

Queensland Multicultural Policy 'Our story, our future'

Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2023-24

Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts



● **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 Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement.	Delivered	Queensland Museum – Social Traders Portal promoted on the Queensland Museum intranet page.

● **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.*

<i>Connected and resilient communities. A respectful and inclusive narrative about diversity. Agency activities supporting Key Action 2</i>	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Drive leadership and accountability by establishing a senior executive multicultural champion to support planning for diversity and inclusion.	Delivered	<p>DTATSIPCA has appointed an Equity and Diversity Champion at Senior Executive (SES) level.</p> <ul style="list-style-type: none"> • DTATSIPCA has established a People and Culture Committee to drive the implementation of key workforce strategies to embed a culture that positions the department as an employer of choice, upholding the Queensland Public Sector values. • Establishment of an Equity and Diversity Network is currently progressing. The Network will bring together staff from diverse backgrounds across the department to advise on and drive initiatives to improve inclusion and support our diverse workforce. • As per our 2024-2027 Equity and Diversity Plan, our departmental focus areas for leadership and accountability are: <ul style="list-style-type: none"> ○ Our Leaders at all levels role model and demonstrate behaviour that encourage a culture of equality, respect and belonging. ○ We all demonstrate inclusive behaviours and attitudes in all interactions with colleagues and team members. ○ We all set a standard for others to follow acting as role models for positive change within the department. • DTATSIPCA also participates in the following sector wide diversity and inclusion networks: <ul style="list-style-type: none"> ○ Cultural Agency Leaders ○ Culture and Reconciliation <p>Queensland Public Sector Inclusion & Diversity Community of Practice</p>

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>Create a culturally safe and inclusive workplace by promoting the AHRC Racism Stops with Me campaign and resources, delivering MATE bystander training, and implementing the Respectful Workplace Behaviours project.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> • DTATSIPCA has zero tolerance for racism and other inappropriate behaviour and continues to be committed to creating culturally safe and inclusive workplaces. DTATSIPCA supports the ‘Racism – It stops with me campaign’ and promotes the resources which are available on the intranet. • Development of our departmental cultural capability is ongoing through training offerings, all staff communications, networks, events, and resources. • DTATSIPCA has implemented a mandatory SBS Appropriate Workplace Behaviour course, which promotes the benefits of a diverse and inclusive workplace including celebration of difference in opinion being valued, including legislative requirements. • A Contact Officer network has been implemented to support staff who may have witnessed or experienced workplace sexual harassment or other inappropriate behaviour. <p>The MATE training approach is yet to be assessed for DTATSIPCA</p>
<p>Build diversity and inclusion capability by promoting memberships to the Diversity Council of Australia, reviewing induction content, and celebrating Multicultural Action Week.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> • In May 2024, a review of the DTATSIPCA mandatory training suite of training was undertaken with the following courses implemented to further support inclusion and diversity: <ul style="list-style-type: none"> ○ SBS First Nations Inclusion course implemented in place of Starting the Journey ○ Disability Awareness training ○ Public entities and the Queensland Human Rights Act training ○ SBS Appropriate Workplace Behaviour course. • DTATSIPCA also provide access to the following online SBS courses to further build capability: <ul style="list-style-type: none"> ○ Core inclusion ○ Cultural diversity <p>The department continues to maintain its memberships with Diversity Council Australia (DCA) and Australian Disability Network (ADN) and promotes events and resources to staff via whole of staff communications including emails, Teams and Yammer messages, intranet content and a learning and events calendar.</p>

