

**Queensland Multicultural Policy 'Our story, our future'  
Queensland Multicultural Action Plan 2022-24  
Annual Reporting for 2023-24**



## 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.<sup>1</sup>*

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	●	●	●	●	●	●
DTATSIPCA	●	●		●	●	●
DHLGPPW		●	●	●	●	
DYJ	●	●			●	

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

● **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 <b>Key Action 1</b>	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Improve accessibility and promotion of existing government funded employment programs to vulnerable jobseekers from culturally and linguistically diverse backgrounds.	<b>Delivered</b>	<p>Good people. Good jobs. Queensland Workforce Strategy 2022-32 (QWS) is strengthening Queensland's workforce and supporting Queenslanders into good, secure jobs.</p> <p>With a focus on workforce participation, the strategy is delivering actions to enable all Queenslanders to participate in the workforce, and support employers to grow a more diverse workforce. The QWS Action Plan 2022-2025 includes several actions supporting Queenslanders from culturally and linguistically diverse backgrounds. This includes:</p> <ul style="list-style-type: none"> <li>• The Strategic Settlement Partnerships Team in Multicultural Affairs Queensland undertaking ongoing targeted engagement and partnerships in locations across Queensland, including Logan, Toowoomba Townsville, Mackay, Cairns and the Sunshine Coast to facilitate improved access to career pathways and employment opportunities for migrants and refugees and support welcome and inclusion in local communities. This action is delivered by the Department of Child Safety, Seniors and Disability Services.</li> </ul> <p>Continue delivering the Diverse Queensland Workforce (DQW) program to ensure work-ready migrants, refugees and international students have the support and guidance needed to find a fulfilling job and build rewarding careers. Nine projects worth \$1.977M have been funded under DQW to assist up to 818 participants until January 2025. Approved providers are delivering one-stop-shops or hubs to provide a range of client-catered employment and training services in Cairns, Logan, Gold Coast, Brisbane, Ipswich, Toowoomba, Rockhampton, Sunshine Coast and Townsville. As of 30 June 2024, these projects have assisted 499 people with 256 (100%) of the exited participants gaining employment. Based on annual performance review, funded projects will be extended for a further 12 months in 2024-25. Information on</p>



Agency activities supporting Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
	Delivered	<p>Back to Work provides a suite of programs and services to provide businesses the confidence to employ Queenslanders who have experienced a period of unemployment and help workers facing disadvantage in the labour market. Target groups include young people aged 15-24 years, long term unemployed people, people with disability and Aboriginal and Torres Strait Islander people.</p> <p>In 2023-24, Back to Work supported 67 culturally and linguistically diverse jobseekers into employment with 62 businesses. This represents an investment of \$771,687 in incentives payments to eligible businesses.</p> <p>Back to Work has worked in collaboration with TAFE Queensland to develop free, self-paced online courses to support diverse and inclusive employment practices. These courses are open for enrolment to anyone, regardless of other eligibility for Back to Work programs. In May 2024, the Cultural Diversity in the Workforce course opened for enrolment. Participants in this course learn about the benefits of a culturally diverse workforce, strategies to develop tailored recruitment campaigns, teamwork and effective communication techniques. It also explains how to develop an inclusive work environment and building a productive and cohesive workforce. As at 30 June 2024, 155 people had enrolled in this course.</p>
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, targeted advertising, and website enhancements.	Delivered	<p>DESBT Regional Offices facilitate engagement with CALD communities through a range of mechanisms including small business and jobs and skills expos; promoting employment opportunities to CALD communities; delivery of business ready programs; information sessions and direct engagement and outreach with stakeholders.</p> <p><u>North Queensland Regional Office case study – delivery of CALD Communities Stakeholder Plan</u>  An example of this can be seen in the North Queensland Regional Office which delivered their regional CALD communities stakeholder plan during the reporting period which included:</p> <ul style="list-style-type: none"> <li>• Delivery of a bespoke non-accredited food business program for migrants and refugees. Two cohorts completed the program during the reporting period. Further support to participants was provided to establish a regular paid catering opportunity for a large car dealership in Townsville.</li> <li>• Support for the Townsville Islamic Society’s Open Day by organising a food market to be held by participants from the food program. Support was provided with setting up food stalls, acquiring necessary food licences and insurance.</li> <li>• Participation in community fun days held by Townsville Multicultural Support Group, the region’s humanitarian resettlement provider, to promote SQW and VET programs and initiatives.</li> <li>• Presentation of information on school-based apprenticeships and traineeship at a high school with the highest number of students from refugee backgrounds. The presentation was also delivered to parents of the students and was delivered concurrently to three groups, with each presentation</li> </ul>

