

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

Annual Reporting for 2022-23
Department of Environment and Science

Under Section 24 of the *Multicultural Recognition Act 2016*, agencies with actions in the [Queensland Multicultural Action Plan 2022-2024 \(Action Plan\)](#) are required to publicly report on their progress on an annual basis. The Department of Environment and Science (DES) has signed up to deliver activities under three of the six Key Actions, as per the table below.

Agency commitments for 2022-24

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		●	●		●	●
DCSSDS		●	●	●	●	●
DTATSIPCA	●	●		●	●	●
DoH		●	●	●		

● **KEY ACTION 1: Economic participation**

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds.

Agency activities supporting Key Action 1	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Review agency grants processes to ensure they are accessible to applicants from new and emerging communities by using clear language, translating information where relevant, and providing constructive feedback on unsuccessful applications submitted by community organisations.	On track	<p>Clear and concise language is used consistently across all DES grants program guidelines and communications. Documents are offered in alternative formats (for example, large print or audiotape) and people are encouraged to call the Translating and Interpreting Services (TIS National) to access the documents in other languages.</p> <p>Under the Celebrating Multicultural Queensland (CMQ) program, DES reviews and updates guidelines and application forms after each funding round to ensure they are easy to understand and complete. Updates are made based on community feedback and any issues identified through the application and funding process. DES provides feedback to unsuccessful applicants, including information on options to strengthen future applications, links to other funding sources and provides detailed feedback on request.</p>
Support community organisations to provide work rights education to newly arrived Queenslanders and deliver assistance to vulnerable workers.	On track	<p>In 2020, the Palaszczuk government made an election commitment to provide support for workers' rights education for migrant and refugee communities in Queensland. \$1M over four years has been committed for the Workers' rights education and support services program for migrant and refugee communities in Queensland to address long-standing concerns of workers in precarious forms of employment. Multicultural Australia, in collaboration with the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT), are contracted to deliver the program.</p> <p>Since 2022, Multicultural Australia and QPASTT have: recruited a project team, established a reference group, and engaged the Queensland University of Technology to provide expert research advice to inform an Impact Vulnerability Study that includes demographics of the most vulnerable cohorts, lived experience of individuals impacted by exploitation and available resources, services, local networks and supports for multicultural communities.</p>

Agency activities supporting Key Action 1	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<p>In February 2023, 32 community champions were recruited, representing 12 cultural groups, to lead community engagement including training and support to deliver workshops with targeted communities. Community champion training was delivered in collaboration with the Fair Work Ombudsman, Human Rights Commission, United Workers Union, Queensland Community Alliance and QPASTT. To date, community champions have delivered workshops engaging 325 community members in Brisbane, Logan, Ipswich, Inala, Gatton and Rockhampton.</p>
Migrant small business research project	On track	<p>In recognition that small businesses are the backbone of our economy, DES is partnering with the Department of Youth Justice, Employment, Small Business and Training (DYJESBT) on a research project to develop an evidence base on migrant small businesses in Queensland.</p> <p>The research is expected to be finalised in mid to late 2023 and will inform a better understanding of the contribution of migrant small businesses in Queensland and how to best target support and information.</p> <p>This will contribute to migrant owned businesses being on a level playing field with the broader small business sector and being well positioned to thrive, contribute to Queensland's economy and benefit from emerging opportunities.</p>
Partnering with industry to facilitate employment outcomes for onshore migrants and refugees so employers in high-demand sectors can meet their workforce needs.	On track	<p>DES has worked in partnership with Engineers Australia, Consult Australia and the DYJESBT to support employment opportunities for underutilised migrants and refugees that can help address workforce shortages in the engineering sector. A key outcome of this partnership has been the release of the <i>Attracting and retaining engineers from migrant backgrounds: Guide for employers</i> to assist employers expand their recruitment pool, available on the DES website at https://www.des.qld.gov.au/multicultural-affairs/programs-initiatives/engineers-from-migrant-backgrounds-employer-guide.</p> <p>Building on the successful industry partnership between the Queensland Government, Engineers Australia and Consult Australia, DES is collaborating with peak bodies in the community services and agriculture business industries to facilitate job outcomes for onshore migrants and refugees that can support employers meet their workforce needs in these high-demand sectors.</p> <p>Efforts in this space are currently focused on building direct links between agribusiness employers and migrant and refugee jobseekers in Toowoomba and exploring options for the</p>