<p>Develop more options to better enable inclusive recruitment and selection processes.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> • DTATSIPCA is committed to attracting and retaining diverse talent in the department, reflective of the communities we serve. • A review of recruitment and selection practices has been undertaken to ensure processes are inclusive and contribute to the department's equity, diversity, respect, and inclusion obligations. The review also supports the implementation of Recruitment and Selection Directive (07/23) with a focus on recruiting the best suited candidate for the position, considering a broader range of attributes including diversity and inclusion. • To support applicants, an Applicant Information Guide has been developed detailing the department's commitments to diversity and inclusion and the role description has been reviewed to better reflect the role being advertised. • DTATSIPCA is committed to increasing the capability of panels (including chairs and members) through the centralised coordination of Recruitment and Selection training, and the provision of support resources. <p>DTATSIPCA HR is a member of the Queensland Public Sector Inclusion & Diversity Community of Practice which informs inclusive and innovative approaches which can be used in recruitment and selection (e.g. for target groups).</p>
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<p>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.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> - DTATSIPCA is currently participating in the Employee Value Proposition (EVP) and Employer Brand (EB) research as part of Action 13 of the <i>Even better public sector strategy</i>. This work is being led by the Public Sector Commission with research partner KPMG and will assist the department in further targeting and better promoting opportunities for Culturally and linguistically diverse people. - DTATSIPCA has been participating in the scoping and development of the new sector-wide non-frontline graduate program QG Graduate program. - DTATSIPCA assesses each role, prior to advertising, to determine whether the role should be 'identified' or targeted for diversity. - DTATSIPCA recruitment processes undertaken include utilising the Aboriginal and Torres Strait Islander Career Pathways Service. - DTATSIPCA encourages recruitment panels to utilise cultural referees, where appropriate. - DTATSIPCA participated in the First Nations Digital Careers Program and had two trainees complete the Certificate III in Information Technology. - DTATSIPCA is committed to cultural capability in the integration and transformation of knowledge about Aboriginal cultures and Torres Strait Islander cultures into work practices. This includes: <ul style="list-style-type: none"> o creating and developing specific career pathways options for Aboriginal and Torres Strait Islander people o partnering with the Public Sector Commission to support the delivery of the Aboriginal and Torres Strait Islander Career Pathways Program. - Recruitment processes undertaken by the department include utilising the Aboriginal and Torres Strait Islander Career Pathways Service. - QAGOMA participated in the Queensland Cultural Centre First Nations Graduate Program, led by the Corporate Administration Agency.
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<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>Delivered</p> <ul style="list-style-type: none"> • DTATSIPCA is committed to attracting and retaining a diverse workforce, reflective of the communities we serve. • In line with the Recruitment and Selection Directive (07/23), DTATSIPCA has undertaken a review of recruitment and selection practices with a primary focus on recruiting the best suited candidate for the position, considering a broader range of attributes including diversity and inclusion. This contributes to the department's equity, diversity, respect, and inclusion obligations. • An Applicant Information Guide has been developed detailing the department's commitments, role description template has been reviewed and as well as application processes to diversify advertising options. • DTATSIPCA is committed to increasing the capability of panels (including chairs and members) through the centralised coordination of Recruitment and Selection training. • DTATSIPCA HR is a member of the Queensland Public Sector Inclusion & Diversity Community of Practice which informs inclusive and innovative approaches which can be used in recruitment and selection (e.g. for target groups). • As per our 2024-2027 Equity and Diversity Plan, DTATSIPCA is committed to enhancing practices to attract and retain: <ul style="list-style-type: none"> ○ employees from diverse backgrounds employed in decision making roles; ○ Aboriginal women and/or Torres Strait Islander women employees from diverse backgrounds employed in decision making roles; ○ women in leadership aligning with the total proportion of women; ○ Aboriginal women and/or Torres Strait Islander women in the Senior Executive Service roles; and ○ Culturally and Linguistically Diverse (CALD) employees in the Senior Executive Service roles. <p>Improving workforce diversity participation and identification rates.</p> <p>QAGOMA advertised Indigenous Identified vacancies during 2023-2024 FY.</p> <p>Three employees were appointed, and all were invited to provide feedback on the recruitment process.</p> <p>The feedback received was reported back to the Executive Management Team with learning to be adapted and shared for future Indigenous Identified recruitment processes.</p> <p>QAGOMA published an updated Recruitment and Selection template which assists hiring managers in consideration of our obligations related to diversity and inclusion under the Public Sector Act.</p>
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<p>Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> • With the establishment of the Equity and Diversity Network, DTATSIPCA will be able to further access and utilise the skills and knowledge of bicultural and bilingual employees to contribute to and receive feedback on diversity and inclusion initiatives, and to build awareness and drive action. • DTATSIPCA also participates in the following sector wide diversity and inclusion networks: <ul style="list-style-type: none"> ○ Cultural Agency Leaders ○ Culture and Reconciliation Working Group. <p>Queensland Public Sector Inclusion & Diversity Community of Practice - assists the department in connecting with and accessing diverse skills, knowledge and perspectives.</p> <p>Queensland Museum - Translation services provided to Queensland Museum visitors on an as-needs basis.</p>
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Collect, analyse, and report on data relating to culturally and linguistically diverse recruitment, employment, retention, and career progression to leadership positions.

Delivered

QAGOMA collects employee diversity data through the Equity and Diversity census contained within our payroll system. Results from the Working for QLD survey allow the Gallery to analyse the level of cultural safety of employees based on their diverse background.

- DTATSIPCA collects employee diversity data through the following mechanisms:
 - Equity and Diversity (E&D) census - contained within our payroll systems.
 - Working for Queensland (WfQ) survey – in addition to identification the WfQ survey allows DTATSIPCA to analyse the level of cultural security of employees based on their diverse background.
- The 2024 Equity and Diversity audit report detailed the following representation of culturally and linguistically diverse people in the department:

	Sector wide target	E&D PSC dataset	WfQ survey 2023
Aboriginal people	4%	17.35%	21%
Torres Strait Islander people			
Aboriginal people and Torres Strait Islander people			
Australian South Sea Islander people			3%
Culturally and linguistically diverse employees (CALD1) (Born overseas in an English speaking/non-English speaking country)	12%	10.38%	16%
Culturally and linguistically diverse employees (CALD 2) (Speaks a language other than English at home)		8.67%	9%

- As per our 2024-2027 Equity and Diversity Plan, DTATSIPCA is committed to enhancing practices to attract and retain:
 - employees from diverse backgrounds employed in decision making roles;

