

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

**Annual Reporting for 2022–23**

*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 <b>Key Action 1</b>	Responsible portfolio/area	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement.	Arts Queensland	<b>Complete</b>	Qld Museum Network <ul style="list-style-type: none"> <li>• Social Traders Portal promoted on Queensland Museum Network intranet page.</li> </ul>

● **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 <b>Key Action 2</b>	Responsible portfolio/area	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Drive leadership and accountability by establishing a senior executive multicultural champion to support planning for diversity and inclusion.	Corporate Services	<b>On track</b>	<ul style="list-style-type: none"> <li>• As a new diverse department (both multiculturally and geographically), DTATSIPCA will continue to drive leadership and accountability to support diversity and inclusion planning.</li> <li>• DTATSIPCA will instigate a new approach regarding multicultural champions at the senior executive level.</li> </ul>
Create a culturally safe and inclusive workplace by promoting the AHRC Racism Stops with Me campaign and resources, delivering MATE bystander training, and implementing	Corporate Services	<b>On track</b>	<ul style="list-style-type: none"> <li>• DTATSIPCA is committed to creating culturally safe and inclusive workplaces. DTATSIPCA supports the ‘Racism – It stops with me campaign’ and promotes the toolkit.</li> <li>• Training of MATE bystander facilitators was implemented by the former Department of Communities, Housing and Digital Economy (CHDE).</li> <li>• The MATE training approach will be reassessed for the new DTATSIPCA.</li> </ul>

Agency activities supporting <b>Key Action 2</b>	Responsible portfolio/area	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
the Respectful Workplace Behaviours project.			
Build diversity and inclusion capability by promoting memberships to the Diversity Council of Australia, reviewing induction content, and celebrating Multicultural Action Week,	Corporate Services	<b>On track</b>	<ul style="list-style-type: none"> <li>• DTATSIPCA is committed to building diversity and inclusion capability. DTATSIPCA will review its induction content to ensure that the department’s diversity, inclusion and equity information remains contemporary, relevant and topical.</li> <li>• DTATSIPCA will review both former departments’ (CHDE and DSDSATSIP) Equity and Diversity Audit reports which will form the basis for a reassessment of approach. This will include reviewing the audit information to inform equity and diversity action plans and best practice approaches going forward.</li> <li>• DTATSIPCA will seek to always engage and consult with key stakeholders, including people who are Culturally and Linguistically Diverse (CALD), to consider workforce inequities, identify causal factors and co-develop solutions.</li> <li>• DTATSIPCA actively promotes and celebrates Multicultural Action Week.</li> </ul>
Develop more options to better enable inclusive recruitment and selection processes.	Corporate Services	<b>On track</b>	<ul style="list-style-type: none"> <li>• DTATSIPCA is committed to attracting and retaining talent in the department. DTATSIPCA will continue to enhance its tools, resources, and capability development for recruitment and selection practices to ensure processes are inclusive and contribute to the department’s equity, diversity, respect and inclusion obligations.</li> <li>• DTATSIPCA is committed to increasing the capability of panels (including chairs and members) through informed policy and procedural advice.</li> <li>• DTATSIPCA HR is a member of the Queensland Public Sector Inclusion &amp; Diversity Community of Practice which informs inclusive and innovative approaches which can be used in recruitment and selection (e.g. for target groups).</li> </ul>
Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<ul style="list-style-type: none"> <li>• The department assesses each role, prior to advertising, to determine whether the role should be ‘identified’ or targeted for diversity.</li> <li>• Recruitment processes undertaken by the department include utilising the Aboriginal and Torres Strait Islander Career Pathways Service. This has resulted in three direct placements in the Path to Treaty Office.</li> <li>• The department encourages recruitment panels to utilise cultural referees, where appropriate.</li> </ul>

