

Queensland Multicultural Policy “Our story, our future”

Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2023–24

Department of State Development and Infrastructure

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 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Encourage increasing use of social clauses in tenders and contracts to purchase additional social benefits when contracting mainstream suppliers	Delivered	<ul style="list-style-type: none"> » The department continues to encourage and promote engagement with social enterprises for all procurement. Specific clauses have been included in tender documentation for social benefits in all Significant Procurement Planning and Tender Templates since 2022. » All tender documentation includes clauses that require suppliers to confirm compliance with the Queensland Government Supplier Code of Conduct since January 2019. The Queensland Government Supplier Code of Conduct specifically outlines social expectation of suppliers (including health and safety, family and domestic violence, fair treatment of employees, human rights, workplace diversity and quality/secure local jobs) and the requirement for suppliers to comply with relevant legislation.
Identify barriers and develop initiatives to improve access to Government small business and mentoring programs, QTenders and grants, by people from culturally and linguistically diverse backgrounds. Initiatives may include training, community information sessions,	Delivered	<ul style="list-style-type: none"> » Complex and lengthy procurement documentation was identified as a barrier. To address this, the department simplified procurement tender templates for lower value / lower risk procurement activities, reducing the volume of documentation required for suppliers to review and respond to. » To assist businesses in developing and improving tender responses, the department released a webinar series "Why choose your business," consisting of 6 learning modules: https://www.statedevelopment.qld.gov.au/news/our-channels/events/workshops-and-seminars

Agency Activities Supporting Key Action 1	Progress Status 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
targeted advertising and website enhancements.		
Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement.	Delivered	The department continues to promote social procurement through: <ul style="list-style-type: none"> » having the Social Traders Portal available to all staff via the department’s intranet » reviewing forward procurement pipeline to identify opportunities suitable for targeted procurement strategies » using the whole-of-government Social Procurement Dashboard as part of procurement planning phase to identify social opportunities » providing opportunity for staff to participate in targeted social procurement training: “Social Procurement Planning” (13 September 2023); “Small Spend = Big Impact” (18 June 2024); “Becoming Champions of Impact” (25 June 2024) and “Introduction to Social Procurement” e-learning module.
Review agency grants processes to ensure they are accessible to applicants from new and emerging communities by using clear language, translating information where relevant, and providing constructive feedback on unsuccessful applications submitted by community organisations.	Delivered	<ul style="list-style-type: none"> » The department continues to review grant processes as part of a broader program. Documentation has been reviewed and will continue to be regularly reviewed and improved to facilitate clarity and ease of understanding. » Qualified interpreting services are provided as required and constructive feedback is provided upon request to assist applicants to improve future submissions.

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 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>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.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> » The department continues its efforts to appeal to people of cultural and linguistically diverse backgrounds through its recruitment advertising strategies, including: <ul style="list-style-type: none"> - completion of a comprehensive review of recruitment and selection materials to include strategies on how to encourage applications - emphasising the need for alternative advertising options (i.e. tailored and targeted advertising) with prospective selection panel chairs/members - promoting the use of additional media platforms that appeals to audiences with diverse backgrounds (i.e. Koori Mail, Multicultural Australia, Ethnic Communities Council of Queensland). » Additional funding was allocated for talent attraction in regional areas for Aboriginal peoples and/or Torres Strait Islander peoples seeking traineeships and graduate placements. » The department’s Graduate Program and participation in the Future’s Graduate Program provides an opportunity to promote the employment of people from culturally diverse backgrounds.
<p>Implement initiatives to raise awareness about and address unconscious bias in recruitment</p>	<p>Delivered</p>	<p>The department continues to raise awareness of unconscious bias, by:</p> <ul style="list-style-type: none"> » implementing unconscious bias training to all employees through an online learning module » updating recruitment and selection materials to encourage selection panel members to undertake the Harvard Implicit Association Test (IAT) to gain greater awareness about one’s own biases, preferences and beliefs » promoting a webinar on elimination of racism that includes discussion of unconscious bias » sharing news stories – such as an ‘unconscious bias tip sheet’ and providing additional information about making reasonable adjustments through recruitment and selection processes.
<p>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.</p>	<p>Delivered</p>	<p>The department continually reviews recruitment and selection materials, to implement the <i>Public Sector Act 2022</i> and new Recruitment and Selection Directive requirements for an inclusive and diverse workforce. We have:</p> <ul style="list-style-type: none"> » reviewed and updated the role profile for impact and appeal to culturally diverse people. Role descriptions include a statement about being an equal opportunity employer and encourages people from culturally diverse backgrounds to apply » included a statement under the ‘working with us’ page of the departmental website about cultural diversity alongside the Multicultural Action Plan » made information available to selection panel chairs/members on how to consider equity, diversity and inclusion at the forefront in their recruitment and selection planning » incorporated equity, diversity and inclusion principles into training programs and information sessions targeted at leaders and hiring managers

