

QUEENSLAND MULTICULTURAL POLICY AND MULTICULTURAL ACTION PLAN 2016–19

ANNUAL REPORT 2017-18

SUMMARY

The Department of Transport and Main Roads (TMR) is responsible for connecting people, places, goods and services across Queensland. We have an important responsibility to the community – almost every Queenslanders uses our roads, transport systems or customer service centres every day.

Our multicultural action plan (the plan) is contributing to improving economic opportunities and supporting inclusive, harmonious and united communities - making it easier for everyone to participate in our community. TMR is continuing to build on the achievements of our previous plan to ensure all Queenslanders have appropriate transport choices, fair access to the transport system and the opportunity to participate economically.

TMR is proud to publish our achievements from the 2017-2018 reporting period.

TMR will continue to work towards the planning and delivery of an inclusive and accessible transport network and associated services for all users aligned to the department's strategic vision: 'Creating a single integrated transport network *accessible to everyone.*'



PRIORITY AREA 1

PRIORITY AREA 1: CULTURALLY RESPONSIVE GOVERNMENT

OUTCOME: IMPROVED KNOWLEDGE ABOUT CUSTOMERS' DIVERSITY

ACTION	LEAD	TIMEFRAME	PROGRESS STATUS	ACHIEVEMENTS AND OUTCOMES
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.	Multiple agencies: DCSYW DHPW	2016-17	On track	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.	DJAG DoE DTMR	2016-19	On track	
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 HHS QPS	2016-19	On track	

OUTCOME: CULTURALLY CAPABLE SERVICES AND PROGRAMS

ACTION	LEAD	TIMEFRAME	PROGRESS STATUS	ACHIEVEMENTS AND OUTCOMES
Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.	Multiple agencies: DESBT DTMR QH RTA SLQ DoE	2016-19	On track	<p>TMR is continuing to integrate the knowledge of cultural groups into our standards, policies, practices and the way we work.</p> <p>An online cultural awareness program has been developed with the support of the Multicultural Development Association (MDA) for hosts of the Work and Welcome program.</p> <p>TMR Customer Service Centre staff work with interpreters to service our culturally diverse customer base.</p>

SPOTLIGHT ON: ASYLUM SEEKER AND REFUGEE SUPPORT

ACTION	LEAD	TIMEFRAME	PROGRESS STATUS	ACHIEVEMENTS AND OUTCOMES
Deliver 50 per cent concession fares to asylum seekers and jobseekers through the Fairer Fares package.	DTMR	2016-17	Completed	