		<ul style="list-style-type: none">○ Aboriginal women and/or Torres Strait Islander women employees from diverse backgrounds; employed in decision making roles;○ women in leadership aligning with the total proportion of women;○ Aboriginal women and/or Torres Strait Islander women in the Senior Executive Service roles;○ Culturally and Linguistically Diverse (CALD) employees in the Senior Executive Service roles; and○ Improving workforce diversity participation and identification rates. <p>DTATSIPCA continues to partner with the Public Sector Commission on the Aboriginal and Torres Strait Islander Career Pathways Service, supporting staff opportunities participating to obtain higher duties, secondments, accessing learning and development opportunities and networking.</p>
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<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>Delivered</p>	<p>QAGOMA's <u>Equity and Diversity Strategy</u> has been developed and is available on the Gallery's website. QAGOMA will undertake an annual audit with progress against its Strategy to be reviewed and published annually.</p> <p>DTATSIPCA has the following strategies and plans in place to address under representation of employees with culturally and linguistically diverse backgrounds:</p> <ul style="list-style-type: none"> • 2023-2027 Strategic Plan Our vision - To work with Aboriginal and Torres Strait Islander peoples, and non-Indigenous Queenslanders, to build a new future and support thriving communities where all can enjoy high levels of social and economic wellbeing, supported by a vibrant arts and cultural sector Our people - Our people are dedicated and committed to excellence through dynamic, diverse and shared leadership at all levels of the department. • 2024-2027 Strategic Workforce Plan - our key commitments: <ul style="list-style-type: none"> • Creating a workplace that values inclusion, diversity and flexibility • Prioritising cultural integrity and culturally safety for all employees • Creating a workplace that values the health and wellbeing of all employees • Ensuring compassion is at the core of our workplace • Protecting and promoting human rights. • 2024 Equity and Diversity Audit: DTATSIPCA is required to undertake an Equity and Diversity Audit annually and develop a report and strategy, with the final report due to the Office of the Special Commissioner by 30 April. Through this report and strategy, the department identified opportunities to promote, support and progress equity and diversity across the department in alignment with its obligations under the Public Sector Act 2022. • 2024-2027 Equity and Diversity Plan Vision - A thriving diverse and inclusive workplace where all people feel safe, valued and respected, and where the principles of employee inclusion, diversity and embracing difference are strongly reflected in our culture and values. <p>The purpose of this plan is to foster and support an equitable, diverse and inclusive workplace reflective of the communities we serve, that is culturally capable and culturally safe.</p>
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<p>Ensure targeted recruitment or career development initiatives are undertaken in partnership with community including, for example, where agencies are focusing on attracting applicants from specific cultural groups for positions.</p>	<p>Delivered</p>	<p>DATSIPCA, through recruitment and selection practices and guidelines, promotes the opportunity for panel members to consider targeted recruitment strategies and circulating job opportunities across networks to attract diverse candidates.</p> <p>The <i>State Library Strategic Workforce Plan 2021–25</i> outlines the commitment to safe and inclusive practices, spaces, and service delivery for Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning (LGBTIQ+) people, people with a disability and people from culturally and linguistically diverse backgrounds, because we know that to best serve the community, we need to reflect its diversity.</p> <p>State Library completed the Public Sector Commission equity and diversity audit in 2023-24, providing the Audit Report to the Special Commissioners Office.</p> <p>A key action of the <i>Diversity and Inclusion Action Plan</i> is a commitment to review State Library’s recruitment practices to improve accessibility and representation in recruitment pools.</p> <p>QAGOMA - Indigenous Identified roles are shared with our group of First Nations staff, to circulate within their communities. Indigenous Identified roles are advertised through the Koori Mail.</p>
<p>Provide mentoring, work placement or work experience opportunities for young people from culturally and linguistically diverse backgrounds, including from migrant and refugee backgrounds, who have not had previous experience working in government.</p>	<p>Delivered</p>	<p>DTATSIPCA is participating in the Queensland Government new graduate program being rolled out that will support young people from culturally and linguistically diverse backgrounds to enter the public sector with ongoing mentoring and coaching support required to successfully transition into the workforce.</p> <p>State Library of Queensland continues to offer fieldwork placements to provide students with practical training and experience that is required under, and is an assessable part of, the student’s course. There are 2 intakes each year with placements designed based on capacity and opportunities in the various workgroups.</p> <p>QAGOMA continues to look for opportunities to engage with young people from culturally and linguistically diverse backgrounds, including in the research and planning towards the eleventh iteration of the Asia Pacific Triennial, opening summer 2024–25.</p>
<p>Work collaboratively with partner organisations to maximise the benefits of our increasing cultural diversity through agency-based work experience placements for people with temporary visas or refugees.</p>	<p>Delivered</p>	<p>State Library of Queensland has a formal partnership with Multicultural Australia (MA) which includes a commitment to the MA Work and Welcome program. The program offers short-term paid work experience for recently arrived refugees and migrants to help them successfully settle in Queensland. State Library remains committed to this program however there were no placements in 2023-24.</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.
Ensure the right systems are in place to collect diversity data.	Delivered	DTATSIPCA collects employee diversity data through the Equity and Diversity census contained within our payroll systems. Diversity demographic data was collected for the full financial year allowing program and contract management processes to consider this information in contract management discussions and program planning.
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Delivered	DTATSIPCA has implemented the system ability for staff to identify as Australian South Sea Islander as part of the Equity and Diversity census within our payroll systems. Australian South Sea Islander client demographic information was collected through the one relevant dataset for the full financial year. This information was considered in program planning and contract management discussions, with information provided back to providers that reported on this indicator.

