

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2023-24
Department of the Premier and Cabinet

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 (MOG) changes.¹

Agency	Key action 1	Key action 2	Key action 3	Key action 4	Key action 5	Key action 6
DEC	●	●			●	●
DoR	●	●			●	●
DSDI	●	●			●	●
DRDMW		●	●		●	●
DTS		●		●	●	●
DoE		●	●	●	●	●
DESI	●	●				●
DJAG	●	●	●	●	●	●
DPC	●	●			●	●
QPS		●	●	●	●	●
QT	●	●		●	●	●
DAF	●	●	●		●	●
DESBT	●	●	●	●	●	●
DTMR		●	●	●	●	●
PSC		●		●		
QCS		●	●	●	●	●
QFD		●		●	●	●
QH		●	●	●	●	●
ECQ		●			●	●
LAQ		●	●	●	●	●
QHRC		●		●	●	
QMHC	●	●	●	●	●	●
RTA		●	●	●		●
TIQ	●	●		●	●	●
TAFE QLD		●	●		●	●
DCSSDS	●	●	●	●	●	●
DTATSIPCA	●	●		●	●	●
DHLGPPW		●	●	●	●	
DYJ	●	●			●	

¹ Following MOG changes in December 2023, Action Plan commitments have been reviewed and allocated across departments accordingly.

● **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	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
The Department of the Premier and Cabinet (DPC) will encourage increasing use of social clauses in tenders and contracts to purchase additional social benefits when contracting mainstream suppliers.	Delivered	DPC continued to consider opportunities for social enterprises through the application of the Procurement and Contract Management Policy and Guidelines. It also ensured that significant procurement plans included strategies to achieve value for money, including social outcomes. DPC continued to incorporate social clauses within procurement activities to drive social benefits, where appropriate. It made available updated and free eLearning entitled 'Introduction to Social Procurement' to all DPC staff
Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement.	Delivered	DPC continued to promote awareness of the Social Traders Portal, where appropriate. It also made available updated and free eLearning entitled 'Introduction to Social Procurement' to all staff.

● **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	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
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.	Delivered	<p>The Policy Futures Graduate Program is a DPC-led whole-of-government program that provides an entry level pathway for candidates from diverse backgrounds. The program's eligibility criteria require candidates to be an Australian citizen or resident and have unrestricted working rights under Australian Commonwealth law. This means international students who have long term graduate visas can apply for the program.</p> <p>The program actively seeks to attract candidates from diverse backgrounds through advertising widely, engaging directly with university diversity support units and international student associations across Australia and partnering with industry groups such as GradWISE.</p> <p>Profiles on advertising platforms such as Prosple and GradConnection contain diversity badges to indicate to potential candidates that Policy Futures is a diverse and inclusive employer.</p> <ul style="list-style-type: none"> • Numbers of candidates who applied for the Policy Futures Graduate program from culturally and linguistically diverse backgrounds are continuing to increase year on year, from 25.9 per cent in 2022, 30.8 per cent in 2023, to 32.3 per cent in 2024. • This year 23.9 per cent of candidates who were offered a place on the program are from culturally and linguistically diverse backgrounds, as compared to 21.9 per cent last year.

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	Delivered	<p>DPC's recruitment and selection intranet content has been updated and resources added to support panels in considering and addressing unconscious bias. In addition, DPC has also provided staff with access to relevant training.</p> <ul style="list-style-type: none"> • 61 DPC employees undertook Unconscious Bias Training during the reporting period, bringing the total number of DPC employees who have undertaken this training to 153. • 29 Policy Futures graduates also undertook the training during the reporting period. Unconscious bias training is included in core learning and development offering under the Policy Futures program. • 4 employees have completed unconscious bias in recruitment and selection training during the reporting period.
Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government	Delivered	<p>The Protocol and International Engagement team coordinate official functions hosted by the Premier for multicultural communities. These included the February 2024 Lunar New Year Reception and the November 2023 Indian Community Reception. This team invites other DPC employees to participate in the implementation of these events, providing an opportunity for employees, including bicultural and bilingual employees, to contribute to successful event delivery.</p>
Collect, analyse, and report on data relating to culturally and linguistically diverse recruitment, employment, retention, and career progression to leadership positions.	Delivered	<p>DPC has undertaken its second equity and diversity data audit, including data relating to culturally and linguistically diverse employees. This audit was undertaken in accordance with Chapter 2, Part 2 of the <i>Public Sector Act 2022</i>, and resulted in the development and publication of an Equity and Diversity Action Plan, reviewed annually.</p> <p>Key learnings of the latest audit and report:</p> <ul style="list-style-type: none"> • of 120 DPC roles advertised on Smart Jobs between July 2023 and June 2024, culturally and linguistically diverse (CALD) applicants applied for 117 of these, with a total of 971 CALD applicants identifying at point of application. As recruitment data for advertised vacancies is de-identified, it is not possible to track the conversion of these applications to appointments. • Data on employees who speak a language other than English at home was not available in the 2023 Working for Queensland (WfQ) survey results due to the merging of this category with other response types. However, 10 per cent of DPC WfQ respondents were born overseas in a mainly non-English speaking country, up from seven per cent in 2022. • The June 2024 Minimum Obligatory Human Resource Information (MOHRI) data showed eight per cent of employees speak a language other than English at home. The sharing of diversity data by employees is voluntary and many DPC employees have not updated MOHRI responses relating to CALD identities since the diversity data definitions changed. • Due to low numbers of employees identifying as CALD in MOHRI data, meaningful analysis of career progression is not possible, but employees who speak a language other than English at home span every classification from AO3 to SES.

