

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

Annual Reporting for 2022-23
Department of Justice and Attorney-General

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.¹

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		●	●		●	●

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

Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2022-23

Department of Justice and Attorney-General

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>
Provide pathways for people with overseas skills and experience into Government, for example, through professional development opportunities and exposure to local work placements and networks.	DJAG	On track	<ul style="list-style-type: none"> • DJAG has implemented the <i>Inclusion Diversity and Equity (IDE) Strategy 2023-27</i> to promote a greater focus on increasing representation of people who identify as culturally and linguistically diverse at DJAG through a number of initiatives. These activities include refreshed recruitment practices and professional development initiatives, amongst other things.
Improve agency grants processes to ensure they are accessible to applicants from culturally and linguistically diverse communities.	DJAG	On track	<ul style="list-style-type: none"> • DJAG held a community event outlining the purpose and application process of the Gambling Community Benefit Fund in 2022, to support and engage groups representing the interests of culturally and linguistically diverse people. An increase in applications has been received from organisations representing culturally and linguistically diverse people.

● **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>
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	DJAG	On track	<ul style="list-style-type: none"> • DJAG has incorporated specific actions and measures in the <i>DJAG Inclusion Diversity and Equity Strategy 2023-27</i> and supporting Action Plan to build a more culturally and linguistically diverse workforce. • A refresh of the recruitment and selection documents (including supporting guidelines) is currently underway to ensure DJAG meets requirements relating to building a more diverse workforce.
Develop strategies to address any identified under-representation of employees from culturally diverse backgrounds, including representation of Australian South Sea Islander peoples	DJAG	On track	<ul style="list-style-type: none"> • DJAG has incorporated specific actions and measures in the <i>DJAG Inclusion Diversity and Equity Strategy 2023-27</i> and supporting Action Plan to build a more culturally and linguistically diverse workforce.

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>
amongst agency staff.			

● **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	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>
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	DJAG	On track	DJAG: <ul style="list-style-type: none"> • works collaboratively with referrers to obtain detailed and specific information around demographics of parties. This information can inform key linkages with relevant community groups and service providers to enhance engagement. • works closely with Courts Innovation Program (CIP) to develop the capacity of communities in dispute resolution (Peacekeeping and Mediation). These programs strengthen the capacity and willingness to resolve community matters locally by 'locals'; ensuring services are culturally responsive. • provides options for clients to provide direct feedback about resource requirements in languages other than English via survey. • commissioned a needs analysis of Gambling Help counselling and support services for people and communities from culturally and linguistically diverse backgrounds. This involved consultation with over 40 key culturally and linguistically diverse community stakeholder groups across Queensland. Findings will inform the development of a strategy and resources in 2023-24

Agency activities supporting Key Action 3	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>to improve the delivery of Gambling Help services to Queensland’s culturally and linguistically diverse communities.</p> <ul style="list-style-type: none"> • released the <i>Queensland Women’s Strategy 2022-27</i> which includes a focus area of “Women with diverse backgrounds and experiences” with a specific focus on culturally and linguistically diverse women. This provides a focus on ensuring that women from diverse backgrounds are included in discussions about policies, programs and initiatives that impact them. • funded services and shelters are encouraged to develop internal policies and procedures that support and promote diversity and inclusion. • has committed, as part of the <i>Women’s Safety Justice Taskforce Report one – Hear her voice</i>, recommendation 16, to developing a whole-of-government framework to strengthen and integrate service responses for victims and perpetrators of domestic and family violence in Queensland • established a new High Risk Team in Townsville to support victim-survivors from culturally and linguistically diverse backgrounds at high risk of serious harm or lethality from domestic and family violence.

● **KEY ACTION 4: Cultural diversity data**

The Queensland Government will collect, analyse, and use **cultural diversity data** to improve service delivery and better meet customer needs. 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 4	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>
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	DJAG	On track	<ul style="list-style-type: none"> • DJAG HR Reporting captures specific South Sea Islander identification figures for staff. • Activities undertaken as part of the DJAG Data Insights Project are underway to identify the gaps in data collection that identify cultural diversity across the DFSV system and sector.
Improve diversity data use by analysing their current performance (including unknown and missing values) against the diversity indicators (country of birth, preferred language, interpreter required and ethnicity/cultural identity) to understand data gaps, opportunities for system performance improvement, target setting and trends relating to their clients.	DJAG	On track	<ul style="list-style-type: none"> • DJAG has a current project in progress with the intent to bridge known gaps in data collection at inception and completion of files/engagement with clients. Multiple data collection platforms are being assessed for suitability, in accordance with Public Sector Commission protocols and the Queensland Multicultural Policy's minimum mandatory indicators.

