



Key information

Under Section 24 of the *Multicultural Recognition Act 2016* (the Act), agencies with actions in the [Queensland Multicultural Action Plan 2022-2024 \(Action Plan\)](#) are required to publicly report on their progress on an annual basis. This report has been compiled to meet those obligations and outlines activities for 2022-2023.

Scope of reporting

The [Queensland Multicultural Policy](#) and Action Plan aim to achieve positive outcomes for Queenslanders from **culturally and linguistically diverse backgrounds**.

We acknowledge that we are implementing measures to support diversity and inclusion for various cohorts, including Aboriginal and Torres Strait Islander peoples, women, youth, seniors, LGBTIQ+ communities and people with disability. While some of our activities recognise and respond to intersectionality across groups, the purpose of this report is to collect information about activities that specifically focus on achieving outcomes for:

- ***People from diverse cultural, religious and linguistic backgrounds, specifically people from migrant and refugee backgrounds, people seeking asylum and Australian South Sea Islanders¹.***

¹ Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the primary industries. More than 50,000 people came from some 80 Pacific Islands, primarily Vanuatu and the Solomon Islands, and the majority were kidnapped, 'blackbirded' or deceived into coming.

Agency commitments for 2022-24

Each agency has committed to undertaking activities in one or more of the Action Plan's six Key Action Areas. The table below indicates which of the Key Action Areas your agency has committed to and will therefore be required to report on in this template.

Note this table has been updated from the version on page 14 of the Action Plan to reflect the recent machinery of government changes.²

Agency	Key action 1	Key action 2	Key action 3	Key action 4	Key action 5	Key action 6
DEPW	●	●			●	●
DoR	●	●			●	●
DSDILGP	●	●			●	●
DRDMW		●			●	●
DTIS		●		●	●	●
DoE		●	●	●	●	●
DES	●	●				●
DJAG	●	●	●	●	●	●
DPC	●	●	●		●	●
QPS		●	●	●	●	●
QT	●	●		●	●	●
DAF	●	●	●		●	●
DYJESBT	●	●	●	●	●	●
DTMR		●	●	●	●	●
PSC		●		●		
QCS		●	●	●	●	●
QFES		●		●	●	●

² Following MOG changes in May 2023, Action Plan commitments have been reviewed and allocated across Departments accordingly.

QH		●	●	●	●	●
ECQ		●			●	●
LAQ		●	●	●	●	●
QHRC		●		●	●	
QMHC	●	●		●	●	●
RTA		●	●	●		●
TIQ	●	●		●	●	●
TAFE QLD		●	●		●	●
DCSSDS		●	●	●	●	●
DTATSIPCA	●	●		●	●	●
DoH		●	●	●		

● **KEY ACTION 1: Economic participation**

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following outcomes:

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

Agency activities supporting Key Action 1	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Improve accessibility and promotion of existing government funded employment programs to vulnerable jobseekers from culturally and linguistically diverse backgrounds.	Human Resources	On track	<ul style="list-style-type: none"> • <i>Working with Multicultural Australia to identify opportunities for distribution of employment opportunities amongst vulnerable jobseekers from culturally and linguistically diverse backgrounds.</i>

● **KEY ACTION 2: Recruitment and workplace culture**

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 2	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and other employment opportunities such as Graduate Programs.	Human Resources	Complete	<ul style="list-style-type: none"> • Inclusive Marketing and Communication: Used inclusive language in role profiles to encourage culturally diverse applicants to apply for roles. • LinkedIn Engagement: Used the department's LinkedIn page to advertise opportunities to a broad range of jobseekers. • Testimonials and Success Stories: Shared success stories and testimonials of employees from culturally diverse backgrounds on LinkedIn. • University Career Fairs and Networking Events: Participated in university career fairs and networking events to connect with potential applicants from diverse backgrounds including international students. • Right to work in Australia: Educated recruitment and selection panels about eligibility of applicants to work in Australia.

Agency activities supporting Key Action 2	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
			<ul style="list-style-type: none"> • <i>First Nations candidates provided with opportunities for support through recruitment and selection processes and includes employment of First Nations trainees, university cadets and graduates.</i>
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	Human Resources	On track <i>Ongoing</i>	<ul style="list-style-type: none"> • Online module: All employees on recruitment and selection panels must complete the department's Recruitment and Selection online learning module which addresses unconscious bias in recruitment. • Talent Manager Network: Each recruitment and selection panel should consist of a member of the department's Talent Manager Network. Talent Manager Network members are a diverse range of employees from various backgrounds and lived experiences who have undergone Recruitment and Selection training to provide an extra level of knowledge to panels. • <i>Building on the strengths of our stories includes component on specific unconscious bias against First Nations peoples.</i>
Revise recruitment and selection processes such as highlighting agency's recognition of the benefits of a diverse workforce and inclusive workplace in job descriptions to encourage culturally diverse talent to apply, addressing the impact of unconscious bias and considering the 'two in the pool' approach to shortlisting.	Human Resources	On track <i>Ongoing</i>	<ul style="list-style-type: none"> • Inclusive Marketing and Communication: Used inclusive language in role profiles to encourage culturally diverse applicants to apply for roles.

Agency activities supporting Key Action 2	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
<p>Create partnerships with TAFE or Universities, particularly at Career Fairs or Employment Expos, to help increase exposure and awareness of Queensland Government job opportunities to young people from culturally and linguistically diverse backgrounds and encourage them to consider alternative career pathways.</p>	<p>Human Resources</p>	<p>On track <i>Ongoing</i></p>	<ul style="list-style-type: none"> • University Career Fairs and Networking Events: Participated in university career fairs and networking events (Including Queensland University of Technology, University of Queensland, Griffith University, University of Sunshine Coast and University of Southern Cross) to connect with potential applicants from diverse backgrounds including international students. • Right to work: Educated international students about working rights and the roles they are eligible to apply for. Provided information about what they need to include in their applications.
<p>Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.</p>	<p>Human Resources</p>	<p>Complete</p>	<ul style="list-style-type: none"> • Bilingual employees: Featured multilingual employees and the languages they speak on the department's Intranet page should employees require assistance interacting with clients or customers from diverse backgrounds.

● **KEY ACTION 5: Interpreters and communication strategies**

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Queensland gets the most benefit from our diversity and global connections*
- *Individuals are supported to participate in the economy.*

Agency activities supporting Key Action 5	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers.	Human Resources	Complete	<ul style="list-style-type: none"> • Hosted three learning events for employees during Multicultural Queensland Month 2022. The sessions included how to navigate different cultures, respectfully and effectively interact with people from different cultures and how to access interpreters.

● **KEY ACTION 6: Address racism and discrimination, and promote inclusion**

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 6	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.	A&TSI Futures Human Resources	On track	<ul style="list-style-type: none"> • <i>Building on the Strengths of our Stories (BOTS) training for all staff covered off on everyday and systemic racism and the responsibilities of staff to address.</i>
Promote education, training and resources addressing	Human Resources	Complete	<ul style="list-style-type: none"> • <i>Promoted Racism. It Stops With Me. campaign and respective tools and resources to help people and organisations learn about racism and stand against it by acting for positive change.</i> • <i>Hosted three separate events for Multicultural Queensland Month 2022 to help staff a) navigate different cultures b) develop their cultural competency and c) tell their own stories and challenge racism.</i>

Agency activities supporting Key Action 6	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
systemic issues of racism, discrimination, diversity and inclusion.			