

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

Annual Reporting for 2023-24
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 (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	●	●	●	●	●	●

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

Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2023-24

Department of Justice and Attorney-General

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DYJ						

● **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.
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.	Delivered	<ul style="list-style-type: none"> • DJAG promoted a greater focus on increasing representation of people who identify as culturally and linguistically diverse through implementing actions outlined in the <i>Inclusion, Diversity and Equity (IDE) Strategy and Action Plan 2023–27</i>. Key initiatives are ongoing in most cases and include: <ul style="list-style-type: none"> ○ workforce analytics published quarterly to improve understanding of representation in DJAG ○ progress on standing up a culturally and linguistically diverse working group in 2024–25 to inform practice and planning ○ refreshed recruitment and selection resources, and ○ learning and development activities to equip employees with practical skills for recruiting with inclusion and diversity as a key focus.
Improve agency grants processes to ensure they are accessible to applicants from culturally and linguistically diverse communities	Delivered	<ul style="list-style-type: none"> • DJAG remains committed to enhancing outreach and support for culturally and linguistically diverse (CALD) communities and actively participated in community events to promote grant processes, specifically the Gambling Community Benefit Fund. Presentations focussed on explaining the purpose and application process of the fund, and engaging groups that represent diverse interests. <ul style="list-style-type: none"> ○ The Fund has improved accessibility through the development of a clear, tailored communications plan and an updated website. These efforts aim to create multiple, user-friendly access pathways, ensuring that diverse groups can effectively navigate and benefit from available grant opportunities. • DJAG delivered the <i>2023–2024 Safe & Diverse Grant</i> super round to 21 successful CALD organisations across Queensland, with an increased investment of \$850,000. The grant program aims to create meaningful partnerships, improved engagement and help people from diverse backgrounds take proactive steps in improving women’s safety through domestic and family violence awareness and prevention initiatives. 18 Organisations received up to \$25,000 and three Organisations received up to \$150,000.

● **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.
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	Delivered	DJAG: <ul style="list-style-type: none"> • Updated recruitment and selection guides for hiring managers to ensure that opportunities are available, relevant and accessible for people from culturally and linguistically diverse backgrounds. • Held education sessions with hiring managers to implement practical and inclusive recruitment practices across the department. These sessions were developed and delivered in collaboration with a specialist HR consultancy firm, Merit Solutions. • Made <i>Unconscious bias training sessions</i> available to any staff member on the DJAG intranet, as part of the <i>Connect Manager</i> webinar series. • Encouraged blue card system clients to provide direct feedback about resource requirements in languages other than English via an online survey. The survey has an inbuilt translate function that presents the survey in 129 different languages.
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.	Delivered	<ul style="list-style-type: none"> • DJAG conducted an analysis to identify specific areas of focus to address any identified under-representation of employees from culturally diverse backgrounds. Regional areas as well as some business areas within Southeast Queensland have been identified, with differing needs. <ul style="list-style-type: none"> ○ The next steps involve collaborating with business areas, sharing statistics relevant to their specific units and locations, and using this data to develop localised workforce strategies aimed at increasing the representation of people from culturally and linguistically diverse backgrounds.

● **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.
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	Delivered	DJAG: <ul style="list-style-type: none"> • Delivered a needs analysis of Gambling Help services for culturally and linguistically diverse communities in 2023–24, with findings informing the development of a program of work to better target gambling help services to meet the needs of multicultural communities. <ul style="list-style-type: none"> ○ A key part of this work involves enhancing the Gambling Help Queensland website to improve the accessibility and inclusiveness of this digital media as a platform to provide information to Queenslanders about the risk and harm from gambling, self-help resources to prevent or minimise gambling harm, and support services available to people experiencing or at risk of harm. • Engaged with CALD clients and communities by consulting with peak bodies, local government and government agencies, to obtain valuable feedback on service accessibility. • Appointed CALD representatives to the <i>Gambling Community Benefit Fund (GCBF) funding recommendations committee</i> and invited guest speakers from CALD organisations to also present to the independent GCBF committee. This approach helped gather insights, build key linkages with relevant community groups, and enhance the effectiveness of our services for CALD individuals and groups. • Improved the safety of CALD clients that are impacted by domestic and family violence and sexual violence attending courts through the release of the Court Services Queensland Domestic and Family Violence and Sexual Violence Safety Framework – <i>Delivering Safer Courts 2024–2034</i>. The Framework includes a priority area focused on delivering responses that are culturally informed, and has been publicly released on the Queensland Courts website. • Provided free translation services in upwards of 30 languages for the Justices of the Peace Branch, through a partnership with <i>Multilink</i> interpreters to provide witnessing services to CALD communities.