Agency activities supporting Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
	Delivered	<p>translated into Sango, Swahili and Somali languages. This has resulted in an increased interest and participation in school-based traineeships of students of refugee background.</p> <ul style="list-style-type: none"> <li>• Delivery of a special Queensland Skills Strategy consultation session with the CALD community in Townsville to ensure inclusivity and feedback was received from the cohort.</li> <li>• Delivery of an information session about training programs, overseas qualification assessments and employment support at the Adult Migrant Employment Program at TAFE Queensland.</li> <li>• Information session about the Overseas Qualification Unit assessments was delivered at a community hub.</li> <li>• Supported the Townsville Multicultural Support Group to set up a monthly Multicultural Business Network and to organise Multicultural Business Connections, an event connecting multicultural business owners to government and non-government service providers supporting small businesses.</li> </ul> <p>As at 30 June 2024, QCOSS has delivered 125 face-to-face workshops across the state for more than 1431 people and presented 61 live online webinars with 2730 people registered to attend.</p> <p>In 2023-24, the Mentoring for Growth M4G program:</p> <ul style="list-style-type: none"> <li>• provided 115 mentoring sessions with business owners who identified as being CALD.</li> <li>• participated in Multicultural Month activities to provide face-to-face mentoring and promote the opportunity for CALD business experts to join the M4G program as volunteer mentors.</li> </ul> <p>Small Business Grants are continuing under the new Queensland Small Business Strategy 2024-2027 to assist small businesses to grow and thrive. Grant funding commits funding to small businesses to increase key capabilities, embrace innovation, and capitalise on high growth opportunities. Since 2021, 815 small businesses identified as having culturally and linguistically diverse business ownership have been assisted with grant funding commitments totalling almost \$5 million.</p>
Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement.	Delivered	<p>Under the <i>Social Enterprise Jobs Fund</i> investment is being made in building the social procurement capability of government buyers through a partnership with Social Traders. This partnership was delivered by the Department of Energy and Climate.</p> <p>Government buyers can find details of certified social enterprises on the Queensland Government website. (<a href="#">Consider social procurement</a>   <a href="#">For government</a>   <a href="#">Queensland Government</a>)</p>

Agency activities supporting Key Action 1	Progress status for 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.	<b>Delivered</b>	<p>The <i>Social Enterprise Jobs Fund</i> had a focus on building the social procurement capability of government buyers, including through the use of social clauses in tenders and contracts.</p> <p>Examples of social clauses and guidance on how they can be included in procurement documentation is available on the Queensland Government website (<a href="#">Consider social procurement   For government   Queensland Government</a>).</p>
Promote positive outcomes achieved through social clauses in tenders via case studies on websites, encouraging other Queensland Government agency purchasers to do the same.	<b>Delivered</b>	<p>Initiatives under the <i>Social Enterprise Jobs Fund</i> have raised the awareness of social enterprises.</p> <p>A suite of case studies highlighting the work of social enterprises throughout the State is available on the Queensland Government website. (<a href="#">Consider social procurement   For government   Queensland Government</a>).</p>
Promote entrepreneurship as a pathway to employment and connect entrepreneurs from culturally diverse backgrounds and social enterprises to government small business support programs and services.	<b>Delivered</b>	<p>A \$4.6 million component of the Social Enterprise Jobs Fund, Social Enterprise Grants comprise four programs - Community Social Enterprise Development Grants, Social Enterprise Growth Grants, Sector Development Grants and Social Enterprise Development Grants. The Sector Development Grants program provides funding to sector intermediary organisations to build the capability and capacity of social enterprises, while the remaining three grant programs provide funding to social enterprises for business development and growth, particularly for small- to medium-sized businesses. Social enterprises targeted under the Social Enterprise Grants programs trade to fulfil an economic, social, cultural, or environmental mission consistent with a public or community benefit. Many enterprises funded under the initiative trade to specifically support migrant and refugee communities in Queensland through provision of services and employment opportunities. As at 30 June 2024, \$4.6 million has been committed to support 186 projects assisting social enterprises and sector intermediary organisations under the Social Enterprise Grants programs.</p>