OUTCOME: A PRODUCTIVE, CULTURALLY CAPABLE AND DIVERSE WORKFORCE

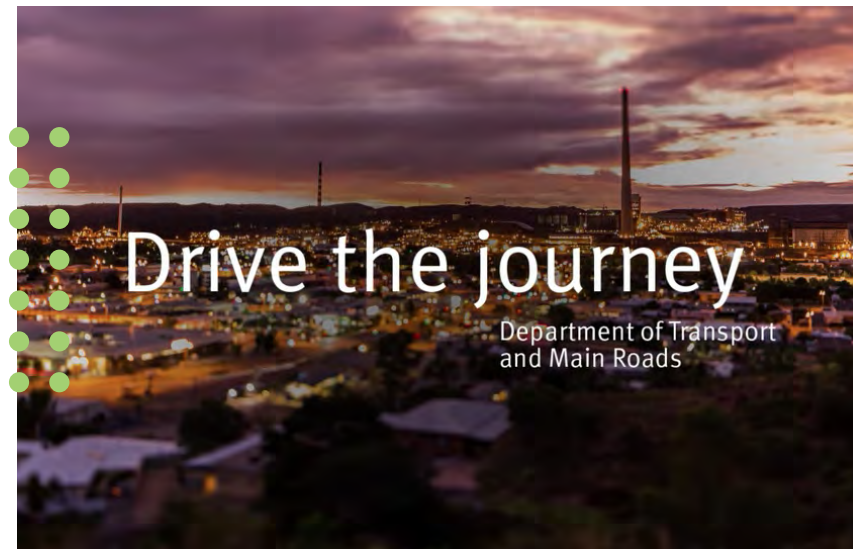
ACTION	LEAD	TIMEFRAME	PROGRESS STATUS	ACHIEVEMENTS AND OUTCOMES
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016-19	On track	<p>TMR is an inclusive organisation which embraces diversity of thought, culture, life experiences and people to ensure we reflect the communities we serve.</p> <ul style="list-style-type: none"> • The <u>TMR Employer Branding Campaign: Drive the Journey</u> features culturally diverse employees sharing their story of working with TMR. • TMR continues to progress against 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 7.6% in July 2018.
Provide training to address unconscious bias and other barriers in recruitment and selection.	DESBT DTMR DJAG DCDSS DCSYW DSDMIP DLGRMA DoE	2016-19	On track	<p>TMR is committed to a working environment that provides full and equal access, participation and opportunities for all employees.</p> <p>Human Resources teams across the department continue to offer awareness sessions on unconscious bias and inclusive recruitment practises for hiring managers and panels.</p> <p>An inclusive leadership module is core to the Passport 2 Leadership program for emerging leaders within TMR.</p>
Participate in migrant work experience programs, such as the Work and Welcome program.	SLQ DTMR DLGRMA	2016-19	Completed	<p>TMR piloted the Work and Welcome Program in partnership with MDA in 2016 with five new Australians participating across Brisbane.</p> <p>The program has been well received and has run annually in both 2017 and 2018. The final group of participants will complete the program in September 2018.</p> <p>Since 2016, 17 participants have successfully completed the Work and Welcome program with TMR. Four of these participants have secured longer term employment with the department in the Customer Service and Information Technology branches.</p>

PRIORITY AREA 2

PRIORITY AREA 2: INCLUSIVE, HARMONIOUS AND UNITED COMMUNITIES

OUTCOME: A PRODUCTIVE, CULTURALLY CAPABLE AND DIVERSE WORKFORCE

ACTION	LEAD	TIMEFRAME	PROGRESS STATUS	ACHIEVEMENTS AND OUTCOMES
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	



The [TMR Employer Branding Campaign: Drive the Journey](#) features culturally diverse employees sharing their story of working with TMR.



In order to better meet the needs of the multicultural community we serve, TransLink has delivered training to its Customer Liaison, Busway Safety and Senior Network Officers about ensuring all our customers feel included and safe on the network.

These customer facing officers play a vital role on Queensland's transport network to assist our customers with advice and support for their travel.

Did you know half of our National Programs team are bi-lingual?

During Multicultural Month the team celebrated their culturally diverse heritage made up of Australian, Greek, Latin American, Maori, Kiwi, Nigerian, Samoan and Thai descents.

The team, part of our Policy, Planning and Investment Division, manage more than \$26 billion in Australian and Queensland Government funding under the current National Partnership Agreement for Land Transport Infrastructure Projects. They find their diversity means they're more culturally aware and appreciative of their differences, which helps in their everyday interactions.



MEET SIMON

Meet our graduate engineer, Simon.

“I came to Australia from Sudan via Egypt as a refugee when I was 11. When I arrived, I didn’t speak any English, so I had to learn quickly.

I was amazed at the different infrastructure in Australia compared to Egypt and it really sparked my interest in engineering,” Simon said.

“I applied for the TMR Graduate Program because I had completed my undergraduate work experience with the department and really enjoyed the work. I gained experience on so many interesting projects.

“The best part of the Graduate Program has been rotations to different areas of the department. I’ve had the opportunity to work in areas that I wouldn’t have naturally gravitated toward and I ended up loving them. My supervisors have been so supportive throughout the program and have taken the time to mentor and train me. I am having a fantastic time on the graduate program and I can’t wait to see what’s ahead.”



Contact for more information

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