Agency activities supporting <b>Key Action 2</b>	Responsible portfolio/area	Progress status for 2022–23	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b> <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
other employment opportunities such as Graduate Programs.			<ul style="list-style-type: none"> <li>• DTATSIPCA is exploring options for a Graduate Program, focusing on social inclusion and social community delivery, and aligning with departmental values and leadership opportunities.</li> <li>• The department is participating in the First Nations Digital Careers Program and has two trainees undertaking the Certificate 3 and one trainee undertaking the Certificate 4 Traineeship.</li> <li>• DTATSIPCA is committed to cultural capability in the integration and transformation of knowledge about Aboriginal and Torres Strait Islander cultures into work practices. This includes: <ul style="list-style-type: none"> <li>○ creating and developing specific career pathways options for Aboriginal and Torres Strait Islander people</li> <li>○ partnering with the Public Sector Commission to support the delivery of the Aboriginal and Torres Strait Islander Career Pathways Program.</li> </ul> </li> </ul>
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.	Arts Queensland	<b>Complete</b>	Qld Museum Network <ul style="list-style-type: none"> <li>• Queensland Museum Network role description templates updated to be more inclusive, and encourage a diverse workforce.</li> </ul>
	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<ul style="list-style-type: none"> <li>• DTATSIPCA is committed to attracting and retaining talent in the department. DTATSIPCA will continue to enhance its tools, resources, and capability development for recruitment and selection practices to ensure processes are inclusive and contribute to the department’s equity, diversity, respect and inclusion obligations. DTATSIPCA is committed to increasing the capability of panels (including chairs and members) through informed policy and procedural advice.</li> <li>• DTATSIPCA HR is a member of the Queensland Public Sector Inclusion &amp; Diversity Community of Practice which informs inclusive and innovative approaches which can be used in recruitment and selection (e.g. for target groups).</li> <li>• A new Recruitment and Selection policy and associated resources were reviewed and rolled out in 2022. All departmental role profiles now include the requirement for cultural capability, and for an Aboriginal and/or Torres Strait Islander cultural referee. A level 3 delegate can approve an exception for roles which do not have a high degree of contact with Aboriginal and Torres Strait Islander employees or members of the public; or where the inclusion of these capabilities and requirements would critically limit the applicant pool.</li> </ul>

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			<ul style="list-style-type: none"> <li>These will further be reviewed with the implementation of the Recruitment and Selection Directive (07/23), which focusses on recruiting the best suited candidate for the position, considering a broader range of attributes including diversity and inclusion.</li> </ul>
Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.	Arts Queensland	<b>On track</b>	Qld Museum Network <ul style="list-style-type: none"> <li>Queensland Museum Network staff who speak a language other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages) self-nominate to provide translation services to visitors on an as-needs basis.</li> </ul>
	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<ul style="list-style-type: none"> <li>The Inclusion and Diversity Reference Group for the then DSDSATSIP included Culturally and Linguistically Diverse representation, with approximately 41% of members identifying as CALD. This included a member of the Australian South Sea Islander community. The Inclusion and Diversity Reference Group will be reassessed following approved governance committee arrangements for the new department of TATSIPCA.</li> </ul>
Collect, analyse and report on data relating to culturally and linguistically diverse recruitment, employment, retention and career progression to leadership positions.	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<ul style="list-style-type: none"> <li>DTATSIPCA collects employee diversity data through the Equity and Diversity census contained within our payroll system.</li> <li>Results from the Working for QLD survey allow the department to analyse the level of cultural security of employees based on their diverse background.</li> <li>As part of the former DSDSATSIP Equity and Diversity report 2022–23, the team examined recruitment data from July 2020 to June 2022. In this period, 24.25% of applicants identified as coming from CALD backgrounds. Applicants who identified as CALD appeared more likely to apply for advertisements that were casual or permanent employment status. The new DTATSIPCA will assess its employee value proposition to encourage more applicants from diverse backgrounds.</li> <li>DTATSIPCA continues to partner with the Public Service Commission on the Aboriginal and Torres Strait Islander Career Pathways Service. Opportunities that have arisen for these staff members as a result of their participation, include higher duties, secondments, accessing learning and development opportunities and networking.</li> </ul>
Develop strategies to address any identified under-representation of employees from culturally	Arts Queensland	<b>On track</b>	Queensland Art Gallery   Gallery of Modern Art <ul style="list-style-type: none"> <li>Queensland Art Gallery   Gallery of Modern Art is required to undertake a Diversity and Equity Audit and develop a report and strategy, final report due to the Office of the Special Commissioner 30 April 2024. Through this report and strategy, the Gallery will identify opportunities to promote, support and progress equity and diversity across the Gallery, in</li> </ul>