**Case studies to Key Action 1 (Economic participation):****Skilling Queenslanders for Work****SE08941 Multilink Community Services Inc  
“Certificate III Individual Support”**

Multilink Community Services was awarded \$86,800 under the Community Work Skills project to assist 34 disadvantaged jobseekers, primarily people from culturally and linguistically diverse backgrounds to gain skills and experience for employment in the aged care and disability sector. Participants undertook the Certificate III in Individual Support including four weeks of vocation placement at an aged care residential facility. Tailored and wrap around support included the development of a Training and Support Plan, first aid training, life skills, employability skills, specialist services referrals, transport assistance, learner driver assistance, guest speakers, industry visits, workshops, personal care simulations (showering, shaving, bedding and manual handling), networking, job search (reverse marketing), and post participation support through Multilink’s Job Hub.

The project ended on 19 January 2024 – 33 people were assisted, 33 (100%) completed accredited training and 27 (82%) gained employment.

**Participant Profile:**

Nevia is a Sudanese woman who relocated to Australia with her son because she dreamed of a better future. Whilst in Africa, she worked as a Primary School teacher, and when she arrived in Brisbane, the quickest job she could find was at a meat factory. She was determined to find other employment and started thinking about how she could transition her skill set to a more meaningful and fulfilling job. Nevia decided to become a Support Worker and was referred to Multilink’s, ‘Certificate III in Individual Support’ project and hasn’t looked back. She successfully completed the qualification and had two job offers before the training was completed. Nevia decided to take both positions and has received rave reviews from her employers and clients. Nevia said, *“The work is fantastic, and it fits around my parenting. I feel so happy in this industry, I can’t thank MultiLink and Blue Stone Medical enough, they have done so much for me.”*





## Diverse Queensland Workforce

### NQ10613 Townsville Multicultural Support Group (TMSG) “Intercultural Employment and Business Hub”

Since November 2022, Townsville Multicultural Support Group (TMSG) have been awarded \$450,580 to deliver the “Intercultural Employment and Business Hub” project under the Diverse Queensland Workforce program and assist 220 work ready migrants, refugees and international students by providing access to tailored support services, work ready workshops, foundation skills training, education pathways, employment opportunities and assistance in establishing small businesses. Experienced case managers create tailored support plans to address employment needs and barriers, ensuring culturally appropriate inductions and ongoing collaboration with local CALD organisations. Wrap around support includes LLN support, as well as individual career coaching and culturally sensitive referrals for legal and mental health services. Ongoing support for six months post project is provided to address and resolve any unique issues that arise in the workforce, ensuring a successful transition and long-term employment.

As at 31 July 2024, 168 have been assisted, 149 have exited with 130 (87%) gaining employment.

**Participant Profile:** Cristina moved to Australia several years ago from the Philippines, where she had a Bachelor of Elementary Education and 15 years of experience as a kindergarten and primary school teacher. After obtaining recognition of her degree in Australia through the Queensland Government's Overseas Qualification Unit (OQU), she enrolled into the Certificate III in Early Childhood Education and Care to gain some new skills and local experience. Despite this, securing employment was challenging. Seeking help, Cristina turned to TMSG Intercultural Employment & Business Hub, which connected her with local employers at the Townsville Childcare Expo. With a refreshed resume and improved interview skills, Cristina quickly secured a role as a Childcare Educator at Mary MacKillop Early Learning Centre in Mundingburra.



● **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 <b>Key Action 2</b>	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.	<b>Delivered</b>	The department has implemented a series of online modules as part of the SBS Inclusion training package which raises awareness and educates employees to consider their recruitment and selection processes to support candidates from culturally and linguistically diversity 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 <b>Key Action 3</b>	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.	<b>Delivered</b>	<p>DESBT regional offices regularly engage with culturally and linguistically diverse clients and communities to ensure knowledge of DESBT programs and services, including attendance at Multicultural Career and Job Expos and other community forums.</p> <p>TAFE Queensland conducted consultation with representatives from MAQ and representatives of CALD communities, on behalf of Back to Work, in the development of the Back to Work Short Course, Cultural Diversity in the Workforce.</p>