● **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	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Delivered	DJAG: <ul style="list-style-type: none"> • Captured specific South Sea Islander identification figures for staff in human resource reporting. The Working for Queensland Survey also provides responses specifically from this group of people. • Confirmed the <i>Domestic, Family and Sexual Violence (DFSV) Data Collection</i> Standard includes a data item for Australian South Sea Islanders.
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.	Delivered	<ul style="list-style-type: none"> • DJAG provided readily accessible workforce diversity data to business areas, offering up-to-date insights into specific business segments and locations. The platform has been designed to support an iterative development approach, adapting to changing business requirements over time and includes country of birth, language and ethnicity.

Agency activities supporting Key Action 4	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
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.	Delivered	<p>DJAG:</p> <ul style="list-style-type: none"> • Implemented the <i>DFSV Data Insights Program</i>, which included the development of a <i>DFSV Service System Gaps and Barriers Report</i>. The Report provides valuable insight into the gaps and barriers impacting fulsome reporting on the <i>DFSV system Monitoring and Evaluation Framework</i>. • Undertook the inaugural Equity and Diversity Audit (led by the Office of the Special Commissioner, Equity and Diversity) to capture data to better understand and explore a broader range of diversity groups. This, combined with an analysis of Working for Queensland Survey data and our own MOHRI data, has heightened awareness of the experiences of individuals from culturally and linguistically diverse backgrounds throughout the employee lifecycle. <ul style="list-style-type: none"> ○ This data informed the development of the one-year refresh of the <i>DJAG Strategic Workforce Plan 2021–25</i> and the <i>IDE Action Plan 2023–27</i>.
Report on how diversity data has been utilised to improve service delivery to clients.	Delivered	<ul style="list-style-type: none"> • DJAG continued to work with consumer protection regulators nationally to share scam and consumer complaint data. <ul style="list-style-type: none"> ○ In 2023, consumer regulators commissioned the <i>Australian Consumer Survey</i> to measure knowledge, awareness and perceptions of the Australian Consumer Law among consumers and businesses. It also included their experience of dealing with problems when buying goods and services and analysis on how these experiences differ by different demographic characteristics, including for culturally and linguistically diverse consumers. ○ As a result, the Office of Fair Trading is better placed to target marketplace issues impacting consumers who may be more vulnerable, including those who are from culturally and linguistically diverse backgrounds.
Ensure the right systems are in place to collect diversity data.	Delivered	<ul style="list-style-type: none"> • DJAG delivered the <i>DFSV Gaps and Barriers Report</i> and a self-assessment template to assess and provide a summary of identified gaps and barriers for the DFSV service system. • Options for increasing data capability and capacity will be offered through the <i>DFSV Data Insights Network</i> delivered by Queensland Council of Social Service and funded through DJAG.
Extend diversity data collection requirements to funded nongovernment organisations delivering programs and services and share this information with contracting agencies, as appropriate.	Delivered	<ul style="list-style-type: none"> • DJAG drafted the <i>DFSV Data Collection Standards</i> for use by the DFSV service system, inclusive of government agencies and DFSV service providers. The Standards are based on existing Queensland and Commonwealth better practice standards in the DFSV sector, incorporates the Queensland Multicultural Policy's' minimum mandatory indicators, and includes: <ul style="list-style-type: none"> ○ <i>Australian Institute of Health and Welfare (AIHW) Metadata Online Registry (METeOR)</i> ○ <i>Australian Bureau of Statistics (ABS) standards</i>, and ○ <i>The Queensland Government Domestic and Family Violence (DFV) Common Risk and Safety Framework (CRASF)</i>. • The consistent application of the Standards will ensure better practice continues to improve and allows for wider and inter-jurisdictional comparisons and analysis across similar datasets.


