

**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2022-24**

Annual Reporting for 2022-23
Department of the Premier and Cabinet

Agency commitments for 2022-24¹

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

¹ Note this table has been updated from the version on page 14 of the Action Plan to reflect the recent machinery of government changes.

● **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 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>
DPC will encourage increasing use of social clauses in tenders and contracts to purchase additional social benefits when contracting mainstream suppliers.	On track	<ul style="list-style-type: none"> • The Department of the Premier and Cabinet (DPC) continues to encourage the use of social clauses in tenders and contracts where applicable. • In the 2022-23 financial year, procurements both in the General Goods and Services and the ICT category have included clauses/questions in tender documents requiring Suppliers to declare what they are doing to generate social benefits such as engaging with social enterprises, as well as how they are increasing employment opportunities for disadvantaged or vulnerable jobseekers. • All tender processes require Suppliers to self-report on whether they classify as a Social Benefit Supplier (social enterprises, Aboriginal and/or Torres Strait Islander businesses). • Social Enterprise spend in the 2022-23 financial year was \$35,280 (GST excl) DPC internal procurement policy documents have been updated to incorporate social procurement considerations and a checklist which includes social procurement has been created for use in all relevant procurement activity.
Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement.	On track	<ul style="list-style-type: none"> • The Department of the Premier and Cabinet (DPC) continues to promote awareness of the Social Traders Portal to staff in planning stages for procurement. • DPC has created and facilitated internal training sessions to increase knowledge and awareness of social procurement practice including how to access the Social Traders Portal, and highlighting its alignment with Queensland Procurement Policy • The procurement team is notified of all upcoming market opportunities over \$10,000 which provides opportunity to ensure social procurement is considered where possible.

● **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 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.	On track	<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 across Australia and partnering with industry groups such as Grad Wise.</p> <p>Profiles on advertising platforms such as Grad Australia and Grad Connection, 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 increased from 25.9% in 2022 to 30.8% in 2023. • This year 21.9% of candidates who were offered a place on the program are from culturally and linguistically diverse backgrounds as compared to 15.9% last year.

Agency activities supporting Key Action 2	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>
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	On track	In 2022, DPC's best practice was to encourage at least one panel member per recruitment process to have undertaken Unconscious Bias Training. This requirement will increase over time, and by the end of 2023 all panels will need to have at least one member who has undertaken Unconscious Bias Training. <ul style="list-style-type: none"> • Number of DPC employees who have undertaken Unconscious Bias Training during the reporting period: 51 • Total number of current DPC employees who have undertaken Unconscious Bias Training: 93 • 2 employees have completed Discrimination Awareness in QLD training during the reporting period.
Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government	On track	Protocol and International Engagement team coordinate official functions hosted by the Premier for multicultural communities. These include the February 2023 Lunar New Year Reception, the October 2022 African Community Reception, and the October 2022 Indian Community Reception. Protocol 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.
Collect, analyse and report on data relating to culturally and linguistically diverse recruitment, employment, retention and career progression to leadership positions.	On track	DPC has undertaken a review of data relating to culturally and linguistically diverse employees in accordance with Chapter 2, Part 2 of the <i>Public Sector Act 2022</i> , this includes: <ul style="list-style-type: none"> • undertaking a diversity data audit of our workforce • preparing the subsequent audit report for approval of our Director-General and providing this to the Special Commissioner, Equity and Diversity • developing a related Equity and Diversity Action Plan (now published) • of 136 DPC roles advertised on SmartJobs between July 2022 and May 2023 (latest data available) CALD applicants applied for 117 of these, with a total of 828 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. • DPC has adopted the sector target of 12% of employees coming from culturally and linguistically diverse backgrounds, who speak a language other than English at home. In the 2022 Working for Queensland Survey 10% of our employees identified as speaking a language other than English at home. Comparatively, the September 2022 Minimum Obligatory Human Resource Information (MOHRI) data showed 3.09% of employees, noting that sharing of diversity data by employees is voluntary. • Due to low numbers of employees identifying in MOHRI data, meaningful analysis of career progression is not possible but other methodologies for analysis will be explored. • DPC has also expressed interest in the Diversity Council Australia RISE initiative to support career progression of CALD women, and is awaiting further information on the initiative.

