

# Queensland Multicultural Policy 'Our story, our future' Queensland Multicultural Action Plan 2022-24

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Public Sector Commission Annual Reporting for 2023-24



## Background

The Queensland Government's '[Our story, our future](#)' Multicultural Policy (the Policy) outlines its commitment to people from diverse cultural, religious and linguistic backgrounds. The policy sets priorities for Queensland Government action to achieve positive outcomes for all Queenslanders in three focus areas:

1. Achieving culturally responsive government
2. Supporting inclusive, harmonious and united communities
3. Improving economic opportunities

The Policy is implemented through the three-year [Queensland Multicultural Action Plan 2022-23 to 2023-24](#) (the Action Plan), which builds on the actions and outcomes of the previous [2016-17 to 2018-19](#) and [2019-20 to 2021-22](#) Multicultural Action Plans.

The Public Sector Commission's (PSC) activities and outcomes for 2023-24, below, support **Key action 2** and **Key action 4** of the Action Plan, and fulfil the [Policy and Action Plan](#) annual reporting requirements under Section 24 of the *Multicultural Recognition Act 2016*.

## 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
<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><b>Delivered</b></p>	<p>New recruitment and selection provisions were introduced in July 2023. The directive presents a progressive opportunity to link concepts of merit and equity throughout recruitment processes and a broader lens of suitability.</p> <p>Action #18 of the Even Better Public Sector strategy provides a focus on inclusive recruitment and selection, to develop tools and guidance to support successful implementation of the new processes, with the goal of more diverse recruitment.</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 Key action 4	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Establish a new employment target for people from culturally and linguistically diverse backgrounds.	Delivered	<p>At March 2024, 8.24% of the workforce identified speaking a language other than English at home. This statistic has been steadily increasing:</p> <ul style="list-style-type: none"> <li>• 2022: 6.84%</li> <li>• 2023: 7.49%</li> <li>• 2024: 8.24%</li> </ul> <p>(Source: Minimum Obligatory Human Resource Information).</p>
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Delivered	<p>At March 2024, 0.28% of the workforce identified as being Australian South Sea Islander. This statistic has been steadily increasing:</p> <ul style="list-style-type: none"> <li>• 2022: 0.18%</li> <li>• 2023: 0.25%</li> <li>• 2024: 0.28%</li> </ul> <p>The Working for Queensland survey was reviewed again in 2024, in consultation with Multicultural Affairs.</p> <p>Changes to the survey are outlined below. For those respondents that answered <u>no</u> to being Australian South Sea Islander:</p> <ul style="list-style-type: none"> <li>• I am aware of the significance of Australian South Sea Islander history and culture in Queensland.</li> </ul>

		<p>For those respondents that answered <u>yes</u> to being Australian South Sea Islander:</p> <ul style="list-style-type: none"> <li>• As an Australian South Sea Islander I feel culturally safe at work.</li> <li>• My colleagues invite me to share my perspective as an Australian South Sea Islander person when carrying out work.</li> <li>• I feel comfortable sharing my perspective as an Australian South Sea Islander person.</li> <li>• I am aware of the significance of Australian South Sea Islander history and culture in Queensland.</li> </ul>
<p>Ensure the right systems are in place to collect diversity data.</p>	<p>Delivered</p>	<p>The Working for Queensland survey was reviewed again in 2024, in consultation with Multicultural Affairs.</p> <p>Changes to the survey are outlined below.</p> <p>New/updated demographic questions:</p> <ul style="list-style-type: none"> <li>• Country of birth: Drop down list of countries</li> <li>• If you speak a language other than English at home and a selection of languages to apply</li> <li>• Do you use a language/s other than English with your family and/or community (excluding those you live with) and ability to select all that apply.</li> <li>• How would you describe your ethnicity or cultural identity and ability to select all that apply</li> <li>• Respondents that answered yes to any of the above, were asked:</li> <li>• My colleagues invite me to share my perspective as a culturally and linguistically diverse person when carrying out work.</li> <li>• I feel comfortable sharing my perspective as a culturally and linguistically diverse person.</li> <li>• I feel that my experiences and perspectives as a culturally and linguistically diverse person are respected.</li> </ul>

		<ul style="list-style-type: none"> <li>• As a culturally and linguistically diverse person, I feel culturally safe at work.</li> </ul> <p>The following were asked of all:</p> <ul style="list-style-type: none"> <li>• My workgroup cares about the culturally safety of culturally and linguistically diverse colleagues.</li> <li>• I feel that my manager or supervisor takes responsibility for ensuring the cultural safety of employees from culturally and linguistically diverse backgrounds.</li> <li>• I feel that my organisation provides a culturally safe work environment for employees from culturally and linguistically diverse backgrounds.</li> </ul>
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