● **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.
Community Services will strengthen requirements for culturally responsible services within investment specifications and initiatives for outsourced service delivery.	Delivered	The Community Services Investment Specification was successfully introduced in 2023-24, with new and renewed contracts including the requirement to comply with the specification and therefore the requirement relating to cultural capability. Initiative guidelines have continued to include cultural capability and accessibility requirements and will do so for any future versions.
Ensure key public consultation materials for policy and legislative review processes include Easy-Read versions, to facilitate participation and input from people from linguistically diverse backgrounds (as well as those with an intellectual or cognitive disability)	Delivered	DTATSIPCA continues to use a range of engagement methods and tools to facilitate participation and consultation on key policy and legislative processes. This includes consideration of people from linguistically diverse backgrounds.
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	Community Recovery (CR) maintains fact sheets about natural disasters and financial assistance grants that have been translated into over 40 languages, as well as 'easy English' versions, and audio and visual content to support linguistically diverse people access support in preparing for, and responding to, disasters. Community Recovery also promotes the QGov translation service available via 13 74 68 to assist people from diverse backgrounds to access support (reference Key action 5 – for agencies involved in front line service delivery, support

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.</p> <p>A recent addition to this is the early collaboration with the Queensland Reconstruction Authority (QRA) on the potential of sharing CALD resources and investigating how CR and/or QRA can partner with Ethnic radio 4EB to broadcast this translated disaster recovery service information to their audience.</p>
<p>For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.</p>	<p>Delivered</p>	<p>State Library of Queensland has previously utilised Standing Offer Arrangements to create 10 language versions of popular First 5 Forever children’s books. These books are distributed through Queensland public libraries and are available on State Library’s website. The usage of these materials in 2023-24 was 29,391 views, demonstrating benefits from the provision of interpreting and translation services.</p> <p>Queensland Museum - Standing Offer Arrangements promoted on the Queensland Museum intranet page.</p>
<p>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.</p>	<p>Delivered</p>	<p>State Library of Queensland - Information on accessing interpreters is included in front of house staff induction. This information can be found in the front of house resource kits for easy reference by staff to access interpreter and translator services.</p> <p>Queensland Museum - General customer service training provided to Queensland Museum’s front-of-house personnel to better meet the needs of visitors who are culturally and linguistically diverse.</p> <p>QAGOMA participates in the Hidden Disabilities Sunflower initiative, aimed to support those with hidden disabilities, with reciprocal benefits to visitors from linguistically diverse backgrounds, who are familiar with the Sunflower initiative.</p>
<p>Encourage customers from new and emerging communities to participate in community events, relevant to portfolio responsibilities, as a soft entry point to help them learn English and make connections with established community members.</p>	<p>Delivered</p>	<p>State Library of Queensland’s delivery of the project was completed in 2022. Multicultural Australia have continued to engage in Digital Inclusion training and have been able to engage with other Government Agencies to supply depreciated ICT assets. These have been supplied to young people who had barriers accessing computers for homework and work purposes.</p> <p>QPAC and Alliance Française de Brisbane delivered the screening of Zahia, un temps d’avance, as part of the Alliance Française French Film Festival at the Cremorne Theatre in March. The film chronicles the remarkable journey of Zahia Ziouani, a visionary female conductor who has made it her mission to democratise classical music and bring it to a broader, younger, more diverse audience. Following the screening was a performance by</p>