● **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 <b>Key Action 4</b>	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.	<b>Delivered</b>	DESBT investigates the possibility of including an Australian South Sea Islanders indicator where possible.  It is noted that the current national AVETMIS Standard 8.0 collects student's Country of Birth but no data elements on Ancestry. Where relevant, the new national VET Information Standard replicates the standards/classifications used by the ABS in the Census. The new national VET Information Standard does not currently have data elements for Ancestry.
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.	<b>Delivered</b>	The Overseas Qualification Unit within the department collects details including academic qualifications gained overseas, country where qualification is gained, country of birth, date of birth, visa status in Australia, interpreter services if required.  Data currently collected by OQU is adequate to provide services to the client group and contributes to a productive, culturally capable, and diverse workforce. OQU assists around 1,000 migrants each year. During the reporting period, OQU assisted 1,150 migrants.
Develop an evidence base of the characteristics, strengths, and challenges of culturally and linguistically diverse (CALD) migrant small businesses and business intenders in Queensland that can inform the Queensland Government on building inclusion of these groups in relevant	<b>Delivered</b>	The outcomes of this research will enable Queensland government agencies to build inclusion of CALD migrant groups in relevant programs, support, and opportunities. Research is examining both CALD and non-CALD business owners in Queensland and across Australia to understand their characteristics, strengths, and challenges.

Agency activities supporting <b>Key Action 4</b>	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>programs, support, and opportunities across Queensland. To build a connection pathway to CALD migrant small businesses, business intenders and intermediaries in Queensland to increase awareness and access to support programs</p>		<p>Reach via research interviews has included 32 stakeholders and CALD migrant small business owners (current and intenders). 1,286 CALD and non-CALD migrant small business owners were surveyed online.</p> <p>Research and resultant report has been completed in preparation for release later this year.</p>

● **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 <b>Key Action 5</b>	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Provide staff training on the Queensland Language Services Policy and how to work with interpreters.	<b>Delivered</b>	100% of DESBT Customer Centre are trained in the use of the Translator and Interpreter Service to ensure customer services are delivered to 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 nongovernment service providers.	<b>Delivered</b>	100% of DESBT Customer Centre are trained in the use of the Translator and Interpreter Service to ensure customer services are delivered to people from culturally and linguistically diverse backgrounds.
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).	<b>Delivered</b>	For 2023-24 there have been almost 700 views of the seven foreign language pages and five foreign language captioned grant videos on the Business Queensland website.  <a href="#">Multicultural language translations—small business services   Business Queensland</a>  DESBT Regional Offices engaged community translators to support the delivery of events, programs and services to CALD communities.

Agency activities supporting <b>Key Action 5</b>	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
For agencies involved in frontline service delivery with complicated concepts and jargon (such as health or legal), hold targeted community information sessions to explain pathways through their systems in simplified English.	Delivered	The Business Queensland website attracted 5.6 million users in the 23-24 financial year and is regarded as a trusted source of information by business
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.	Delivered	For internal departmental communication, platform updates now provide closed captions for all live online employee events, with transcripts available for employee engagement videos. Intranet resources are checked for accessibility prior to being published.
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.	Delivered	<p>External Communications such as newsletter articles and social media posts are tailored for multicultural business owners and published regularly throughout the year.</p> <p>These aim to provide valuable insights, resources, and updates that support the diverse needs of multicultural entrepreneurs. From tips on navigating business programs to opportunities for networking and growth, the content is designed to foster inclusion and success within Queensland's multicultural business community.</p> <p>A list of published posts during FY23-24 is provided.</p> <p>DESBT has translated a range of small business supporting web, print and video materials into the top ten languages identified as spoken by Queensland small business owners, where English is not proficient at home. A hyperlink to these materials is below:  <a href="#">Multicultural language translations—small business services   Business Queensland</a></p> <p>DESBT communication materials are created and released in multiple formats to ensure accessibility for users.</p> <p>All DESBT content, both online and printed formats, complies with the Queensland Government's Consistent User Experience (CUE) and readability guidelines, including the use of colour checkers to ensure appropriate colour contrast and accessibility for all users.</p>