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diverse backgrounds, including representation of Australian South Sea Islander peoples amongst agency staff.			alignment with its obligations under the <i>Public Sector Act 2022</i> .
	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<ul style="list-style-type: none"> <li>DTATSIPCA's Strategic Workforce Plan 2021–2025 includes measures to increase the level of Aboriginal and Torres Strait Islander peoples as a key employee cohort and references measures related to delivering on the Cultural Capability Action Plan and Reconciliation Action Plan. 17.66% of employees within the department identified as an Aboriginal or Torres Strait Islander person, exceeding the public service 2023 employment target of 3%.</li> </ul>
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.	Arts Queensland	<b>On track</b>	<p>State Library of Queensland</p> <ul style="list-style-type: none"> <li>State Library Strategic Workforce Plan 2021–25 outlines SLQ's 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 understand and embody its diversity.</li> <li>State Library will undertake Public Sector Commission equity and diversity audit in 2023–24 and will develop an Equity and Diversity Action Plan including specific actions relating to inclusive recruitment and selection for people from culturally diverse backgrounds.</li> <li>State Library has committed to reviewing our recruitment and selection processes to align with and meet our obligations under the Public Sector Commission Recruitment and selection (Directive 07/23) including to promote equity and diversity in relation to employment matters.</li> </ul>
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	Arts Queensland	<b>On track</b>	<p>State Library of Queensland</p> <ul style="list-style-type: none"> <li>State Library provides fieldwork placements to provide students with practical training and experience that is required under, and is an assessable part of, the student's course.</li> </ul> <p>Queensland Art Gallery   Gallery of Modern Art</p> <ul style="list-style-type: none"> <li>QAGOMA continues to look for opportunities to create work placement or work experience placements for young people from culturally and linguistically diverse backgrounds, including in the research and planning towards the eleventh iteration of the Asia Pacific Triennial of Contemporary Art (APT11), opening summer 2024–25.</li> </ul>

<b>Agency activities supporting Key Action 2</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022–23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b> <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
experience working in government.			
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.	Arts Queensland	<b>On track</b>	State Library of Queensland <ul style="list-style-type: none"> <li>• State Library has a formal partnership with Multicultural Australia (MA) which includes a commitment to the MA Work and Welcome program.</li> <li>• The program offers short-term paid work experience for recently arrived refugees and migrants to help them successfully settle in Queensland.</li> <li>• State Library staff have donated funding to provide a work placement for short-term paid work, and an opportunity to gather local experience and develop the skills and confidence needed to find ongoing sustainable employment.</li> <li>• State Library, in partnership with MA, undertook selection processes to identify candidates for the program in 2022–23, which ultimately did not result in a placement. State Library remains committed to this program and anticipate a successful placement in 2023–24.</li> </ul>

● **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	Responsible portfolio/area	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Ensure the right systems are in place to collect diversity data.	Communities	<b>Complete</b> 30/06/2023	<ul style="list-style-type: none"> <li>• Community Services administers an online data collection system which collects relevant diversity demographic data for relevant data sets.</li> <li>• There are five data set collections which report on client services and collect diversity information.</li> <li>• All other funded programs data collections are not based on client services, however they do contain aggregated diversity data responses.</li> </ul>
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Communities	<b>On track</b> DUE: 30/06/25	<ul style="list-style-type: none"> <li>• New indicator collecting Australian South Sea Islander client demographic information has been introduced to one relevant dataset.</li> <li>• The introduction of data collection on this item for remaining three data collections will occur as program reviews are completed and recommendations implemented.</li> <li>• This item is targeted at funded non-government providers and data will be provided to providers that have reported on this indicator.</li> </ul>