Agency activities supporting Key Action 4	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>Improve understanding of current diversity data collection by undertaking an audit of existing data collection practices to identify what cultural diversity indicators are being collected and what is missing.</p>	<p>DJAG</p>	<p>On track</p>	<ul style="list-style-type: none"> • DJAG is undertaking a Domestic, Family, and Sexual Violence (DFSV) data project to identify any gaps and improve cultural diversity indicators where needed. Components of the data project are: <ul style="list-style-type: none"> – Baseline evaluation – Gaps and barriers report.
<p>Report on how diversity data has been utilised to improve service delivery to clients.</p>	<p>DJAG</p>	<p>On track</p>	<p>DJAG:</p> <ul style="list-style-type: none"> • continues to use data to inform skills gaps, and subsequent cultural awareness training for staff – ensuring best practice is adopted and modified according to cultural and diversity sensitivities. • works with consumer protection regulators nationally to share scam and consumer complaint data. As a result, it is better placed to target marketplace issues impacting consumers who are more vulnerable including those with culturally and linguistically diverse backgrounds.
<p>Ensure the right systems are in place to collect diversity data.</p>	<p>DJAG</p>	<p>On track</p>	<ul style="list-style-type: none"> • The DJAG DFSV data project is underway with the objective of identifying data gaps and how to address them, including lack of cultural diversity data. <ul style="list-style-type: none"> – Where possible, the system level evaluations conducted under the forthcoming domestic, family and sexual violence monitoring and evaluation framework will disaggregate data collected to understand how outcomes for different cohorts and other aspects of how particular indicators are tracked in sufficient detail. It is proposed data is disaggregated, where possible and where it makes sense to do so, for the following cohorts: First Nations (Aboriginal and/or Torres Strait Islander), LGBTQIA+, culturally and linguistically diverse, people with disability, young people and children (up to 18 years old), older people (aged 65+),

Agency activities supporting Key Action 4	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>
			remoteness, people in custody or under supervision in the community who have been convicted of a DFV or SV offence and other relevant cohort groups.
Extend diversity data collection requirements to funded non-government organisations delivering programs and services and share this information with contracting agencies, as appropriate.	DJAG	On track	<ul style="list-style-type: none"> DJAG are currently drafting the system level Data Collection Standards. These outline the standards for collecting data across the DFSV system, inclusive of funded non-government providers. The Standards define a minimum and extended cultural diversity indicators in line with the Queensland Multicultural Policy’s minimum mandatory indicators. An administrative data set will provide direction of what indicators will be collected in different circumstances.

● **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>
Develop targeted information and awareness resources to better support culturally and linguistically diverse communities to recognise signs of domestic and family violence and access supports in multiple formats and modes of delivery, including use of Plain English, and promote and disseminate the resources via targeted and trusted channels used by diverse communities.	DJAG	On track	<ul style="list-style-type: none"> • During 2022-2023, enhancement funding was provided to 99 Steps; Immigrant Women's Support Services; and Multicultural Families Organisation to train their community workers in the prevention of Domestic and Family Violence. The Safe and Diverse Communities grant program also continued supporting small, targeted, community-led projects to increase the capability of multicultural communities to recognise, respond and prevent sexual, domestic and family violence across Queensland.
For agencies involved in front line service delivery, support the whole-of-government Standing	DJAG	On track	DJAG:

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>
Offer Arrangement for the provision of interpreting and translation services.			<ul style="list-style-type: none"> • provides provision for Interpreter services through a range of communication channels to support all front line service delivery, and • continues to support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.
Provide staff training on the Queensland Language Services Policy and how to work with interpreters.	DJAG	On track	<ul style="list-style-type: none"> • DJAG continues to be aware of processes around translating services and expectations and provides staff with appropriate training according to cultural and diversity sensitivities.
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.	DJAG	On track	<ul style="list-style-type: none"> • The DJAG corporate website provides guidance about accessing interpreter assistance. • To build a workforce that better understands the community we serve, the DJAG learning management system incorporates the <i>SBS Cultural</i> course as part of a suite of inclusion, diversity and equity packages. DJAG: <ul style="list-style-type: none"> • continues to be aware of processes around translating services and expectations and provides staff with appropriate training according to cultural and diversity sensitivities, and • provides regular training to frontline Contact Centre and Reception staff via in-person training methods and written/online resources.
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	DJAG	On track	DJAG: <ul style="list-style-type: none"> • continues to be aware of processes around translating services and expectations and provides staff with appropriate training according to cultural and diversity sensitivities and

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>
<p>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>			<ul style="list-style-type: none"> engages qualified interpreters intermittently and when required for frontline service delivery.
<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>DJAG</p>	<p>On track</p>	<ul style="list-style-type: none"> DJAG’s Communications Branch work closely with service divisions to meet this key objective, it takes many forms including website updates, brochures and other key materials. In partnership with government and non-government stakeholders, DJAG developed a suite of resources to increase understanding of and accessibility to the foster and kinship care system. The resources included a video, simplified frequently asked questions and an Easy Read factsheet utilising simple English and pictographics to provide information about the foster and kinship care system. These resources were released during Child Protection Week and are available on the Blue Card Services website. Information about and links to the resources were also sent to over 8,300 individual stakeholders via BCS’s E-News alert. DJAG commissioned research on the relevance and effectiveness of the mainstream “<i>When gambling took over...</i>” gambling harm minimisation campaign for culturally and linguistically diverse audiences. Findings were delivered in August 2022 and will inform a future campaign for culturally and linguistically diverse audiences across Queensland.