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>Fettouma Ziouani and panel discussion featuring Zahia Ziouani herself, Fettouma Ziouani, Yarmila Alfonzetti (CEO of Queensland Symphony Orchestra), Brendan Joyce (Artistic Director of Camerata) and composer, Ray Lin.</p> <p>In June, QPAC presented Axion Esti and Masterworks in the Concert Hall. A continuation of QPAC’s collaboration with the Greek Festival of Sydney, this celebration of the musical and poetic heritage of Greece featured works by composer Mikis Theodorakis and Nobel Prize-winning poet Odysseas Elytis. Lead vocalist Dimitris Basis, conductor George Ellis, and narrator Tony Nikolakopoulos headlined the event alongside a 35-piece orchestra featuring instruments such as bouzouki and santouri and a 90-voice chorus—the largest assembly of voices in the Greek language at QPAC.</p> <p>Part of QPAC and Multicultural Australia’s ‘Connecting Through the Arts’ partnership, the 40-voice Mosaic Multicultural Choir completed its first year under the direction of Yani Mills with an inaugural performance at their namesake Mosaic Festival in September. As part of the engagement program for The Ring Cycle, Opera Australia artists attended and lead rehearsals with the choir, sharing skills and stories with choir members.</p> <p>Community Recovery engages with Multicultural Affairs Queensland and non-Government agencies in developing service delivery responses such as recent community responses to Victims of Crime incidents. Community Recovery leads these activations in close collaboration with Victims of Crime Community Response (VOCCR) and other stakeholders to provide culturally appropriate responses, through engagement of non-Government organisations and linkages to existing community services.</p> <p>In a recent VOCCR response on the Gold Coast, MAQ provided key support contacts for the multicultural communities affected in the impact area. These contacts were included in support brochures that were distributed to impacted residents to enable them to access appropriate support.</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 Key Action 6	Progress status for 2023-24	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.	Delivered	<ul style="list-style-type: none"> • DTATSIPCA has zero tolerance for racism and other inappropriate behaviour and continues to be committed to creating culturally safe and inclusive workplaces. • DTATSIPCA supports the 'Racism – It stops with me campaign' and promotes the resources which are available on the intranet. • In May 2024, a review of DTATSIPCA's mandatory training suite of training was undertaken with the following courses including content covering anti-racism: <ul style="list-style-type: none"> ○ SBS First Nations Inclusion course implemented in place of Starting the Journey ○ Public entities and the Queensland <i>Human Rights Act training</i> ○ SBS Appropriate Workplace Behaviour course. • DTATSIPCA also provide access to the following online SBS courses to further build capability: <ul style="list-style-type: none"> ○ Core inclusion ○ Cultural diversity • DTATSIPCA have implemented a Contact Officer network to support staff who may have witnessed or experienced workplace sexual harassment or other inappropriate behaviour. <p>Queensland Theatre delivered anti-racism training conducted by Hue for staff, artists and creatives to support development and understanding of race-related and safety issues.</p>

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		All Queensland Theatre staff participated in Cultural Capability training delivered by Multicultural Australia to support development of capability, skills and understanding in cultural inclusion and intercultural interaction.
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	Delivered	<ul style="list-style-type: none"> • In May 2024, a review of DTATSIPCA's mandatory training suite of training was undertaken with the following courses implemented to support cultural capability uplift: <ul style="list-style-type: none"> ○ SBS First Nations Inclusion course implemented in place of Starting the Journey ○ Public entities and the Queensland Human Rights Act training ○ SBS Appropriate Workplace Behaviour course. • DTATSIPCA also provide access to the following online SBS courses to further build capability: <ul style="list-style-type: none"> ○ Core inclusion ○ Cultural diversity • DTATSIPCA has promoted the new Positive performance management Directive 02/24 and is reviewing our policy and supporting resources to uplift cultural capability by: <ul style="list-style-type: none"> ○ Focussing on developing employees' cultural capability to help foster a culturally capable and culturally safe workplace ○ Having staff define their Cultural capability development commitments in their Performance and Development Agreement. <p>DTATSIPCA regularly promoted events which further understanding of diverse cultures and backgrounds, including:</p> <ul style="list-style-type: none"> • NAIDOC Week (July) • Queensland Multicultural month (August) • UN's International Day of the World's Indigenous Peoples (August) • Office of the Commissioner Meriba Omasker Kaziw Kazipa celebration (September) • Indigenous Literacy Day (September) • Diwali celebrations (October) • Indigenous Business Month (October) • Lunar New Year (January) • Anniversary of the National Apology (February) • International Mother Language Day (February) • National Close the Gap Day (March)