Agency activities supporting <b>Key Action 5</b>	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>Translation services are included online and in materials produced by the Department.</p> <p>Our paid advertising campaigns for small business owners actively include Culturally and Linguistically Diverse (CALD) and multicultural media. This ensures that our messaging reaches and resonates with a broader audience, supporting the growth and success of businesses from diverse cultural backgrounds across Queensland.</p> <p>Social media published FY2023-24:</p> <p>2-9 July 2023 – Celebrating NAIDOC week with the theme For Our Elders.  3 July 2023 – Case study: Heritage Bank case study, building a more diverse and inclusive workforce by engaging two migrant liaison officers.  4 August 2023 – Multicultural Queensland Month – Case study: Hazm Khudedo, Diverse Queensland Workforce Bridge to Work program.  8 August 2023 – Multicultural Small Business Expo, Brisbane.  17 August 2023 – Case study: Mohieddin Deen Alasali, diversity in the workforce, Qld Workforce Strategy  1 Sept 2023 – Multicultural Small Business Expo wrap up  19 Sept 2023 – Case study: Growing Migrant and Refugee Food Business Program  20 Sept 2023 – Case study: El Salvador, Diverse Queensland Workforce program  1-31 October 2023 – Indigenous Business Month – case studies and posts throughout  1 Oct 2023 – First Nations Digital Careers program  16 Oct 2023 – Queensland Indigenous Business and Expo Forum  14 Nov 2023 – Build a diverse workforce and connect with a Diverse Queensland Workforce Provider  16 Nov 2023 – World Social Enterprise Day – Case study: Multhana Property Services  17 Jan 2024 – National Reconciliation Week – Celebration Reconciliation Grants  19 Feb 2024 – Paving the Way: Cultural Capability Resource released</p>



Agency activities supporting <b>Key Action 5</b>	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>22 Feb 2024 – First Nations Training Strategy – case study: One Business program</p> <p>28 Feb 2024 – Queensland Reconciliation Awards call for nominations</p> <p>6 March 2024 – Queensland Indigenous Business Network</p> <p>12 March 2024 – Queensland Workforce Insights Survey</p> <p>14 March 2024 – Cultural Capability Resource – fostering a culturally safe workplace.</p> <p>21 March 2024 – Close the Gap Day</p> <p>25 March 2024 – Multicultural Queensland Day call for nominations</p> <p>11 April 2024 – Cultural Capability Resource</p> <p>2 May 2024 – Indigenous Business Connect event</p> <p>15 May 2024 – Queensland Small Business Month – Multicultural Job Fair and Business Expo</p> <p>28 May 2024 – Back to Work Short Course program – Cultural Diversity in the Workforce</p> <p>31 May 2024 – <a href="#">Translated flyers and videos</a> for multicultural entrepreneurs available from the Business Queensland website</p> <p>21 June 2024 – Indigenous Workforce and Skills Development program</p> <p>22 June 2024 – Celebrating Queensland Multicultural program – applications open.</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 <b>Key Action 6</b>	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	<b>Delivered</b>	<p>North Queensland regional office has a staff member from refugee background as a Senior Field Officer who generously shares her experiences with staff. As a result, there have been frequent organic conversations amongst staff about diversity in cultures. The office also ran a food business program for migrants and refugees with several staff assisting in the delivery. Videos have been produced and shared both externally and internally and learnings from the program have been shared with staff in the office, improving their understanding of the challenges and successes of the participants.</p> <p>People and Culture continue to promote diversity and inclusion for people from culturally and linguistically diverse backgrounds through targeted internal communication campaigns.</p>

<p><b>Agency activities supporting</b> <b>Key Action 6</b></p>	<p><b>Progress status</b> <b>for 2023-24</b></p>	<p><b>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</b></p>
		<p>Implementation of the SBS Inclusion training modules, with a focus on culturally and linguistically diverse peoples have also been successful with high access and completion rates.</p>
<p>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.</p>	<p><b>Delivered</b></p>	<p>DESBT regional offices regularly engage with community leaders to inform regional priorities and devise new programs to meet community needs.</p> <p>The Business Queensland page Hiring Staff from Overseas has attracted 1784 users in the 2023-24 financial year.</p>
<p>Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.</p>	<p><b>Delivered</b></p>	<p>People and Culture implemented SBS inclusion training as part of our capability development in the diversity, equity and inclusion space.</p>
<p>Build and strengthen partnerships with those committed to combatting racism and discrimination, such as the Diversity Council of Australia, the Australian Race Commissioner, and the Queensland Human Rights Commission</p>	<p><b>Delivered</b></p>	<p>The department continues to be a member of the Diversity Council of Australia and promotes their resources and webinars across the department to all employees.</p> <p>Unconscious bias training workshops were delivered by the Queensland Human Rights Commission in October 2023.</p>