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>
			<ul style="list-style-type: none"> The Office of Fair Trading, as part of its community education and engagement program, undertook 23 engagements in 2022-23 with organisations representing or assisting people with culturally and linguistically diverse backgrounds (attending community events, providing simplified presentations on consumer rights and sharing information about scams). By leveraging trusted community groups, important consumer messages were provided to culturally and linguistically diverse consumers.

● **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.	DJAG	On track	<ul style="list-style-type: none"> • DJAG has procured and implemented the <i>SBS Cultural</i> suite of inclusion, diversity and equity education products. The products are delivered through the department wide learning management system (LMS) – courses include: Culture Awareness (cross cultural), First Nations course, the Core Inclusion course, People Living with Disability course and the LGBTIQ+ course.
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	DJAG	On track	<ul style="list-style-type: none"> • DJAG has incorporated specific actions and measures in the <i>DJAG Inclusion Diversity and Equity Strategy 2023-27</i> and Action Plan to build a more culturally and linguistically diverse workforce.

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>
			<ul style="list-style-type: none"> • DJAG continues to facilitate training in cultural awareness. This takes many forms, e.g. engagement of internal and external agencies (BENESTAR and Queensland Human Rights Commission). • DJAG celebrates Harmony Day in the office - celebrating diversity amongst colleagues • DJAG’s Blue Card Services staff from culturally and linguistically diverse backgrounds deliver “lunch and learn” sessions on a voluntary basis to other staff about their cultural heritage and country of origin. These sessions provide staff with insight into different religions, foods, customs and practices, language, housing and dress. Through this internal program, staff have attended sessions and learned about the following cultures to date: <ul style="list-style-type: none"> – Tongan – Maltese – Croatian – Chinese – South Sudanese – Columbian – Bangladeshi – Samoan – Serbian – Australian First Nations • To celebrate all women in their diversity, DJAG Blue Card Services held an event involving six inspirational women from various cultural backgrounds including staff from Bangladesh, Indonesia, Kingdom of Tonga, Samoa and Egypt. This session focused on sharing with staff what International Women’s Day means to them.

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>
			DJAG is: <ul style="list-style-type: none"> • encouraging staff through regular messaging to complete online SBS suite of training • currently developing cultural capability proposal for Board of Management consideration • educating staff through monthly promotion of diversity and inclusion-related content on associated Teams channels.
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.	DJAG	On track	DJAG: <ul style="list-style-type: none"> • ensures ongoing messaging and behaviours demonstrate a commitment to inclusion, diversity and equity as per the <i>DJAG Inclusion, Diversity and Equity Strategy 2023-27</i>. • celebrates diversity celebrations such as NAIDOC week, Multicultural QLD month, Pride week. • continues to facilitate training in cultural awareness. This takes many forms, e.g. engagement of internal and external agencies (BENESTAR and Queensland Human Rights Commission).
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	DJAG	On track	<ul style="list-style-type: none"> • Relevant media releases included messages about cultural diversity and anti-discrimination, including announcements regarding: the strengthening of anti-discrimination legislation; new hate crime and serious vilification laws; the Safe and Diverse Communities Grant Program to address domestic, family and sexual violence in culturally and linguistically diverse communities; and the Investing in Queensland Women grant recipients.

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>
Strengthening engagement with agency stakeholders to improve social cohesion and tackle racism and discrimination at a local level.	DJAG	On track	<ul style="list-style-type: none"> DJAG continues to facilitate training in cultural awareness. This takes many forms, e.g. engagement of internal and external agencies (BENESTAR and Queensland Human Rights Commission).
Review agency policies and practices to eliminate systemic discrimination.	DJAG	On track	<ul style="list-style-type: none"> DJAG regularly reviews all policies, practices to ensure it aligns with the <i>Queensland Human Rights Act</i> and the <i>Anti-Discrimination Act</i>.
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.	DJAG	On track	<ul style="list-style-type: none"> Education programs, (including the SBS Cultural suite of inclusion, diversity and equity education products) are promoted through a range of mediums and events; including management webinars, onboarding events, team meetings, as well as targeted executive and senior leadership messaging.
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.	DJAG	On track	<ul style="list-style-type: none"> DJAG ensures wherever appropriate that consultation activities on key reform initiatives include organisations which represent people from culturally and linguistically diverse backgrounds to inform development and implementation.