● **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	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Provide and support staff to access cultural awareness training and resources.	Delivered	<p>DPC Speakers series event with advocate for diversity and inclusion, Sheetal Deo, on 17 March 2024 where Sheetal discussed:</p> <ul style="list-style-type: none"> • her personal story including intersections of her identity • her thoughts and reflections on the International Day for the Elimination of Racial Discrimination and what being anti-racist means • how to foster cultural safety and belonging for people with diverse backgrounds in the workplace • elaborating on using power and privilege to support and empower others. <p>Sheetal provided attendees with an understanding of racism and anti-racism and identify anti-racist behaviours they can exhibit, and an understanding of intersectionality and how peoples lived experience of various parts of who they are can be impacted by cultural background.</p> <ul style="list-style-type: none"> • The budget for this event was allocated as part of our annual Diversity, Inclusion and Belonging program. • The event was open to all Queensland Government employees, with 287 in attendance either in person or via livestream. • Qualitative and quantitative evidence: <ul style="list-style-type: none"> ○ 100 per cent of attendees would recommend the event to a colleague ○ 92 per cent of attendees would do something different as a result of attending the event. <p>The Multicultural DPC intranet page provided all employees with research and resources to support growth of cultural awareness. The page is always available but is promoted in support of key dates in the cultural diversity calendar such as International Day for the Elimination of Racial Discrimination, and Multicultural Queensland Month. Resources include:</p> <ul style="list-style-type: none"> • Diversity Council of Australia words at work – Culturally Inclusive Language Guide • Unite against Racism toolkit • Queensland Human Rights Commission facts sheets • links to Harvard University's Project Implicit assessments to assess unconscious bias.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people experience difficulties communicating in English, the provision of multilingual information and communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness)</p>	<p>Delivered</p>	<p>Promotion of culturally community activities on Qld.gov social media channels (Facebook and Instagram).</p> <p>Provided guidance to other departments and agencies through the Government Advertising and Communication Committee process, ensuring that they are strategic in their approach to communicating with CALD audiences.</p>

● **KEY ACTION 6: Address racism, 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	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	Delivered	<p>DPC uplifted employee cultural capability through a number of initiatives and the provision of resources –outlined in reporting against Key Actions 2 and 5:</p> <ul style="list-style-type: none"> • DPC Speakers series • Unconscious Bias Training • All Voices. <p>Further to this, DPC highlighted, celebrated, and communicated a diverse calendar of events and key dates including:</p> <ul style="list-style-type: none"> • Multicultural Queensland Month • International Day for the Elimination of Racial Discrimination • World Refugee Day • Zero Discrimination Day • World Day for Cultural Diversity for Dialogue and Development • Lunar New Year. <p>Activities for these events included employee morning teas, All Voices profiles, speaker events, and self-guided learning through the provision of resources, research, and information, sharing of information through internal communications channels including Yammer, Director-General and Associate Director-General newsletters, and Intranet articles.</p>

<p>Agency activities supporting</p> <p>Key Action 6</p>	<p>Progress status for 2023-24</p>	<p>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</p>
<p>Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.</p>	<p>Delivered</p>	<p>Through All Voices employee profiles, DPC highlighted the benefits of diversity including the benefits of cultural diversity.</p> <ul style="list-style-type: none"> • During the reporting period, four of the eight profiles published have touched on cultural diversity or immigration stories. This included one profile specifically aligning with Multicultural Queensland Month and highlighting a positive immigration story. • Each story highlighted the concept of belonging and the positive benefits that come from embracing our cultural diversity.
<p>Build and strengthen partnerships with those committed to combatting racism and discrimination, such as the Diversity Council of Australia, the Australian Race Commissioner, and the Queensland Human Rights Commission.</p>	<p>Delivered</p>	<p>DPC has entered its fifth year of partnering with Diversity Council Australia (DCA). It promoted DCA resources and webinars wherever possible and applicable, and in alignment with key dates and initiatives.</p> <ul style="list-style-type: none"> • Budget expenditure 2023-24 was \$3,049 <p>DPC engages the Queensland Human Rights Commission to deliver Unconscious Bias Training twice annually.</p> <ul style="list-style-type: none"> • Budget expenditure 2023-24 was \$1,985 • 61 participants during the reporting period. <p>The Policy Futures graduate program engaged a further session for 29 participants at a cost of \$846.</p>