● **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.
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.	Delivered	<ul style="list-style-type: none"> • The Office of the Director of Public Prosecutions continued to engage and provide interpreter and translation services to assist victims of crime with 114 engagements during in 2023–2024. • The Brisbane Supreme and District Courts Service, the Brisbane and Southport Magistrates Courts Service and the Queensland Civil and Administrative Tribunal launched the Language Badge Program to support court users who are linguistically or culturally diverse. A simple but powerful concept – staff wear badges to show the languages (other than English) that they speak. This initiative recognises that over 22 per cent of Queensland’s population was born overseas and about 80,000 have limited English proficiency.
For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.	Delivered	<ul style="list-style-type: none"> • DJAG delivered a dedicated online resources portal called <i>Interpreter Hub</i> for court staff in Courts Services Queensland. The hub provides information on the principles and protocols of registry and court supports including understanding the needs for an interpreter and engaging with appropriate interpreter service providers. <ul style="list-style-type: none"> ○ The <i>Interpreter Hub</i> is used by court staff and supports the whole of government panel of interpretation and translation services. • Victim Assist Queensland (VAQ) provided interpreter services for all clients from CALD backgrounds when it was indicated that an interpreter is required. They continue to support the whole of government Standing Offer Arrangement for the provision of interpreting and translation services.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>Provide staff training on the Queensland Language Services Policy and how to work with interpreters.</p>	<p>Delivered</p>	<p>DJAG:</p> <ul style="list-style-type: none"> • Continued to promote awareness of processes around translating services, through staff communication on processes and services, and information provided in local liquor and gaming licensing procedures. • The <i>Interpreter Hub portal</i> provides Court Services Queensland staff with initial training and ongoing support materials including online resources and information. Service providers are given relevant courts training material, including an introduction to courts for interpreters as well as a mock court training session, and onsite courtroom and online training sessions and resources. • VAQ has developed local work instructions document for engaging an interpreter and includes the ‘engaging an interpreter service’ in induction and onboarding of new staff.
<p>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.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> • DJAG developed a new complaint management system in the Office of Fair Trading to assist officers to identify when interpreter services may be required for more than 20,000 consumer complaints received each year. Staff are trained how to select, organise and arrange this service, ensuring consumers receive the assistance they need. • VAQ developed a local work instructions quick guide for engaging an interpreter available on the VAQ Share Point site.
<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>DJAG:</p> <ul style="list-style-type: none"> • Continued to work with business areas across the department to ensure that agency communication is appropriate through services provided by the Strategic Communications area. • Continued to promote the use of interpreters to officers engaging with the community, including: <ul style="list-style-type: none"> ○ development of an information flyer provided information about the annual liquor licence fees in eight different languages to support the annual liquor and gaming licence fee process, and ○ staff cultural awareness training as part of a mandatory program. • In addition, The Office of the Director of Public Prosecutions provided interpreter and translation services to assist victims of crime with 114 engagements in the 2023–2024 year with 17 reputable organisations.
<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</p>	<p>Delivered</p>	<p>DJAG:</p> <ul style="list-style-type: none"> • Hosted and received over 12,300 views of a series of video resources in languages other than English, including Arabic, simplified Chinese, Korean and Vietnamese on the Blue Card Services website, to provide practical support to blue card applicants and increase system accessibility. • Undertook 38 engagements, involving over 900 people, with organisations representing or assisting people with culturally and linguistically diverse backgrounds as part of the Office of Fair Trading’s community

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
communication channels utilised by diverse communities.		education and engagement program. By leveraging trusted community groups, important consumer messages were provided to culturally and linguistically diverse consumers. The Office also worked with interpreters when delivering presentations when appropriate or requested.

