



Qld Multicultural Action Plan

Department of Primary Industries Annual Reporting for 2023-2024

● **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.
Advertise for community members from culturally and linguistically diverse backgrounds to participate in Government employment, grants/program assessment panels, as appropriate	On track	Community members from culturally and linguistically diverse backgrounds are supported and informed to participate in panels, as required. Positions within DPI that potentially engage with CALD people include Regional Economic Development Officers, Extension Officers, Farm Financial Counsellors and Liaison Officer roles.

Agency activities supporting Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
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	On track	When provided with information from lead agencies on Government small business and mentoring program initiatives, information shared on website/published to support diversity. DPI has released a targeted employee value proposition video with current employees who identify as culturally and linguistically diverse to encourage community members to apply for DPI employment opportunities.

● **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.
Establish internships/pathways to employment to better utilise the skills and experiences of people with overseas qualifications.	Delivered	DPI graduate program is a two-year program – first cohort to finalise during the first half of 2025. DPI’s Leadership Board has made a commitment to permanently place all graduates that would like to continue in DPI. Program commenced in 2023 and attracted 441 applicants with many from a diverse range of backgrounds. Twenty graduates engaged in DPI’s graduate program.
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	Promotion of job opportunities, including graduate positions, through DPI’s LinkedIn channel. DPI has released a targeted employee value proposition video with current employees who identify as culturally and linguistically diverse to encourage community members to apply for DPI employment opportunities.

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>Ensure targeted recruitment or career development initiatives are undertaken in partnership with community including, for example, where agencies are focusing on attracting applicants from specific cultural groups for positions.</p>	<p>Delivered</p>	<p>DPI has engaged with Diversity Council Australia to support and improve inclusive recruitment practices.</p> <p>DPI is implementing recruitment and selection practices to support changes introduced in the <i>Public Sector Act 2022</i>.</p> <p>DPI offers panel members recruitment and selection training, which includes unconscious bias awareness.</p>
<p>Implement initiatives to raise awareness about and address unconscious bias in recruitment</p>	<p>Delivered</p>	<p>Recruitment and Selection training available for all panel members – this training includes modules on unconscious bias in recruitment.</p> <p>Diversity and inclusion awareness training available online – modules include awareness and prevention of discrimination practices in the workplace</p>
<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>Recruitment and Selection training available for all panel members – this training includes modules on unconscious bias in recruitment.</p> <p>Diversity and inclusion awareness training available online – modules include awareness and prevention of discrimination practices in the workplace.</p> <p>DPI supports the <i>Public Sector Act 2022</i> and Recruitment and Selection Directive to deliver a focus on diversity and inclusive behaviours.</p>

● **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 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Ensure audit of the workforce includes all business areas that will enable identification of opportunities to embed cultural awareness in service delivery.	Delivered	DPI conducted an annual diversity and inclusion audit in accordance with the <i>Public Sector Act 2022</i> . The audit informed the update of DPI's Equity, Diversity, Inclusion and Belonging Plan (the Plan). The Plan provided actions to address barriers and opportunities.

● **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.
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.	Delivered	<p>Training provided to Customer Service Centre staff as required to ensure understanding of Queensland Language Services Policy and application of interpreter service.</p> <p>DPI is participating in the review of the SOA of Language Services, including the development of a new Queensland Government Language Services Program Framework to guide engagement of language services providers. In parallel with this consultation, DPI has completed a review of its own in the use of language services and is investigating procurement of a provider to improve our customers' access to our services.</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.
Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.	Delivered	All employees are encouraged to complete diversity and inclusion training provided by Queensland Human Rights Commission. This training includes modules on anti-racism. DPI participates in the "Racism. It stops with me" campaign. Racist behaviours and attitudes demonstrated in the workplace and/or among colleagues are dealt with swiftly. The Working for Qld survey recorded a 65% favourable result to the question about employees being treated fairly and equitably in the workplace.
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	Delivered	All employees are encouraged to complete diversity and inclusion training provided by Queensland Human Rights Commission. This training includes modules on multicultural awareness.
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.	Delivered	Senior leaders promote and endorse clear messaging for an inclusive workplace and eliminate racism and discrimination and participate in campaigns to support and encourage anti-racism behaviours.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Introduce new ways to increase inter-cultural connections, respect and understanding by involving people from culturally and linguistically diverse backgrounds in agency planning, consultation, and decision-making processes.	Delivered	DPI has established the Diversity and Inclusion working group, with representation from across all business areas, to develop and support initiatives to increase inter-cultural connections. This includes members from CALD backgrounds on the working group being included in consultation processes and planning/communications for promotion of key days of significance/celebrations.
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	Delivered	Promotion of key diversity events, including Queensland Multicultural Month, through intranet news stories, webinars and all staff emails/event co-ordination.
Strengthening engagement with agency stakeholders to improve social cohesion and tackle racism and discrimination at a local level.	Delivered	Participation on Diversity and Inclusion Community of Practice coordinated by the Public Sector Commission. This whole of Qld Government group contributes to policy/procedure that impacts across all agencies and ensures a clear and consistent message is maintained in the diversity and inclusion space.