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		<p>development of an industry-specific employer guide for the community services sector that can support employers adopt more inclusive recruitment and retention strategies.</p> <p>Exploration of opportunities to work with other high-demand sectors will continue through 2023.</p>
<p>Advocate and improve workforce outcomes for migrants and refugees in Queensland</p>	<p>On Track</p>	<p>Under the <i>Good people. Good jobs: Queensland Workforce Strategy 2022-32</i>, the Strategic Settlement Partnerships team has been established (within DES) to advocate and improve workforce outcomes for migrants and refugees in Queensland over 2022-25.</p> <p>The team is working across a complex system of interconnected policies, programs and initiatives, including workers' rights; small business; regional activities; system level advocacy; supporting local governments and local clubs; developing Industry partnerships; and connecting with targeted corporate and sporting ambassadors.</p> <p>By focusing on these priorities, the team supports equality of opportunity for all Queenslanders and harnesses the remarkable benefits cultural diversity offers to our economy and our community.</p> <p>Since commencing in November 2022, the team has (alongside delivering on migrant workers' rights, welcoming communities, small business research, industry partnerships and engagement with sporting clubs linked to the Multicultural Queensland Ambassador Program):</p> <ul style="list-style-type: none"> • connected and partnered with key government, industry and community stakeholders in Ipswich, Toowoomba, and Townsville, to facilitate equitable access to employment pathways, particularly in industries with significant skills shortages; • fostered targeted engagement with more than 60 industry, community and (all levels of) government stakeholders to facilitate access to opportunities in industries with workforce shortages to improve workforce engagement of migrant and refugee communities; • supported the Office of the Queensland Chief Entrepreneur and Advance Queensland to deliver the Diverse World of Entrepreneurship: an open door for multiculturalism event in November 2022;

Agency activities supporting Key Action 1	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<ul style="list-style-type: none"> • delivered several targeted presentations on inclusive strategies and pathways to meaningful jobs and careers, for example to the Springfield Chamber of Commerce and Study Queensland network forum in Toowoomba; and • provided targeted advice and support for such events as the first Multicultural Jobs Forum in Springfield in May 2023. Many of the events and targeted efforts have resulted in direct engagement of skilled professionals with employment. <p>The team will continue to collaborate both locally and centrally to address gaps in the provision of tailored, targeted and timely information for skilled migrants to better support their settlement journey and facilitate employment opportunities where they can work to the full scope of their skills.</p>

● **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**.

Agency activities supporting Key Action 2	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and other employment opportunities such as Graduate Programs.	On track	<p>All divisions in DES are supported to promote employment opportunities through diverse networks, and information and links to various channels are available on the DES Intranet. Recently these have been promoted through online information and face to face training sessions, and in resources such as the recruitment strategy tool encouraging hiring managers to consider additional strategies to reach a more diverse audience.</p> <p>DES has also developed and implemented an Environmental Officer graduate program focused on enabling and training new entry level officers from all backgrounds with the tools to succeed in their roles. The program saw over 30 new Environmental Officers commence in 2022.</p>
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	On track	<p>DES continues to support hiring managers to use contemporary recruitment strategies that remove barriers to employment and promote a transparent and equitable process for all applicants. During the period DES has:</p> <ul style="list-style-type: none"> • Conducted six Diversity and Inclusion information sessions for senior leaders and managers on the benefits of diversity, and how to support and promote employees in the workplace. • Run weekly drop-in sessions during May and June 2023 for hiring managers to support them during their recruitment process and increase awareness of diverse and inclusive recruitment practices. • Conducted information sessions on changes to recruitment under the <i>Public Sector Act 2022</i>, reaching 356 employees across DES (February 2023). • Run sessions targeted at recruitment delegates to uplift and develop their understanding of the <i>Public Sector Act 2022</i> and changes to recruitment and