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> • Harmony Week / International Day for the Elimination of Racial Discrimination (March) • National Sorry Day (May) • Anniversary of the 1967 Referendum (May) • National Reconciliation Week (May) • Luminous Lantern Parade (June) <p>As part of the communications for these events, information was shared on the background, traditions, cultures that celebrate, and resources to provide further learning. Local events were held within teams and across the regions for Harmony Week and Multicultural Month.</p> <p>State Library of Queensland initiated an independent cultural capability audit to assess the current organisational capability and continues to review and update the cultural capability development offering available to staff.</p> <p>QPAC has conducted a review of cultural learning needs within the organisation. QPAC has embedded cultural competency training in the QPAC staff onboarding process for new employees. QPAC has established a First Nations staff forum to seek feedback on particular policies and processes that will impact them. QPAC has begun a review of policies through the lens of cultural capability to ensure they responsive to the needs of First Nations staff.</p>
<p>Introduce initiatives that could be delivered by agencies or funded services to enable public conversations about racial bias and casual racism at the community level, relevant to agency portfolio responsibilities</p>	<p>Delivered</p>	<p>Qld Theatre Company - As part on an ongoing commitment to a safe, respectful, and equitable workplace and broadening organisational and individual capability that fosters inclusivity and workers' cultural understanding and competence, Queensland Theatre activated a range of activities/initiatives including:</p> <ul style="list-style-type: none"> ○ broadening community engagement through a range of inclusive content and programming to diversify experiences, engaging audiences and new communities. ○ increasing diversity representation in casting. ○ diversity in marketing/communications imagery and storytelling. ○ engagement of Queensland Theatre's Artistic Elder to guide Queensland Theatre and provide support to staff in building its relations with the First Nations community and hosting a range of events with the First Nations community to promote community connections.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> ○ delivery of a Welcome to Country on first day of rehearsals for each First Nations production, symbolising cultural respect and a welcoming and supportive environment, and providing an opportunity to engage with First Nations people at the community level. ○ conducted Yarning Circles hosted by First Nations community representatives, providing opportunity to encourage respectful and honest interactions and to learn from a collective group. ○ conducted post-show panel conversation events with artists and audience during the run of diverse productions with cultural themes e.g. <i>37</i>, <i>Dear Brother</i>, <i>Scenes from a Yellow Peril</i>. <p>In partnership with Multicultural Australia, QPAC presented Changing the Conversation, a series of panel sessions hosted by Benjamin Law covering contemporary and topical issues. The first series of four conversations was presented in the Concert Hall throughout 2023, returning in 2024. Topics included Brave Conversations About Multiculturalism (August), Creating Belonging Through Storytelling (November), Changing the Game (March), and Culture in Conflict – Talking About World News When It Hits Home (June).</p> <p>Panel members included Anisa Nandaula (poet, playwright and comedian), Christine Castley (CEO of Multicultural Australia), Imam Uzair Akbar (scholar and leader in Australia’s Muslim community), Moale James (storyteller and creative producer), Heru Pinkasova (Opera Queensland soprano), Omid Tofighian (researcher, philosopher, and author), Dung Tran (educator, advocate and co-founder of Our Race), Mariel Hecher (Vicecaptain of the Brisbane Roar), Azmeena Hussain OAM (Principal at Maurice Blackburn Lawyers and Director at the Victoria Institute of Sport), Dr Sarah Kelly OAM (professor, lawyer, and member of the Brisbane 2023 organising committee), Peter Grete (journalist), Amok Dhuol (advocate with the Queensland African Communities Council) and Arunn Jegan (Australian Head of Mission and Humanitarian Affairs, Médecins Sans Frontières). Conversations covered a broad range of perspectives and sensitive topics in an environment of mutual respect and empathy. Sessions have been captured and edited for distribution on QPAC’s Digital Stage.</p>
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.	Delivered	<p>State Library of Queensland provides mandatory Code of Conduct training for all staff.</p> <p>State Library has specific policies and continues to review and update resources available for staff addressing Sexual harassment, Workplace bullying, Workplace violence and aggression, racism, and discrimination.</p>

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>QAGOMA - In December 2023 the Director of QAGOMA shared Working for Queensland results with all staff with focused messaging on experiences of racism and discrimination, and promoting that the Gallery has zero tolerance towards racism and discrimination.</p> <p>Queensland Theatre affirmed cultural diversity and zero tolerance to racism and discrimination through:</p> <ul style="list-style-type: none"> ○ Queensland Theatre’s values which publicly communicate and demonstrate a commitment to a diverse and inclusive workplace and theatre environment where everyone belongs and works as a team. ○ Queensland Theatre’s respectful workplace policies and procedures which articulate zero tolerance for any form of discrimination. ○ providing equal opportunity and access to programs, services and recruitment activities which include key messages around diversity and inclusion. ○ embracing all cultures in Queensland Theatre’s work and providing people with the ability to maintain their culture without disadvantage. ○ designing services and programs in consultation with cultural representatives. ○ engagement of Queensland Theatre’s Artistic Elder. <p>QPAC maintains zero-tolerance policies with regards to racism and discrimination. These policies are an important part of training and induction for new staff and are recognised and understood throughout the workforce with annual refresher training. QPAC’s First Nations strategies and programming actively encourage anti-racism initiatives. In 2023-24, QPAC’s Executive RAP working group and Aboriginal and Torres Strait Islander Advisory Group contributed to the preparation of the organisation’s second stage Innovate Reconciliation Action Plan for launch in August 2024, which reaffirms a commitment to anti-discrimination strategies.</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>Delivered</p>	<ul style="list-style-type: none"> ● DTATSIPCA has appointed an Equity and Diversity Champion at Senior Executive (SES) level. ● The establishment of the Equity and Diversity Network is currently progressing. The Network brings together staff from diverse backgrounds from across the department to advise on and drive initiatives to improve inclusion and support our diverse workforce. ● As per our 2024-2027 Equity and Diversity Plan, DTATSIPCA are committed to enhancing practices to attract and retain: <ul style="list-style-type: none"> ○ employees from diverse backgrounds employed in decision making roles

