

DEPARTMENT OF LOCAL GOVERNMENT, WATER AND VOLUNTEERS

QUEENSLAND MULTICULTURAL ACTION PLAN REPORT FOR 2025-2026

Focus Area One: Deliver Culturally Responsive Services

The Queensland Government remains committed to ensuring all government initiatives and services, including funded services, are culturally responsive, accessible and inclusive of all people across Queensland.

Agency actions supporting Focus Area One	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Department of Local Government, Water and Volunteers does not have commitments under this focus area.	Choose a status	Choose a response	NA

Focus Area Two: Drive Diversity and Inclusion across the Public Sector

A diverse and inclusive workforce that is representative of the community we serve is essential to ensuring we are a culturally responsive government.

Agency actions supporting Focus Area Two	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Monitor data related to culturally and linguistically diverse employee representation and deliver strategies to achieve the whole-of-government target of 12 per cent for employees who speak a language other than English at home.	Delivered	Yes	As of 30 June 2026, The Department of Local Government, Water and Volunteers (DLGWV) met the 12% whole-of-government target for employees who speak a language other than English at home. At this date, DLGWV recorded 13.9% of employees who speak a language other than English at home. The 2025 Working For Queensland Survey indicated that 11.9% of DLGWV staff speak a language other than English at home and 18.2% were born overseas.
All Agencies Action – Monitor Working for Queensland survey results relevant to cultural diversity and inclusion and deliver strategies to improve inclusion for culturally and linguistically diverse employees, including Australian South Sea Islander peoples.	Delivered	Yes	Working for Queensland Survey responses support DLGWV to monitor outcomes related to cultural and linguistic diversity inclusion. 2025 results showed that 73% of people who identified as being culturally or linguistically diverse felt that the department provides a culturally safe work environment for people from Culturally and Linguistically Diverse (CALD) backgrounds, and 69% of CALD employees felt that their direct workgroup proactively discussed strategies to support the cultural safety of CALD employees. Additionally, 75% felt their manager or supervisor took responsibility for ensuring safety of CALD employees. 90% of CALD employees feel respected at work, 87% felt included and 92% felt safe at work, with 81% feeling they had an equal opportunity to succeed at DLGWV. 59% of CALD employees reported sharing their CALD background via EEO Census, remaining stable since 2024.

Agency actions supporting Focus Area Two	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			All DLGWV senior leaders received a personalised WFQ report presentation in Q2 (2025 – 2026) that included results for CALD employees in their teams. DLGWV will continue to support its CALD workforce in line with its Equity & Diversity Action Plan. DLGWV released a new Equity and Diversity Action Plan 2026 – 2029 in June 2026 with the following actions supporting culturally and linguistic employees: • Ensuring recruitment strategies include diversity, equity, and inclusion considerations to increase representation of all diversity groups, including in senior leadership positions. • Promoting leadership development opportunities to diverse cohorts. • Incorporating co-design and consultation into development of key departmental strategies. • Using Executive Champion networks to engage with diverse employee cohorts and to raise visibility and awareness. • Supporting managers with resources to build and lead inclusive teams. • Raising awareness of leave entitlements and flexible working arrangements to support employees through diverse life circumstances. • Drive multicultural awareness and understanding through training, resources, and promotion, sharing, and leveraging off staff spotlights and lived experience. • Ensuring workforce diversity data is accessible to senior leaders and people leaders to inform their workforce planning and management decisions. • Encouraging use of focus groups to identify actions improving safety, wellbeing, and inclusion scores for all diverse cohorts.

Agency actions supporting Focus Area Two	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			- Investigating opportunities to enhance health, safety & wellbeing reporting for issues raised by employees from diverse backgrounds. DLGWV regularly communicates about cultural and linguistic diversity through intranet news posts, Executive Champion messaging, direct email communications and the multicultural employee reference group and cultural champions' network. DLGWV employees are encouraged to participate in departmental celebrations and other cultural diversity and inclusion recognition events, including: - Taste of Harmony events held across 5 offices in 2026. - Celebrations for Multicultural QLD Month including staff lived experience of exploring culture, sharing webinars and a DLGWV internal panel event.
All Agencies Action – Using the Diversity and Inclusion on Boards Toolkit, implement targeted actions to increase the cultural and linguistic diversity of representation on Queensland Government boards.	Ongoing	No	DLGWV staff employed to support boards have been provided the Diversity and Inclusion on Boards toolkit. Within the reporting period, the following outcomes have been achieved for DLGWV boards: - The Queensland Great Artesian Basin Advisory Council (QGABAC) has strengthened stakeholder relationships and policy advice by ensuring diverse perspectives, including First Nations cultural values and interests, are represented in Great Artesian Basin deliberations. Its membership reflects diversity across gender, regions, and sectors, enabling informed decision-making that considers a broad range of community, industry, and stakeholder viewpoints. - The process to appoint a new panel is currently underway for the Water Act Referral Panel. Current membership includes multicultural representation.

