Family. It is great to see my employer (TMR) support such week that means a lot to me.



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"> • Include references to the Multicultural Queensland Charter in agency-wide communications and through Director-General messages during Multicultural Queensland Month and broadly. 		DTMR	2019–22	Completed	<p>Director-General messaging has referenced days of cultural significance in over 100 all staff communications, and more broadly in relation to the launch of the TMR Accessibility and Inclusion Strategy (AIS).</p> <p>In Multicultural Queensland Month 2019, the Director- General communications focused on the promotion of sharing cultural insights by attending and supporting key events.</p>

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<ul style="list-style-type: none"> • Support workforce engagement events and forums focused on the Multicultural Queensland Charter and how its principles can be 'brought to life' in the workplace. 		DTMR	2019–22	Completed	There has been a 3 per cent increase from 2019 to 2020 in the number of activities and messages to raise the profile and engagement of staff on cultural days of significance, through DG/Champion messages, Yammer posts and newsreel articles for Ramadan, Reconciliation, Sorry Day, NAIDOC, World Refugee Week, A taste of harmony week and Multicultural Queensland month.
<ul style="list-style-type: none"> • Ensure policy setting and forward-facing customer service areas have access to the Multicultural Queensland Charter and use it as a lens of consideration when developing policies and planning inclusive and respectful service delivery. 		DTMR	2019–22	Completed	<ul style="list-style-type: none"> • All Customer Service Branch offices (CSB) and mobile Customer Service Centres (over 300 across Queensland) have visibly displayed the Multicultural Queensland Charter on staff noticeboards and in kitchens. • The AIS has been published in 12 accessible formats on TMR websites, supported by communication resources in


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				Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence 	Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. alternative languages, for example – Cantonese, Mandarin, Vietnamese, Arabic and Korean. <ul style="list-style-type: none"> • The Multicultural Queensland Charter will guide action and communication plans to implement our AIS deliverables for customers, employees and business partners. • Smart Ticketing is using the Multicultural Queensland Charter to honour and celebrate Queensland's Aboriginal and Torres Strait Islander people and culture by featuring First Nations art on public transport ticketing equipment and infrastructure. The art will be used to engage and educate customers about Queensland's First Nations people and landscape, and aims to inspire a sense of pride, culture and connection in the story it tells.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		All agencies	2019–22		

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none"> Promote the agency's participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign, including on Harmony Day. 		DTMR	2019–22	<p>Legend:</p> <ul style="list-style-type: none"> On track Completed Yet to commence <p>On track</p>	<p>Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <p>The Australian Human Rights campaign – <i>Racism. It stops with me</i> was launched in March 2020, during Harmony Week. The Director-General promoted this campaign in an all-staff message and along with the Senior Leadership team, signed a pledge to demonstrate their commitment and encouraged staff to do the same.</p> <p>In June 2020 this campaign was referenced in a Director- General message in response to TMR staff seeking to support the Black Lives Matter campaign, by signing the pledge to stop racism.</p>
<p>Nil to insert case study.</p>					

Priority area 3: Economic opportunities

Outcomes:

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

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
<p>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.</p>		<p>Multiple agencies, including DTMR</p>	<p>2019–22</p>	<p>Completed</p> <p>On track</p> <p>Yet to commence</p>	<p>Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <p>The OneTMR inclusive entry pathway programs have been redesigned to make it easier for job seekers to find a pathway into TMR. The focus is for job seekers to explore different pathways to launch or further their careers.</p> <p>The entry pathway programs are aimed at removing 'barriers' for an inclusive workplace through graduate programs, work experience, traineeships and internships or cadetships. Each pathway is open to culturally and linguistically diverse (CALD) job seekers.</p> <p>The Aboriginal and Torres Strait Islander traineeship program planned for earlier this year has been delayed due to COVID-19.</p>