● **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 <b>Key Action 5</b>	Responsible portfolio/area	Progress status for 2022–23	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b> <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Community Services will strengthen requirements for culturally responsible services within investment specifications and initiatives for outsourced service delivery.	Communities	<b>On track</b>	<ul style="list-style-type: none"> <li>• During 2022–23 Community Services developed the new Community Services Investment Specification in 2023–24. This will be introduced and published in 2023–24. The new investment specification contains a requirement for funded services to be culturally capable, which includes:               <ul style="list-style-type: none"> <li>○ ensuring inclusive practices for service users of diverse cultural backgrounds;</li> <li>○ development of strategies to increase engagement of community members from diverse cultural backgrounds; and</li> <li>○ where relevant, recruiting staff of Aboriginal and Torres Strait Islander backgrounds.</li> </ul> </li> <li>• Community Services is developing initiative guidelines and reporting frameworks for funded initiatives. In 2022–23 six initiatives have completed guidelines, which include cultural capability and accessibility requirements.</li> <li>• New reporting frameworks for the six initiatives have been developed. Where appropriate, the reporting frameworks include data collection measures to gather service user information in relation to cultural background.</li> <li>• Community Services has adopted a continuous improvement approach and will be analysing the data submitted by service providers, with the intent of reviewing and improving the design of initiatives and delivery of services for all Queenslanders including people from culturally and linguistically diverse backgrounds.</li> </ul>

<b>Agency activities supporting Key Action 5</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022–23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b> <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
<p>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).</p>	<p>Aboriginal and Torres Strait Islander Partnerships (Policy)</p>	<p><b>On track</b></p>	<ul style="list-style-type: none"> <li>DTATSIPCA uses 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.</li> </ul>
<p>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.</p>	<p>Aboriginal and Torres Strait Islander Partnerships</p>	<p><b>On track</b></p>	<ul style="list-style-type: none"> <li>DTATSIPCA develops communication and engagement plans that result in a range of executions and formats to reach diverse communities and support people from linguistically diverse backgrounds. Initiatives focus on raising awareness and educating Queenslanders about Aboriginal and Torres Strait Islander peoples, languages and cultures.</li> </ul>
<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>Arts Queensland</p>	<p><b>On track</b></p>	<p>State Library of Queensland</p> <ul style="list-style-type: none"> <li>The Standing Offer Arrangements for the provision of interpreting and translation services were accessed to create 10 language versions of three First 5 Forever children’s books distributed to Queensland public libraries and available online via State Library’s website. Associated translated marketing and promotional materials were also created.</li> </ul> <p>Queensland Museum Network</p> <ul style="list-style-type: none"> <li>Standing Offer Arrangements promoted on the Queensland Museum Network intranet page.</li> </ul>

<b>Agency activities supporting Key Action 5</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022–23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
<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>Arts Queensland</p>	<p><b>On track</b></p>	<p>State Library of Queensland</p> <ul style="list-style-type: none"> <li>Information on accessing interpreters will be integrated with training for State Library of Queensland front of house staff to be undertaken in 2023–24.</li> </ul> <p>Qld Museum Network</p> <ul style="list-style-type: none"> <li>All Queensland Museum Network front-of-house personnel are required to complete general customer service training, equipping them with the skills required to address the individual needs of visitors, including those who are culturally and linguistically diverse.</li> </ul>
<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>Arts Queensland</p>	<p><b>On track</b></p>	<p>State Library of Queensland</p> <ul style="list-style-type: none"> <li>State Library of Queensland’s work with newly arrived migrants was acknowledged in 2022 with the VALA Award for the Siganto Digital Learning Program. This biennial national Award recognises outstanding and innovative use of ICT to improve service to customers.</li> <li>State Library of Queensland’s Siganto Digital Learning Program is a series of purpose driven workshops that help develop digital literacy in recently arrived communities. The workshops provided practical hands-on digital skills training and computer hardware to 265 individuals from newly arrived migrant and refugee communities, ranging in ages from 13 to 65 and more than 30 different countries of origin. The program has been shared with Australian libraries to support wide implementation.</li> </ul> <p>QPAC</p> <ul style="list-style-type: none"> <li>QPAC has conducted two Backstage tours for students connected with Multicultural Australia for 40 students from a variety of backgrounds.</li> <li>QPAC trialled hosting translated performances of the stage adaptation of the Australian children’s author Alison Lester’s “Are We There Yet?” in collaboration with Multicultural Australia, utilising existing technology used for Audio Description. The performance was translated into Arabic for recently arrived families to experience together.</li> <li>QPAC participated in Multicultural Australia’s mentoring program in late 2022, where a member of the producing team mentored two women from Ukraine in weekly meetings over eight weeks.</li> <li>QPAC created in partnership with Multicultural Australia the Mosaic Multicultural Choir as a community choir that connects people from different backgrounds in song. In 2022–23 they</li> </ul>

Agency activities supporting <b>Key Action 5</b>	Responsible portfolio/area	Progress status for 2022–23	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b> <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
			performed at Logan City Christmas Carols, Songs of Hope and the first Changing the Conversation at QPAC.