Agency actions supporting Focus Area Two	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			The Diversity and Inclusion on Boards toolkit will be considered during the appointment process. - The Ministerial Advisory Council for Flood Mitigation Manuals merit-based appointments ensure a balance of specialised technical expertise and diverse perspectives in providing advice on flood mitigation matters. Current membership includes representation from culturally and linguistically diverse backgrounds, with two members born overseas, strengthening diversity and reflecting an improvement from the previous Council, which had no such representation. - The Water Entity Governance team has updated board appointment processes, templates, and guides to highlight the Queensland Government's commitment to implement targeted action to increase representation of culturally and linguistically diverse communities on Queensland Government boards. Boards that are responsible for board member selection and nomination processes have been provided with information and updated templates and guides.
All Agencies Action – Agencies will provide DPC with data on the cultural and linguistic diversity of Queensland Government boards to enable Government to monitor and report on the diversity of Queensland Government bodies.¹	Not delivered	No	Diversity on boards data has not been collected since August 2024. There has been no formal request from DPC to report on diversity data for boards outside of gender. A number of DLGWV boards are located in regional areas, and board members have shown limited interest in providing diversity data.

¹ **Please note** – If your agency does not have any boards, as defined by the [category of boards](#), then agencies can put N/A for the 2025-26 progress status and in the outcomes achieved column.

Focus Area Two: Case studies or good news stories (Optional, not mandatory)

The Queensland Great Artesian Basin Advisory Council brings together representatives from agriculture, natural resource management, conservation, local government, energy, resources, drilling, and Aboriginal and Torres Strait Islander organisations to provide advice on matters affecting the Great Artesian Basin. The Council's membership includes 58.3% female representation, First Nations representation through the Wakka Wakka Native Title Aboriginal Corporation, and strong regional and remote Queensland participation, helping to ensure a broad range of perspectives and experiences inform advice provided to government.

Focus Area Three: Strengthen Our Economy

The Queensland Government will take specific actions to identify and address the barriers that people from culturally and linguistically diverse backgrounds face to participate in economic opportunities in line with their skills and ambitions.

Agency actions supporting Focus Area Three	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Department of Local Government, Water and Volunteers does not have commitments under this focus area.	Choose a status	Choose a response	

Focus Area Four: Promote Social Cohesion

All Queenslanders have a responsibility to foster social cohesion in our communities. The Queensland Government will take action to respect and celebrate the contributions of Queenslanders from diverse backgrounds.

Agency actions supporting Focus Area Four	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Take a strong stance against racism, and actively promote anti-racism messages to staff, clients and communities in line with each agency’s unique context.	Delivered	Yes	DLGWV has zero tolerance for racism and is committed to preventing racism by pledging to undertake activities in support of the <i>Racism. It Stops With Me</i> campaign. A variety of anti-racism resources are made available via the intranet to support staff to respond to and prevent racism. The Multiculturalism intranet page highlights the <i>Racism. It Stops With Me</i> campaign as well as providing links to recognise, respond to racism, be a good ally and the discrimination, bullying and harassment intranet page. In March 2026, our Executive Champion for Multiculturalism shared a video message for the International Day for the Elimination of Racial Discrimination, alongside information sharing the ‘<i>There’s nothing casual about racism</i>’ campaign from the Human Rights Commission. When analysing Working for Queensland 2025 results, racism results were included in the commentary to senior staff. DLGWV mandates completion of the SBS Core Inclusion and SBS First Nations courses as part of onboarding training requirements. As of 30 June 2026, completion of these courses was 93% for SBS Core Inclusion and 92% for SBS First Nations. The SBS Cultural Diversity course is available optionally to all staff. This series has been designed to improve understanding of inclusion and provide staff with the necessary tools to actively promote diversity. Course topics include Appropriate

Agency actions supporting Focus Area Four	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			Workplace Behaviour, Cultural Diversity, and Multicultural Queensland Charter. As of 30 June 2026, 622 active staff had completed this elective course.