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> ○ Aboriginal women and/or Torres Strait Islander women employees from diverse backgrounds employed in decision making roles ○ Aboriginal women and/or Torres Strait Islander women in the Senior Executive Service roles ○ Culturally and Linguistically Diverse (CALD) employees in the Senior Executive Service roles ● Improving workforce diversity participation and identification rates. <p>Queensland Theatre worked to increase inter-cultural connections by:</p> <ul style="list-style-type: none"> ● the establishment of a groundbreaking new First Nations Theatre Unit and a new senior leadership role (Head of First Nations Theatre) to support self-determination in First Nations creative practice and theatre-making, developing First Nations stories and works for the stage, and building capacity and pathways for First Nations storytellers, artists and creatives; ● collaborating with culturally and linguistically diverse artists and creatives to seed stories and creative projects of significance; ● the engagement of Queensland Theatre’s Artistic Elder to support Queensland Theatre’s work and presence internally and externally in the community; ● working with the Indigenous Reference Group that provides cultural guidance, consultation, and mentorship to Queensland Theatre Board and staff, offering an understanding and knowledge om Indigenous issues and perspectives around our work and relations with communities; and engaging a diversity specialist to undertake cultural risk reviews and develop risk plans for works produced by Queensland Theatre. <p>Through the Aboriginal and Torres Strait Island Advisory Group, the Director, First Nations Strategy, and Head of First Nations Programming, QPAC has embedding First Nations perspectives and understanding into planning and decision-making at governance, executive, and programming levels of the organisation.</p>
<p>Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.</p>	<p>Delivered</p>	<p>QPAC has used its Newsroom and Digital Stage platforms to feature artists and programs in partnership with Multicultural Australia, in particular stories of and performances from the Mosaic Choir and insights from guests and hosts of the ‘Changing the Conversation’ series.</p>
<p>Strengthening engagement with agency stakeholders to improve social cohesion</p>	<p>Delivered</p>	<p>QPAC’s partnership with Multicultural Australia continues through initiatives such as the MOSAIC Choir, the Changing the Conversation Series, and other events.</p>

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
and tackle racism and discrimination at a local level.		
Review agency policies and practices to eliminate systemic discrimination.	Delivered	<ul style="list-style-type: none"> • As part of the review schedule, all Human Resources policies, procedures and resources are reviewed to ensure alignment with human rights, departmental values and to support the ongoing development of a diverse, fair, equitable, safe and culturally competent environment. Examples of these include: <ul style="list-style-type: none"> ○ New Sexual harassment prevention policy ○ New Contact Officer network to support staff who may have witnessed or experienced workplace sexual harassment or other inappropriate behaviour ○ Positive and supportive workplaces policy in place • Workplace bullying Q&As and factsheet. <p>QAGOMA continues to review all HR Policies and has a current Workplace Bullying, Discrimination and Violence Policy in place, and Preventing and Responding to Workplace Sexual Harassment Policy.</p> <p>As part of ongoing cyclical reviews, Queensland Theatre reviews its governing documents including policies, and operational procedures, to ensure their alignment with human rights and Queensland Theatre values and an acknowledgment of the importance of continually developing a diverse, fair, equitable, safe, and culturally competent environment on and off the stage and a meeting place for the whole community.</p>
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.	Delivered	<ul style="list-style-type: none"> • The DTATSIPCA Strategic Workforce Plan and Equity and Diversity Plan drive our commitment to further developing an equitable, diverse, and inclusive workforce and workplaces. • In May 2024, a review of the DTATSIPCA mandatory training suite was undertaken with the following courses implemented with a focus on diversity and inclusion: <ul style="list-style-type: none"> ○ SBS First Nations Inclusion course implemented in place of Starting the Journey ○ Disability Awareness training ○ Public entities and the Queensland <i>Human Rights Act</i> training ○ SBS Appropriate Workplace Behaviour course. • DTATSIPCA supports the ongoing development of departmental cultural capability through training offerings including:

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> ○ staff participating in cultural immersion training such as a visit to the Cherbourg Ration Shed ○ Aboriginal and Torres Strait Islander Cultural Competence online ○ We Al-li Dadirri: Ancient Aboriginal Mindfulness Traditions workshop ○ We Al-li Trauma Informed Care and Practice – An Indigenous approach to developing worker skills workshop ○ Cultural Agility - Building on the Strengths of our Stories training workshop Living Under 'The Act' sessions workshop ○ SBS Core inclusion online ○ SBS Cultural diversity online. <ul style="list-style-type: none"> ● DTATSIPCA partners with the Public Sector Commission to support the delivery of the Aboriginal and Torres Strait Islander Career Pathways Program ● The department continues to maintain its memberships with Diversity Council Australia (DCA) and Australian Disability Network (ADN) and promotes events and resources to staff via whole of staff communications including emails, Teams and Yammer, and intranet content. ● DTATSIPCA has zero tolerance for racism and other inappropriate behaviour and continues to be committed to creating culturally safe and inclusive workplaces. DTATSIPCA supports the 'Racism – It stops with me campaign' and promotes the resources. ● DTATSIPCA participates in following sector wide networks: <ul style="list-style-type: none"> ○ Cultural Agency Leaders ○ Culture and Reconciliation Working Group <p>Queensland Public Sector Inclusion & Diversity Community of Practice.</p> <p>State Library of Queensland continues to provide mandatory code of conduct training for all staff.</p> <p>State Library has specific policies and continues to review and update resources available for staff addressing Sexual harassment, Workplace bullying, Workplace violence and aggression, racism, and discrimination.</p> <p>QAGOMA - The Gallery continued to promote access to a suite of cultural diversity online training, delivered through SBS, which include Aboriginal and Torres Strait Islander Cultural Awareness, Cultural Diversity and Core Inclusion.</p> <p>The Gallery promoted a new 'Respecting First Nations Protocols' online module to All Staff.</p>

