

Queensland Multicultural Policy ‘Our story, our future’

Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2023-24

Department of Regional Development, Manufacturing and Water

Key information

This reporting template is provided to agencies with actions in the [Queensland Multicultural Action Plan 2022-2024](#) (Action Plan).

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 the Department of Regional Development, Manufacturing and Water (DRDMW) has committed to and will therefore be required to report on.

The Office for Rural and Regional Queensland (ORRQ) joined DRDMW following a machinery of government in 2024. An action that came across with ORRQ to DRDMW was added under key action 3: culturally responsive services and is reflected in the reporting below.

Agency	Key action 1	Key action 2	Key action 3	Key action 4	Key action 5	Key action 6
DRDMW		●	●		●	●

● **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.
Review of our Recruitment and Selection Protocol	Delivered	The DRDMW Recruitment and Selection Policy was released on 28 November 2023 following staff and union consultation. A supporting Recruitment and Selection Guideline was also released on 28 November 2023, which details information and requirements for undertaking recruitment and selection processes. DRDMW also prepared and released supporting documentation, templates and forms including a Recruitment and Selection Strategy. The recruitment and selection strategy is a key step in the recruitment process and is required to be completed before advertising. The strategy is developed with a view to implementing diversity and inclusion measures to contribute to the fulfillment of DRDMW's obligations under Chapter 2 of the PS Act, including for example the objectives, strategies and targets stated in DRDMW's Equity and Diversity Plan. This requires hiring managers to determine (a) the attraction strategy to ensure a quality, diverse candidate pool and (b) a selection strategy focused on assessing the applicant best suited to the position, with consideration around any potential reasonable adjustments, accessibility, inclusivity and cultural safety. In determining the most appropriate attraction strategy, a hiring manager must consider if the role is an identified role due to genuine occupational requirements and whether targeted recruitment is appropriate to increase representation of a diversity target group.

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		DRDMW developed and implemented a recruitment and selection training package to support implementation of the recruitment and selection policy, with a focus on consideration of equity and diversity considerations. Completion of the training package is mandatory for all panel chairs. DRDMW's applicant pack and role descriptions have been updated to include detail on DRDMW's commitment to Inclusion and Diversity, and to detail how reasonable adjustments are made to the recruitment and selection process in order to attract applications from people from culturally and linguistically diverse backgrounds. An amended role description has also been utilised for identified and targeted vacancies – tailoring it to the requirements of the position to seek the eligible person best suited to the role. Job advertisements have also been reviewed and supporting material created to assist to tailor advertisement to the specific vacancy. DRDMW has prepared PowerBI dashboards for business units – which Hiring Managers are able to refer to in order to assess current workforce representation and determine strategies to fulfill DRDMW's Equity and Diversity Plan. DRDMW's representation has increased for CALD 2 (people who speak a language other than English at home) from 2.22 per cent in June 2023 to 9.55 per cent in June 2024 through EEO census data. Similarly, representation for CALD 1 (People born overseas) has increased from 3.69 per cent in June 2023 to 14.19 per cent in June 2024. Noting a complementary activity was a targeted communication campaign for staff to complete EEO census data within this time period. These efforts have assisted DRDMW to increase representation from people from culturally and linguistically diverse backgrounds
Participate in the Equity and Diversity Audit and develop the Departments Equity and Diversity Plan	Delivered	DRDMW submitted its second Equity and Diversity plan in April 2024 to the Office of the Special Commissioner (Equity and Diversity). Audit results showed that women who were born overseas or speak another language at home earn significantly more than other male and female employees at DRDMW. 14.29 per cent of employees who identify as speaking a language other than English at home (CALD2), are employed as professionals under ANZSCO occupational codes with the majority (57.14 per cent) employed in Clerical/Administration roles. Employees born overseas are primarily employed as either managers (36 per cent) or Clerical/Administration (32 per cent) roles and Professional roles (28 per cent). The DRDMW Equity and Diversity plan was developed in response to audit report findings inclusive of actions supporting employees from culturally and linguistically diverse backgrounds. Employees were able to provide feedback on the draft plan before the plan was finalised. Responses received included feedback regarding accessibility for CALD employees and directly from staff with culturally and linguistically diverse backgrounds:

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		• Incorporating diversity targets measures into senior executive performance agreements • Review all A08, Senior Officer and SES positions for targeted recruitment opportunities and accessibility prior to recruitment commencing • All A08, Senior Officer and SES position descriptions and PDAs to include obligations regarding equity and inclusion • Establish executive champions across a range of employee diversity groups • Implementing capability initiatives to foster a safe and inclusive workplace culture including Anti-Racism and anti-discrimination strategies • Demonstrating respect and understanding for diverse cultures by observing significant events, dates and campaigns including Multicultural QLD Month, Harmony Week and Racism. It Stops with Me. • Review intranet content available on diverse groups to ensure accuracy of information and visibility of appropriate supports • Implement a communication awareness program to promote the equity and diversity census and explore options to increase completion rate. Since implementation of the Equity and Diversity plan in 2023, DRDMW noted an increase in EEO Census data showing a workforce representation of 9.55 per cent from 2.22 per cent for people who speak a language other than English at home in June 2024. This positive trend is supportive of DRDMW's efforts towards reaching its workforce target of 12 per cent for CALD 2. Dashboards have been made available for executives providing information on HR metrics and diversity statistics for their team. Actions will continue to be implemented across the span of the Equity and Diversity Plan (to 2026).

● **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 with culturally and linguistically diverse clients and communities through the Regional Community Forum Program to seek their feedback on the level of engagement of CALD communities in the forum program.	Not delivered	In November 2023, DPC called for expressions of interest for 2024/25 Regional Community Forum membership. To improve the diversity of members, applications were monitored against a range of criteria, including those from CALD backgrounds. This information had not been collected in previous series of Forums. Where limited applications were received, DPC targeted advertising to those communities, and requested partners and other stakeholders share to their networks. Of 412 applications received, 7.5 per cent (31) were from those identifying as CALD. For purposes of comparison, 42 applicants (10.1 per cent) identified as Aboriginal and/or Torres Strait Islander. Responses varied between regions with 16 per cent of applicants from Darling Downs South West from CALD backgrounds and only 4.8 per cent in the Wide Bay Burnett region. In January 2024, Regional Community Forums were suspended following the announcement of an expanded Community Cabinet program and these expressions of interest were not progressed.

● **KEY ACTION 5: Interpreters and communication strategies**

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers.	Delivered	The Digital Services Accessibility Project (DSAP) has created resources for all staff that directs them on how to write in plain English, to a reading level of grade 9 so that all culturally and linguistically diverse customers are able to easily understand the content on our external facing websites. The DSAP team has also recommended to Senior Leadership that all staff who create web content undertake plain English training and writing for web courses so there is a consistent writing style across DRDMW. DRDMW takes responsibility for ensuring its customers understand DRDMW's services and programs and ability to engage effectively. This includes using qualified interpreter and translation services. Information on accessing these services is available on the staff intranet for employees to access as required in their roles and covers: • language service guidelines • engaging interpreters • deciding if an interpreter is required • interpreters in rural and remote Queensland • developing multilingual information • using technology • collecting data and monitoring performance • related links and resources.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	Delivered	DRDMW continues to factor the needs of culturally and linguistically diverse audiences into community-facing campaign activity. This includes: - ensuring the actors in DRDMW's Careers in Manufacturing social media campaign represented Queensland's cultural diversity - including women of different cultural backgrounds as subjects of the She Made It women in manufacturing docuseries - factoring CALD representation into a project to refresh the departmental image library. Wherever possible, images of CALD Queenslanders have been captured and used across departmental publications. DRDMW's internal communication channels are also used to promote the benefits of diversity and to represent, encourage and support CALD colleagues and communities. Internal content is monitored to ensure a representation of DRDMW's diverse workplace is delivered. Examples include: - ongoing, dedicated intranet pages on Inclusion and diversity, and Cultural and linguistic diversity - March 2023: intranet promotion of event celebrating Harmony Day (International Day for the Elimination of Racial Discrimination) - August 2023: promotion of Multicultural Queensland Month via intranet staff profiles and DG messaging - throughout 2023–24: intranet news posts and Staff News stories celebrating staff from diverse backgrounds.

● **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.
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.	Delivered	In July 2023 DRDMW released communications to all staff on the roll out the <i>Public entities and the Queensland Human Rights Act 2019</i> training via its online learning platform, iLearn. This training was provided through the Queensland Human Rights Commission at a cost of approximately \$4000. 93 per cent of staff have completed the learning course as at August 2024. DRDMW ensures all relevant material from the Queensland Human Rights Commission is available on its intranet page called <i>'Our Human Rights Obligations</i>. In May 2024, the <i>SBS Inclusion – Cultural Diversity</i> course was released in iLearn as part of the DRDMW's mandatory training package. As at August 2024, 65 per cent of staff had completed this course ahead of the due date in October 2024. The first year contract for this course was budgeted at \$4300.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		DRDMW has continued to support the <i>Racism. It Stops with Me.</i> Campaign. Employees can access links and further information about the campaign at all times through the staff intranet. During Multicultural Queensland Month celebrations in August 2023, dedicated communications were released on preventing racism and the steps to <i>support, record, report</i> on 14 August. A further follow up piece to staff on 30 August was released on the National Anti-Racism framework.