Agency Activities Supporting Key Action 2	Progress Status 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<ul style="list-style-type: none"> » refreshed our approach associated with talent attraction and are working to ensure attraction strategies are as appealing as possible to different groups – including adjustments available through the selection process and that modern and flexible approaches are taken to selection processes.
<p>Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> » Existing employees from culturally and linguistically diverse backgrounds have previously featured in branding opportunities to promote the department as an attractive employer. » South Sea Islander employees have the opportunity to: <ul style="list-style-type: none"> - share skills and knowledge through the department’s Mari Dhiyaan (meaning Aboriginal family in Gamilaraay language from South-Western Queensland) network - participate in discussions with department leadership around inclusion and diversity risks and opportunities. » The department provides a range of ongoing professional development activities to its employees – including to employees of culturally and linguistically diverse backgrounds. This includes: <ul style="list-style-type: none"> - access to online training such as “SBS inclusion – cultural diversity” series - a vast suite of cultural diversity programs available through LinkedIn Learning. » The department is maintaining work to reorient leadership and employee performance management/engagement around individual strengths. This approach has a strong benefit for those from diverse backgrounds who are encouraged to contribute in ways that most suit their style and preferences.
<p>Collect, analyse and report on data relating to culturally and linguistically diverse recruitment, employment, retention and career progression to leadership positions.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> » The department regularly reports on representation of people from culturally and linguistically diverse backgrounds in the workforce. This occurs through dashboard reporting to track representation over time and reports are made available to departmental leaders and relevant governance committees for monitoring and oversight. » Applicant data and other related metrics from the annual Working for Queensland survey is periodically analysed. Most recently, we released the annual Equity and Diversity Audit Report which examined attraction, retention, leadership progression and workplace experiences of cultural and linguistically diverse people. The findings were shared broadly to encourage insights and subsequent action.
<p>Develop strategies to address any identified under-representation of employees from culturally diverse backgrounds, including representation of Australian South Sea Islander peoples amongst agency staff.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> » The department continues to implement strategies to attract, select and retain employees from culturally diverse backgrounds. We have: <ul style="list-style-type: none"> - a dedicated talent acquisition officer to support developing strategies to improve representation of cultural and linguistically diverse people - reported and discussed strategies, risks and opportunities for action at the department’s People and Culture Committee comprising of Senior Executives - concentrated our efforts to improve internal recruitment and selection guidelines and training to support quality selection decision making that considers inclusively and awareness of unconscious bias - recruitment collateral (videos) that feature employees who are bi-lingual and born overseas

Agency Activities Supporting Key Action 2	Progress Status 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<ul style="list-style-type: none"> - continued to run awareness campaigns to recognise and celebrate important days that acknowledge the importance of diversity and multiculturalism in Australia (such as Harmony Day, Multicultural Queensland month) to support word of mouth recommendations for the department as an attractive employer. » Currently, the department falls shy of its target for representation (12%) but both the rate of applications and representation results according to the annual Working for Queensland survey are positive indicators for the future.

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 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>	<ul style="list-style-type: none"> » The department has developed educational awareness content to promote the usage of interpreter and relay services to guide improved communication with culturally and linguistically diverse communities. » Interpreter service information is available on the intranet and distribution of interpreter cards were issued to Office of Industrial Relations office locations. » Over \$9,000 was spent on interpreter services for this reporting period.

Agency Activities Supporting Key Action 5	Progress Status 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>Develop targeted communication and engagement plans that consider multiple formats and modes of delivery, including use of Plain English and audio-visual resources, and targeted and trusted communication channels utilised by diverse communities.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> » The department is committed to inclusivity and accessibility in its services, including our Culturally and Linguistically Diverse (CALD) audiences. We have developed communication and engagement plans using a variety of delivery (for example, audio-visual resources and includes multilingual resources on our web pages and printed materials). » From a communication campaign perspective, the department has CALD quotas in research samples to ensure we appropriately represent all Queenslanders. Engaging translation services is a critical part of our campaign asset production, for example community radio placements, and closed captioning for audiovisual communicate. Accessibility standards are referenced when creating digital resources, such as websites and social media content, to ensure they are usable by people regardless of their abilities or cultural background. » The Queensland Government website standards, guidelines, and templates cover various aspects of online content, including accessibility. Such standards commonly adhere to best practices like those outlined by the Web Content Accessibility Guidelines (WCAG). These guidelines would typically include provisions for: <ul style="list-style-type: none"> - multilingual content, offering information in various languages to accommodate non-English speakers - consideration for cultural differences in content presentation and etiquette - accessibility features for those with disabilities, including alternative text for images, transcripts for audiovisual media, and support for assistive technologies - readability and clarity in content to make it understandable by individuals with different levels of language proficiency.