<b>[Optional] Case studies or good news stories to highlight achievements relevant to <i>Key Action 5 (Interpreters and communication strategies)</i>:</b>
<p>State Library has established a relationship with Study Queensland (Trade and Investment Queensland) to ensure the library is a safe and welcoming space for international students. A workshop and tour for student providers was undertaken to understand student needs. In 2023–24 an open day for international students will be offered.</p> <p>State Library provides language other than English collections for CALD communities to public libraries throughout Queensland. This physical collection of over 50 languages includes adult and children’s publications. This physical collection has been expanded in 2022–23 to include online eBook and audio book collections in over 40 languages.</p> <p>State Library and all Queensland public libraries have the opportunity to access AMES, on-demand English language courses focusing on living, studying, and working in Australia for students and new migrants from culturally and linguistically diverse backgrounds. These courses are designed to help users gain the confidence and skills needed for undertaking further education and training, finding a job or simply learning to converse in English for day-to-day life in Australia.</p> <p>State Library is committed to building a collection that reflects Queensland’s culturally and linguistically diverse society. Recent acquisitions include photographs of the Serbian community, Bengali New Year celebrations, 2022 Luminous Lantern Parade and the MOSAIC multicultural festival.</p> <p>The collections showcased represent the culturally diverse communities held in the John Oxley Library.</p>

● **KEY ACTION 6: Address racism and discrimination, and promote inclusion**

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. 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	Responsible portfolio/area	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.	Arts Queensland	<b>On track</b>	<p>Qld Art Gallery   Gallery of Modern Art</p> <ul style="list-style-type: none"> <li>• In February 2023, all members of QAGOMA’s Senior Leadership Team (SLT) and Reconciliation Action Plan Working Group completed Anti Racism training through the Australian Human Rights Commission. In July 2023, SLT participated in a debriefing discussion on the training. Anti-Racism resources intranet resources for all staff are in development following this meeting.</li> </ul> <p>Qld Theatre Company</p> <ul style="list-style-type: none"> <li>• Anti-discrimination training conducted by the Queensland Human Rights Commission for Queensland Theatre staff was held in August 2022 and will be held again in the last quarter of 2023. The training covered elements relating to race with participants gaining a better understanding of what vilification and victimisation based on race is, the consequences and how people can make a complaint. Broader multi-cultural training for the Board and staff is planned for delivery as soon as possible.</li> </ul>

Agency activities supporting Key Action 6	Responsible portfolio/area	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	Arts Queensland	<b>On track</b>	<p>State Library of Qld</p> <ul style="list-style-type: none"> <li>State Library is currently focused on building cultural capability of staff to help them better understand their culturally and linguistically diverse Aboriginal and Torres Strait Islander colleagues and customers.</li> </ul> <p>QPAC</p> <ul style="list-style-type: none"> <li>QPAC staff who participated in Multicultural Australia’s mentoring program underwent cultural capability training prior to the program.</li> <li>Engagement of a First Nations law firm to develop the Aboriginal and Torres Strait Islander Engagement Strategy and Indigenous Cultural Intellectual Property policy framework and the comprehensive training delivered by the First Nations law firm to QPAC staff in March and April 2023.</li> </ul>
	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<p>DTATSIPCA ensures all staff complete mandatory Aboriginal and Torres Strait Islander online training on induction, and annually, to ensure a basic understanding of Australia’s First Nations cultures. The department encourages partnerships with Aboriginal and Torres Strait Islander organisations to further develop the cultural understanding of employees.</p> <p>The former DSDSATSIP regularly promoted events which further understanding of diverse cultures and backgrounds, including:</p> <ul style="list-style-type: none"> <li>Queensland Multicultural month (August)</li> <li>Diwali celebrations (October)</li> <li>Lunar New Year (January)</li> <li>Harmony Week / International Day for the Elimination of Racial Discrimination (March)</li> <li>Luminous Lantern Parade (June)</li> </ul> <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>
Introduce initiatives that could be delivered by agencies or funded services to enable public	Arts Queensland	<b>Complete</b>	<p>Qld Theatre Company</p> <ul style="list-style-type: none"> <li>Queensland Theatre continues to advance its commitment to a safe, respectful and equitable workplace and broadening organisational and individual capability that fosters inclusivity and workers’ cultural understanding and competence and provides the environment that values and responds to cultural diversity and the communities we serve. This is demonstrated through a range of activities/initiatives including:</li> </ul>