Agency activities supporting Key Action 2	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<p>selection with a focus on diversity and equity. 156 delegates participated in these sessions (May 2023).</p> <ul style="list-style-type: none"> • Attended DES regional hubs across the State to build capability and communicate the importance of considering equity and diversity in recruitment. These sessions focused on the importance of running processes that are inclusive. These face-to-face sessions reached 270 employees. • Offered bespoke coaching and a suite of new support tools for hiring managers to promote an inclusive and supportive recruitment and selection process. • Continued to promote the Harvard Implicit Association Test to raise awareness of unconscious bias prior to running interviews (through information on the DES Intranet).
<p>Revise recruitment and selection processes such as highlighting agency's recognition of the benefits of a diverse workforce and inclusive workplace in job descriptions to encourage culturally diverse talent to apply, addressing the impact of unconscious bias and considering the 'two in the pool' approach to shortlisting.</p>	<p>On track</p>	<p>DES continues to support hiring managers to use contemporary recruitment strategies that remove barriers to employment and promote a transparent and equitable process for all applicants. During the period DES has:</p> <ul style="list-style-type: none"> • Reviewed the position description structure and included additional statements that signal our focus on building a diverse and inclusive culture, including through mandatory statements on the importance of these in the workplace. • Prompted hiring managers to consider the sourcing methods and how they plan to recruit to support equity and diversity during the vacancy management approval process. • Conducted six Diversity and Inclusion information sessions for senior leaders and managers on the benefits of diversity, and how to support and promote employees in the workplace. • In February 2023 facilitated online information sessions on the changes to recruitment and Public Sector Act, reaching 356 employees across DES.

Agency activities supporting Key Action 2	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<ul style="list-style-type: none"> • Ran weekly ongoing drop-in sessions (since May) for hiring managers to support them during their recruitment process and increase awareness of diverse, culturally safe and inclusive recruitment practices. • In May 2023 DES rolled out information sessions targeted at hiring delegates to uplift and develop their understanding of the Public Sector Act and changes to recruitment and selection, 156 delegates participated in these sessions. • Attended DES offices across the State to communicate the importance of diversity in recruitment and ensure all staff were aware of the Public Sector Act changes and requirements for inclusive processes. These face-to-face sessions reached 270 employees. • Offered bespoke coaching and a suite of new support tools for hiring managers to promote an inclusive and supportive recruitment and selection process.
<p>Develop strategies to address any identified under-representation of employees from culturally diverse backgrounds, including representation of Australian South Sea Islander peoples amongst agency staff.</p>	<p>On track</p>	<p>During the period DES has undertaken an equity and diversity audit of its workforce to assist in identifying priority areas which have then been included in the DES Equity and Diversity Plan. This Plan outlines strategies and actions DES will take to improve the representation of diversity within the workforce. During the period DES has:</p> <ul style="list-style-type: none"> • Conducted awareness raising sessions on the importance of diversity in DES. • Committed to departmental as well as divisional targets for representation of diversity groups in DES. These figures are across the board higher than the Queensland Government targets. • Communicated the importance of employees completing the Equality of Employment Opportunity census so DES can accurately capture the diversity of the workforce and subsequently put programs and initiatives in place to support all diversity groups.

Agency activities supporting Key Action 2	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>Support and build the capacity of small and/or emerging communities to be competitive in government funding processes, such as by encouraging auspicing arrangements between smaller community organisations and larger incorporated organisations.</p>	<p>On track</p>	<p>Under the Multicultural Peak Funding for Sector Development Services program, DES provided funding of \$60,000 to the Ethnic Communities Council of Queensland (ECCQ) in 2022-23 to support and build the capability of community organisations from culturally diverse backgrounds to access funding.</p> <p>Through this funding, ECCQ developed online resources on relevant topics, including organisational governance, project management, grant writing, and revenue generation; delivered grant readiness workshops; and provided one-on-one support to individual organisations to assist in preparing funding proposals. ECCQ delivered a total of 15 workshops across the State to strengthen community-based organisations, including three workshops specifically targeting grant writing and management, and directly supported 55 individual organisations with funding proposals.</p>

● **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**.