● **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	DJAG: <ul style="list-style-type: none"> • Incorporated the <i>SBS Cultural course</i> as part of a suite of inclusion, diversity, and equity packages into the learning management system, to help build a workforce that better understands the community we serve. • Progressed scoping activities to stand up the culturally and linguistically diverse working group in early 2024–25 to inform practice and planning. A key focus of the culturally and linguistically diverse working group will be to promote the Australian Human Rights Commission's <i>Racism. It Stops with Me</i> campaign, and actively promote campaign messages to staff, clients and communities.
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	Delivered	DJAG: <ul style="list-style-type: none"> • Incorporated specific actions and measures into the <i>DJAG IDE Strategy and Action Plan 2023–27</i> to build a more culturally and linguistically diverse workforce. Key initiatives included: <ul style="list-style-type: none"> ○ development and publication of practical recruitment and selection tools aimed to build capability and promote both suitability and diversity in recruitment practices, and ○ learning and development activities to equip employees with practical skills for recruiting with inclusion and diversity as a key focus.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> • Provided messaging about inclusivity through various communication channels throughout the year, including a Director-General newsletter discussion featuring messages about Harmony Day and anti-discrimination. • Celebrated multiculturalism across the department and continues to work towards increasing cultural awareness of cultural and linguistic diversity within its workforce. Activities across the department recognised: <ul style="list-style-type: none"> ○ <i>Harmony Day</i> ○ <i>Close the Gap Day</i> ○ <i>National Reconciliation Week</i> ○ <i>NAIDOC Week</i> ○ <i>'Wear it Purple Day' morning tea</i> ○ <i>Refugee week</i> ○ <i>Australian South Sea Islander Recognition Week and 160th Anniversary, and</i> ○ <i>Multicultural Queensland Month.</i> • Delivered innovative knowledge sharing sessions, like the “lunch and learn” sessions in Blue Card Services, with staff from culturally and linguistically diverse backgrounds focusing on their cultural heritage and country of origin. These sessions provided staff with insight into different religions, foods, customs and practices, language, housing and dress.
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	<ul style="list-style-type: none"> • DJAG's senior executives participated in and encouraged their staff to attend educational sessions and professional development events centred around cultural inclusion.
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	Delivered	<ul style="list-style-type: none"> • DJAG's Strategic Communication's services promoted the benefits of cultural diversity where relevant and included information in media releases. • The Director-General and DJAG Senior Executives launched the <i>DJAG IDE Action Plan 2023–27</i> in October 2023, featuring three pillars of action: Leadership, Culture, and Business Practices. Executive leaders regularly disseminate newsletters that include messaging on inclusion and workplace standards, model inclusive behaviours, and discuss these behaviours and expectations at staff events including staff onboarding sessions.
Strengthening engagement with agency stakeholders to improve social cohesion and tackle racism and	Delivered	<ul style="list-style-type: none"> • DJAG promoted effective stakeholder engagement principles to staff through the use of circulated messages about inclusivity in various communication channels throughout the year.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
discrimination at a local level.		
Review agency policies and practices to eliminate systemic discrimination	Delivered	<ul style="list-style-type: none"> ● DJAG progressed activities to stand up the culturally and linguistically diverse working group early in 2024–25. <ul style="list-style-type: none"> ○ A key focus area will be to review workforce policies and practices.
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.	Delivered	<ul style="list-style-type: none"> ● DJAG worked to build a workforce that better understands the community we serve, by implementing the following initiatives: <ul style="list-style-type: none"> ○ incorporating the <i>SBS Cultural course</i> as part of a suite of inclusion, diversity, and equity packages in the DJAG learning management system. ○ circulating messages about inclusivity provided through various communication channels throughout the year, including a Director-General newsletter discussion featuring messages about <i>Harmony Day</i> and anti-discrimination.
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	<ul style="list-style-type: none"> ● DJAG progressed activities to stand up the culturally and linguistically diverse working group early in 2024–25. <ul style="list-style-type: none"> ○ A key focus area will be to introduce new ways to enhance intercultural connections, respect, and understanding by involving individuals from culturally and linguistically diverse backgrounds in agency planning, consultation, and decision-making processes.