



## Aboriginal and Torres Strait Islander Cultural Capability Plan 2021 – 2023

*“The Office of the Information Commissioner (OIC) is committed to promoting and upholding a diverse and inclusive workforce. OIC aims to encourage employees to have an understanding and to celebrate the differences between people and value all contributions, experiences and perspectives.”*

### **Purpose**

The Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Framework (the Framework) was developed by the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) in collaboration with the Public Service Commission, under the leadership of the Cultural Agency Leaders committee.

The Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Framework (the Framework) provides the strategic direction for Queensland Government agencies' cultural capability planning. The framework's strategic vision is to provide effective and responsive services to Aboriginal peoples and Torres Strait Islander peoples by ensuring their perspectives are an inherent part of core business across all agencies out the way we do business so we can ensure that Government policies, programs and services meet the needs of Aboriginal people and Torres Strait Islander people.



**1. Valuing Culture: Recognising, respecting and valuing Aboriginal and Torres Strait Islander cultures is fundamental to improving service delivery.**

Action	Purpose	Measure	Timeframe	Area
1.1 Embed cultural capability in our Strategic Plans and Values statements.	Demonstrates OIC’s commitment to embedding a focus of building a culturally capable workforce to meet the needs of our diverse stakeholders.	OIC Strategic Plan includes Cultural Capability.	To be completed for the next planning cycle for the Strategic Plan – March 2022/ ongoing	Director, Engagement and Corporate Services
1.2 OIC ensures the terms “Aboriginal people and Torres Strait Islander peoples” are used to describe Australia’s Aboriginal people and Torres Strait Islander peoples, instead of acronyms.	The use of the acronym is seen as disrespectful as it joins the two completely different cultures together.  The use of the word Indigenous is also seen as inadequate for representing the two distinct cultures.	Clear, culturally aware and plain language used in our written and verbal communications. This will include documents published on the intranet and internet and when communicating with individuals.  OIC staff refer to resources made available on the intranet including the: - Respectful Language Guide - Cultural Protocol Resources	Commence upon approval of the Cultural Capability Plan/ongoing	Director, Engagement and Corporate Services
1.3 OIC provides executive level support and promotion of significant cultural events and activities by recognising and commemorating significant Aboriginal and Torres Strait Islander events, and by encouraging staff to attend and leading by example in supporting and attending events.	Beneficial in building solid relationships with both staff and OIC’s stakeholders.  Demonstrates respect of the Aboriginal and Torres Strait Islander cultures.  Builds on the cultural understanding of staff by getting them involved in the planning of commemorations and significant cultural events.  Demonstrates to staff that respect is shown by the senior leadership team at OIC.	Creation of a forward planning mechanism around the support and celebration of significant cultural events.  Number of events organised and attended.  Promotion of significant Aboriginal and Torres Strait Islander events through OIC’s existing communication channels, screensavers, signature blocks and messaging by ELT to all staff, together with publishing news stories on the intranet.	Ongoing	ELT  Director, Engagement and Corporate Services



## 2. Leadership and Accountability: All leaders are accountable for demonstrating and promoting cultural capability.

Action	Purpose	Measure	Timeframe	Area	
2.1	OIC will upload the DATSIP online mandatory training module ' <i>Starting the Journey</i> ' onto the OIC Learning Management System (LMS) ELMO.	Provide staff with access to cultural capability training.	All staff complete the mandatory DATSIP training module ' <i>Starting the Journey</i> ': 90% within four weeks of enrolment 100% within 3 months of enrolment	April 2022/ Ongoing	Managers/ Supervisors  Corporate Training
2.2	ELT ensures cultural capability activities are recorded and reported on.	OIC can measure their progress and report on the implementation of the Cultural Capability Plan.	Reporting reflects progress toward cultural capability for OIC.	Immediate/ Ongoing	All senior leaders (report to Corporate Services)
2.3	Senior leaders demonstrate leadership and actively promote cultural capability based on principles listed in the Queensland Government Cultural Capability Framework.	All senior leaders demonstrate a commitment to cultural capability initiatives.	ELT continues to identify and engage with cultural capability awareness opportunities.  ELT actively supports and promotes Aboriginal and Torres Strait Islander cultural events.  ELT supports innovative strategies in line with OIC's strategic plan.	Ongoing	ELT



**3. Building Cultural Capability: Attracting, retaining and developing highly skilled staff is critical to building a culturally capable organisation.**