Agency activities supporting Key Action 6	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.</p>	<p>On track</p>	<p>DES has promoted and raised awareness in the following ways:</p> <ul style="list-style-type: none"> • Promoted communications during Refugee Week 2023, to raise awareness of this year’s theme ‘Finding Freedom’, highlighting the experiences of refugees and also advertised the screening of the film “Our Journey”. • Participated in the sector wide Respect in the Workplaces Survey conducted by the Public Service Commission during May and June 2023. • Promoted the Luminous Lantern Parade in the Corporate Services weekly all staff email, and on numerous Teams’ sites to encourage employee participation. • Continued promotion through the Respectful Workplaces program on the importance of a safe, inclusive and respectful workplace. As part of the program, the following has been delivered: <ul style="list-style-type: none"> – Mini communication pieces to support inclusion and respect in the workplace through the weekly all staff communique. – Regular collaboration with a staff network on strategies to support a respectful culture. – Piloted a communication pack with DES representatives on leading a conversation on ‘what does respect look like in the workplace’. – News article on how to respond when staff hear a discriminatory comment, with promotion of the intent vs impact video, support and reporting resources. – Implemented an anonymous external reporting platform for employee disclosures, to enable employees to report unacceptable behaviour in a safe and supported way.

Agency activities supporting Key Action 6	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<p>DES also has a proactive employee led Diversity and Inclusion employee resource group, which meets monthly and drives a range of awareness raising campaigns to promote diversity and inclusion in DES. The group met nine times during the reporting period and has grown to include 26 members. The group has reviewed and contributed to the development and update of numerous documents for DES.</p> <p>DES officers in Cairns promoted Harmony Week during 20 to 26 March 2023. Activities included employees bringing a dish from around the world, email communication acknowledging multiculturalism and our diverse workforce in the region, the sharing of podcasts and stories from people from different cultures moving from their homeland to an English-speaking country, and what people need to know about human emotions and how it affects our behaviour. Employees also shared personal stories of their multicultural diversity with work colleagues. This event celebrated diversity within the DES workforce, put a spotlight on understanding how it enriches our experiences and acknowledged how employees' diverse backgrounds come through in our working environment.</p> <p>DES has also created a Cultural Diversity Teams channel for staff to share initiatives, link into development opportunities and participate in respectful conversations.</p> <p>Multicultural Queensland Month (MQM) 2022, delivered in August 2022 (under the former Department of Children, Youth Justice and Multicultural Affairs), built on the previous year's 'Inclusion in action' theme, with a focus on communication and language as fundamental to inclusion. Emphasis was placed on practical actions all Queenslanders can take to contribute to and improve cross-cultural connection, belonging and cohesive local communities through addressing the way language is fundamental to inclusion.</p> <p>MQM 2022 activities included webinars exploring bystander action and the importance of inclusive language, a digital stories project which included looking at language around racism and bias, and initiatives such as the Culture Collective program (through Multicultural Australia) which engaged young people and school leaders to learn how to build confidence to speak on topics that are often difficult to address such as racism, discrimination, homophobia, exclusion and belonging.</p> <p>Year on year there is growing participation and widespread support for MQM, and activities and events are well-received by key audiences including the public, sector and industry.</p>

Agency activities supporting Key Action 6	Progress status for 2022-23	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.	On track	<p>DES has identified and reviewed several courses on anti-racism during the year. These courses will be incorporated into the 2023-24 Learning and Development Calendar. Whilst DES has been identifying additional development options in the anti-racism realm, DES has continued to offer MATE bystander training to support staff in taking a stand and calling out unacceptable behaviour. During the year DES has:</p> <ul style="list-style-type: none"> • Run 20 MATE bystander sessions reaching 244 employees. • Piloted a new MATE program developed by Griffith University, called Respectful Workplaces. This new program will be rolled out more broadly across DES during the 2023-2024 year.
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.	On track	<p>DES is committed to creating a respectful and inclusive workplace environment where all staff in DES feel safe to come to work and feel supported to speak up about issues without fear of reprisal. Part of this ongoing program of work includes:</p> <ul style="list-style-type: none"> • Establishment of a Respectful Workplaces team to deliver specific support services, review existing resources, and deliver initiatives that will positively influence organisational culture. The program is informed by feedback and insights provided by staff through the Working for Queensland (WfQ), People@Work, and trends through other reporting platforms and channels. It aims to create lasting behaviour change by increasing staff awareness, understanding, capability, and confidence in building respectful workplaces. • Promoting specific communication around anti-racism. • Developing decals and posters to support respectful workplace messages and what to do if staff see something not quite right. These have been provided to offices around the State to support building a respectful workplace.
Ensure agency media campaigns and good news stories leverage off opportunities to promote	On track	In line with the <i>Public Sector Act 2022</i> , and as part of DES' branding strategy and employee value proposition work, DES has promoted employment opportunities in DES using a range of employees from diverse backgrounds with different experiences to showcase the varied work across DES and to attract candidates.