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 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> » Ongoing training programs continue to be offered to employees to develop cultural awareness and understanding, including: <ul style="list-style-type: none"> - 'Diversity in the workplace' - 'Managing unconscious bias' - SBS Inclusion Program - 'Appropriate Workplace Behaviour' and 'Cultural Diversity' - The Queensland Human Rights Commission's 'Diversity Awareness' module - Griffith University's MATE Program: 'Creating Respectful Workplaces Workshops'. » The department promotes and celebrates Harmony Day, Multicultural Queensland Month and International Day of Elimination of Racial Discrimination. » The department also has membership with of the Diversity Council of Australia which promotes further capability development opportunities (e.g. webinars) directly to staff. This is complimented by various promotions of the department to support and encourage participation. » Over \$14,000 was spent in the reporting period on external Cultural Events of Significance for Aboriginal peoples and/or Torres Strait Islander peoples with intersectionality cross overs for example to Australian South Sea Islander peoples. » The department's intranet updated to include resource links to a range of cultural days of significance including resources around literacy, languages and human rights.
<p>Senior Executives provide clear messages affirming the agency's commitment to zero-tolerance to racism and discrimination and encouraging anti-racism initiatives in their agency.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> » Senior leaders regularly communicate a strong position on zero tolerance to racism, discrimination and provide information about processes/procedures in place to raise grievances about racism and discrimination through every-day work dialogue. These messages are re-emphasised around key event dates and in all-staff communications and forums. » The department's inclusion and diversity policy require that all managers and executives challenge inappropriate behaviours and foster a workplace free from discrimination. » Senior executives' performance agreements include objectives for providing leadership to a physical and emotionally safe, healthy, diverse, and inclusive workforce.
<p>Review agency policies and practices to eliminate systemic discrimination</p>	<p>Delivered</p>	<ul style="list-style-type: none"> » The department continues to review its policies within a scheme of continuous improvement, monitoring and listening to feedback (i.e. via the Working for Queensland survey) and adapting accordingly. » The department's Inclusion and Diversity; and Workplace Conduct and Behaviour policies clearly state that the department does not tolerate discrimination. This is reviewed through the lens of annual Working for Queensland Employee Opinion Survey results – which gather perceptions about discrimination and discriminatory practices from all employees. Wherever identified this information is used for continuous improvement efforts to address any existence of systemic discrimination.

Agency Activities Supporting Key Action 6	Progress Status 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<p>» An audit of the department’s equity and diversity during the reporting period identified that the department is attracting a good proportion of applicants from culturally diverse background when advertising job vacancies, but that this is not translating to appointments/engagements at the same rate. This information is being considered as part of the department’s continuous improvement in talent attraction efforts and approaches.</p>
<p>Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.</p>	<p>Delivered</p>	<p>» The department continues to provide and promote a range of training programs aimed to reduce/eliminate racism and discrimination while promoting inclusion and diversity:</p> <ul style="list-style-type: none"> - ‘Diversity in the workplace’ - ‘Managing unconscious bias’ - SBS Inclusion Program - ‘Appropriate Workplace Behaviour’ and ‘Cultural Diversity’ - The Queensland Human Rights Commission’s ‘Diversity Awareness’ module - Griffith University’s MATE Program: ‘Creating Respectful Workplaces Workshops’ - Human rights workshops conducted by Department of Justice and Attorney-General Human rights unit. <p>» We periodically share internal news stories with information about special days/events and staff members with diverse backgrounds.</p> <p>» ‘Racism, it stops with me’ materials are promoted through the eLearning system and topics relating to preventing racism are discussed at Cultural Capability and Cultural Safety programs around Aboriginal peoples and Torres Strait Islander peoples.</p> <p>» The department’s intranet was updated to include existing employee entitlements around public holiday substitution.</p>