Action	Purpose	Measure	Timeframe	Area
3.1 Explore opportunities to make cultural capability development and learning opportunities available for relevant staff (in addition to the induction online module) to ensure on-going training opportunities about cultural awareness and building cultural capability skills.	Demonstrates OIC's commitment to ensuring staff are supported to effectively engage with Aboriginal and Torres Strait Islander peoples where relevant to their position/ work group.	Staff are satisfied they have been given adequate opportunities for learning and that they have utilised these opportunities.  Availability of ongoing training and learning opportunities for OIC staff to participate in, as required.	Ongoing	All business areas
3.2 Materials, information and resources to build cultural capability are made available on the OIC intranet.	Having resources online and easily accessible helps with development of staff skills.	Link on OIC's intranet available to materials, information and resources. Staff are aware of the materials and where they can be found.	Existing/ongoing	Director, Engagement and Corporate Services
3.3 Assist recruitment, retention and development of Aboriginal staff and Torres Strait Islander staff by promoting OIC as a culturally capable employer on relevant websites.	Provides a culturally safe environment to support the recruitment, retention and professional development of Aboriginal peoples and Torres Strait Islander peoples.	Cultural capability is included in role descriptions where relevant.  Advertised roles are promoted to networks to ensure more Aboriginal people and Torres Strait Islander people are aware and encouraged to apply.	Ongoing	Director, Engagement and Corporate Services



**4. Aboriginal and Torres Strait Islander Engagement: Sustained, respectful and inclusive engagement is essential to gaining an understanding of Aboriginal and Torres Strait Islander peoples.**

Action	Purpose	Measure	Timeframe	Area	
4.1	Where appropriate, identify and consult with relevant Aboriginal and Torres Strait Islander external stakeholders to reduce unconscious bias in decision making and ensure staff have the required knowledge, skills and behaviours to effectively interact with Aboriginal peoples and Torres Strait Islander peoples.	There are many subgroups within the broader Aboriginal and Torres Strait Islander communities, such as clan groups or organisations that have the right to provide community services. It is critical for maintaining good relationships to identify the correct group who have rights and interests for the issue.	OIC defers to DATSIP's current stakeholder lists when seeking to consult and engage with Aboriginal and Torres Strait Islander stakeholders.  Satisfaction of Aboriginal and Torres Strait Islander stakeholders who engage with OIC.	Ongoing	All business areas
4.2	Outcomes of engagement, in particular any decisions or commitments are recorded.	Staff are more confident when they understand the progress of the negotiation to-date.	A record of engagement is up to date and accessible.	Immediate/ Ongoing	All business areas



**5. Culturally Responsive Systems and Services: Embedding Aboriginal and Torres Strait Islander perspectives into the design, delivery and evaluation of policy, programs and services will lead to better outcomes.**

Action	Purpose	Measure	Timeframe	Area	
5.1	Where appropriate, involve Aboriginal and Torres Strait Islander people (including staff, community, organisations and key stakeholders) in the design, development, delivery, implementation and review of policy, programs and services.	<p>Aboriginal and Torres Strait Islander perspectives are incorporated into agency business. Understanding our stakeholder’s point of view and doing business in a way that incorporates their perspective will help ensure more appropriate and effective outcomes for the clients.</p> <p>OIC works with The Healing Foundation and other key partners nationally and within Queensland to facilitate easier access to historical records of the Stolen Generation across jurisdictions.</p>	<p>Mutually beneficial relationships with Aboriginal peoples and Torres Strait Islander peoples, communities, local councils, and organisations will be maintained and leveraged to support positive outcomes.</p> <p>December 2022</p>	<p>All business areas</p> <p>ELT</p>	
5.2	OIC to provide cultural development seminars/ workshops where knowledge/ skills gaps are identified.	Develop capability by training leaders and employees to better lead, manage change and perform in their roles.	Participation in cultural development courses, seminars/ workshops as required.	Ongoing	All business areas
5.3	OIC to develop culturally appropriate resources, including guidelines and information sheets delivered through a range of mediums.	OIC services are inclusive and accessible to Aboriginal and Torres Strait Islander peoples. This includes delivery of key OIC services to facilitate Aboriginal and Torres Strait Islander people’s access and amendment and privacy rights under the RTI and IP Acts.	Culturally appropriate resources regarding information privacy and information access rights uploaded to OIC intranet and internet.	June 2023	Engagement & Corporate Services, Privacy.