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>The Gallery has two staff working groups – QAGOMA Inclusion Group and the QAGOMA Neurodiversity and Diverse Abilities Group who meet regularly to discuss and promote initiatives across the Gallery, including promotion of awareness days and events.</p> <p>DTATSIPCA is committed to further developing cultural capability in the integration and transformation of knowledge about Aboriginal and Torres Strait Islander cultures into work practices.</p> <p>The review of cultural capability of the Queensland Public Sector is underway. The Cultural Capability Review tender was submitted in August 2024 by an independent provider. The tender is being assessed for relevance and suitability.</p> <p>The Cultural Capability Action Plans (CCAP) for each member agency were retired in June 2023. Under the Public Sector Act 2022, Reframing the Relationship Plans (RTRP) superseded the CCAPs and are current for each member agency. Presently there are 20 RTRPs.</p> <p>The self-audit of the RTRPs are underway across all member agencies.</p> <ul style="list-style-type: none"> • Cultural Agency Leaders • Culture and Reconciliation Working Group. <p>The Cultural Agency Leaders committee met three times in 2024 to oversee their workplan covering the cultural capability of the Queensland Public Sector. The meetings occurred on: 15 Feb; 16 May; 29 Aug; (scheduled) 21 Nov.</p> <p>The Culture and Reconciliation Working Group met six times in 2024 to implement the CAL Workplan. The meetings occurred on: 20 Mar; 24 Apr; 12 Jun; 17 Jul; 21 Aug; 18 Sep; (scheduled) 16 Oct; (scheduled) 13 Nov. Please note: May meeting cancelled due to NRW scheduling clash.</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</p>	<p>Delivered</p>	<p>State Library of Queensland maintains a Diversity Council of Australia membership, updated in May 2024.</p> <p>In partnership with Link-Up (QLD), QPAC has hosted an annual event to mark National Apology Day since 2021. National Apology Day encourages remembrance of – and apology to – Stolen Generations and those who lives have been blighted by past government policies of forced child removal and assimilation. The 2024 National Apology event included a keynote from Patricia</p>

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Queensland Human Rights Commission.		<p>Anderson AO, Alyawarre Elder and Human Right Advocate, messages from Hon. Leeanne Enoch MP and Professor Mick Dodson AM, and performances from Edgar Conlon and Jem Cassar-Daley, as well as presentations from partners at Link-Up (QLD).</p> <ul style="list-style-type: none"> • DTATSIPCA maintains its memberships with Diversity Council Australia (DCA) and Australian Disability Network (ADN) and promotes events and resources to staff via whole of staff communications including emails, Teams and Yammer messages, intranet content and a learning and events calendar. • DTATSIPCA continues to promote training delivered by the Queensland Human Rights Commission (QHRC). • Contact Officer network members attended QHRC training to support their role to support staff who may have witnessed or experienced workplace sexual harassment or other inappropriate behaviour. • The establishment of the Equity and Diversity Network is currently progressing. The Network brings together staff from diverse backgrounds across the department to advise on and drive initiatives to improve inclusion and support our diverse workforce. • DTATSIPCA will seek to always engage and consult with key stakeholders, including people who are CALD to consider workforce inequities, identify causal factors and co-develop solutions. <p>During 2023–2024, the department demonstrated its commitment to human rights leadership, and to building and strengthening partnerships with those committed to combatting racism and discrimination, as a member of the:</p> <ul style="list-style-type: none"> • Human Rights Inter-Departmental Committee (HRIDC), which provides oversight and strategic leadership for embedding human rights within government and related public entities. • Section 28 Human Rights Act Sub-Group is a sub-group of the HRIDC and represents a discussion forum to build greater awareness and understanding of Section 28, its practical implementation, and its connections with other First Nations policy work. Section 28 of the Act relates to the recognition of the Cultural Rights of Aboriginal and Torres Strait Islander Peoples.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>Develop mechanisms and initiatives that address the impact of racism on individuals and communities, such as through mental health support.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> • DTATSIPCA offers Mental Health First Aid Training. • A Contact Officer network has been implemented to support staff who may have witnessed or experienced workplace sexual harassment or other inappropriate behaviour. • Promotion of employee support mechanisms including Employee Assistance Service and scheduled inhouse counselling. • Promotion resources and training opportunities via whole of staff communications including emails, Teams and Yammer messages, intranet content and a learning and events calendar. <p>QAGOMA - The Gallery promotes specific Employee Assistance Program contact details for our First Nations Staff and trained new Peer Support Officers, with contact details accessible across the Gallery.</p> <p>The department has implemented specific support and counselling arrangements for staff in consideration of the commencement of the Truth-telling and Healing Inquiry.</p>