Agency activities supporting Key Action 6	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
the benefits of cultural diversity.		
Review agency policies and practices to eliminate systemic discrimination.	On track	<p>All policies and procedures are reviewed with a human rights lens to ensure they align with the <i>Human Rights Act 2019</i>, as well as the <i>Public Sector Act 2022</i>. During the year DES has:</p> <ul style="list-style-type: none"> • Completed a full biennial review of ten policies and procedures. • Completed a Public Sector Act review and update of all policies, procedures, and Intranet content, excluding policies and procedures which are pending release of new Public Service Commission Directives. <p>Updated operational guidance documents and assessment and compliance reports to assist officers to consider Human Rights during decision-making processes.</p> <p>DES's Minerals Business Centre Values and Action Plan 2023 documents the values and focus areas of collaboration for effective relationships including empathy in acknowledging different perspectives, communicating effectively and taking account of cultural sensitivities, diversity and differences to achieve a mutual endpoint.</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.	On track	<p>DES has maintained membership with the Diversity Council of Australia (DCA) during the 12-month period as well as offering training from the Queensland Human Rights Commission. During the reporting period DES has:</p> <ul style="list-style-type: none"> • Promoted and advertised DCA development opportunities to all staff via a weekly Corporate Services all staff email. • Encouraged employees to sign up to DCA to access and use resources on diversity and inclusion, especially during diverse events such as Multicultural month, Reconciliation Week and NAIDOC. <p>This has resulted in 242 DES employees registering as members of DCA and utilising their online resources to access diversity and inclusion research and development opportunities.</p>

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		<p>In addition, during the period 104 employees completed the Introduction to Human Rights course. Currently, 91% of all DES employees have completed the Queensland Human Rights Commission training.</p>
Welcoming Communities	On track	<p>For many migrants, the decision to stay and live in a regional community ultimately depends on whether the community is welcoming and ready to embrace new arrivals, particularly people from diverse backgrounds. In 2023, DES, through its longstanding partnership with Welcoming Australia, provided further funding to continue to work with local councils under the Welcoming Cities initiative and with local clubs under the Welcoming Clubs initiative to support local efforts to attract, retain and celebrate diversity in their communities.</p> <p>In April 2023, two Queensland local councils (Mount Isa and Paroo) were selected to participate in the Rural Welcoming Communities Exchange program, in San Jose, California, USA. The exchange connects rural communities across the globe to share leading practice in immigrant inclusion and equity, and community reconciliation and healing. An international return forum is being organised for Toowoomba in October 2023.</p> <p>There are 16 council members in Queensland engaged in the Welcoming Cities network:</p> <ul style="list-style-type: none"> • Livingstone Shire Council • Balonne Shire Council • Brisbane City Council • Central Highlands Regional Council • Toowoomba Regional Council • City of Townsville • Gladstone Regional Council • Bulloo Shire Council • Paroo Shire Council

Agency activities supporting Key Action 6	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<ul style="list-style-type: none"> • Cairns Regional Council • City of Ipswich • Mount Isa City Council • Goondiwindi Regional Council • Fraser Coast Regional Council • Logan City Council • Sunshine Coast Council.
Supporting the Multicultural Queensland Advisory Council (the Council) to provide advice to the Minister for Multicultural Affairs and Queensland Government agencies on the needs and aspirations of Queenslanders from culturally and linguistically diverse backgrounds.	On track	<p>DES supports the Council to actively advocate for a community where diversity is appreciated, and everyone can participate and thrive.</p> <p>During 2022-23, the Council prepared a submission to the Legal Affairs and Safety Committee's (LASC) consideration of the <i>Criminal Code (Serious Vilification and Hate Crimes) and Other Legislation Amendment Bill 2023</i> (the Bill). Drawing on their 2021 submission to the LASC inquiry into serious vilification and hate crimes, lived experience and unique connections to multicultural communities across the state, members welcomed stronger protections against serious vilification and hate crimes and provided considered input into the Bill.</p>