● **KEY ACTION 3: Culturally responsive services**

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). 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.*

Agency activities supporting Key Action 3	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>
Engage with culturally and linguistically diverse clients and communities through the Regional Community Forum Program to seek their feedback on the level of engagement of CALD communities in the forum program.	On track	<ul style="list-style-type: none"> • DPC is working with Multicultural Affairs Queensland to develop an approach to audit the cultural responsiveness of the Regional Community Forum program. • This will include determining a baseline measure of how well people from a CALD background have been engaged in past forums, and implementing actions to proactively increase participation by regional CALD communities in future events. • The communities this will cover stretch from Far North Queensland, to the Darling Downs and in between.

● **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 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 and support staff to access cultural awareness training and resources.	On track	<p>DPC Speakers series event with Akii Ngo on March 23, 2023 reflected on lived experience as a child of refugee parents and the barriers faced when seeking support with disability and as a victim-survivor of intimate partner violence.</p> <ul style="list-style-type: none"> • Budget for this event is allocated as part of our annual Diversity, Inclusion and Belonging program. • The event was open to all Queensland Government employees with 272 in attendance either in person or via livestream. • Qualitative and quantitative evidence: <ul style="list-style-type: none"> ○ 98% of attendees agreed or strongly agreed the event met their expectations ○ 93% of attendees would do something different as a result of attending the event ○ 100% would recommend Speaker series events to their colleagues <p>The Multicultural DPC intranet page provides 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"> ○ DCA 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

Agency activities supporting Key Action 5	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>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>On track</p>	<p>The <i>Think Talks</i> speakers series on Thursday 18 August 2022 was presented by Lisa Ward, Chief Executive Officer, Ethnic Communities Council of Queensland (ECCQ), and Hong Do, ECCQ Program Manager for Chronic Diseases. The virtual session was attended by approximately 200 Queensland Government marketing, communication and events officers and presented real-world examples of communications and theoretical underpinnings to ensure that communication material reaches Queensland's diverse communities.</p> <p>The presentation was recorded and is available on Marketing Matters. The presentation also included contact details for ECCQ.</p>

● **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	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>
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	On track	<p>DPC uplifts employee cultural capability through a number of initiatives and the provision of resources – this is outlined in reporting against Key Actions 2 and 5:</p> <ul style="list-style-type: none"> • Speakers series • Unconscious Bias Training • Multicultural DPC Intranet page • All Voices (see below action re good news stories) <p>Further to this we highlight, celebrate and communicate 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 ○ Harmony Week <p>Activities for these events include employee morning teas, All Voices profiles, fundraising for refugee initiatives, speaker events, and self-guided learning through the provision of resources, research and information.</p>

Agency activities supporting Key Action 6	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>Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.</p>	<p>On track</p>	<p>Through our All Voices employee profiles, DPC highlights the benefits of diversity including the benefits of cultural diversity.</p> <ul style="list-style-type: none"> • During the reporting period we have published three profiles that have touched on cultural diversity, or immigration stories.. This includes one profile specifically aligning with Multicultural Queensland Month and highlighting multilingualism. • Each story highlighted the concept of belonging and the positive benefits that come from embracing our cultural diversity. <p>In addition, the checklist for the production of Queensland Government advertising and marketing communication creative materials has been updated to include a reference to ensure creative materials accurately reflect the cultural diversity of Queensland in a fair, representative and inclusive manner. The checklist has been developed by the Government Advertising and Communication Committee (GACC) Secretariat in DPC to ensure all advertising and marketing communication material distributed by the Queensland Government reflects Queensland values and way of life.</p>
<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>On track</p>	<p>DPC has entered our fourth year of partnering with Diversity Council Australia (DCA), we promote 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 FY 2022/2023 \$3049 <p>DPC works regularly with the Queensland Human Rights Commission (QHRC) to deliver Unconscious Bias Training twice annually.</p> <ul style="list-style-type: none"> • Budget expenditure FY 2022/2023 \$1638 • 51 participants during the reporting period <p>QHRC's Discrimination Awareness in Queensland Training is always available on DPC's learning management system and two employees undertook the training in the reporting period.</p> <p>We have approached the Australian Human Rights Commission (AHRC) regarding the delivery of in-person Anti-Racism Training. AHRC are currently developing a half-day program and will contact DPC when the program is available.</p>