<b>Agency activities supporting Key Action 6</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022–23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
<p>conversations about racial bias and casual racism at the community level, relevant to agency portfolio responsibilities.</p>			<ul style="list-style-type: none"> <li>○ broadening community engagement through a diverse range of inclusive content and programming to diversify experiences, engaging audiences and new communities;</li> <li>○ increasing diversity representation in casting and its importance in storytelling;</li> <li>○ diversity in marketing/communications imagery and storytelling;</li> <li>○ engagement of Queensland Theatre’s first Artistic Elder to guide Queensland Theatre and provide support to staff in building its relations with the First Nations community and to host a range of events with the First Nations community to promote interactions and community connections;</li> <li>○ 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;</li> <li>○ conducted Yarning Circles at Queensland Theatre hosted by First Nations community representatives, attended by staff and invited (external) participants, providing opportunity to encourage respectful and honest interactions and to learn from a collective group;</li> <li>○ conducted post-show panel conversation event with artists and audience during the run of diverse productions with cultural themes e.g. White Pearl, At What Cost?.</li> </ul> <p>QPAC</p> <ul style="list-style-type: none"> <li>• As part of the ongoing partnership with Multicultural Australia, QPAC co-produced the talks series “Changing the Conversation” with such topics as “The Uluru Statement from the Heart” and “Cultural and Human Rights in the Digital Age”. These were filmed and added to QPAC’s Digital Stage where they are available free to access for other organisations to engage and further the conversations.</li> </ul>
<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.</p>	<p>Arts Queensland</p>	<p><b>On track</b></p>	<p>State Library of Qld</p> <ul style="list-style-type: none"> <li>• Code of Conduct training is mandatory for all State Library staff. New starters are required to complete the Code of Conduct form and training sessions are held in conjunction with corporate induction. The Code of Conduct for the Queensland Public Service was developed to strengthen the integrity and accountability of the Queensland public service.</li> <li>• The State Library Health and Wellbeing Action Plan provides a commitment to provide specific resources that are focused on providing contemporary information to improve awareness and help prevent: Sexual harassment, Workplace bullying, Workplace violence and aggression, racism and discrimination.</li> </ul>

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			<p>Qld Art Gallery   Gallery of Modern Art</p> <ul style="list-style-type: none"> <li>In January 2023 the Director of the Queensland Art Gallery   Gallery of Modern Art 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.</li> <li>In February 2023, all members of the Reconciliation Action Plan working group and the Senior Leadership Team (SLT) completed Anti Racism Training through the Australian Human Rights Commission. In July 2023, SLT participated in a debriefing discussion on the training. Anti-Racism resources intranet resources for all staff are in development following this meeting.</li> <li>The Gallery has clear commitments to embracing diversity in its Strategic Plan which is communicated publicly and to all staff, including strategies to represent culturally diverse artists, and to engage with and provide access for diverse audiences and communities.</li> <li>Outputs during the year include the exhibitions:</li> <li>'Kin' (9 July 2022 – 2 July 2023) which explored how contemporary artists in Papua New Guinea draw on traditional kinship structures to create families of support and inspiration for their work.</li> <li>'Lies, Magicians and Blind Faith' (4 March – 30 July 2023) which drew on the QAGOMA Collection to reflect the dynamic exchange between Australian and Filipino artists throughout the 1990s and 2000s.</li> </ul> <p>Qld Theatre Company</p> <ul style="list-style-type: none"> <li>Queensland Theatre affirms cultural diversity and zero tolerance to racism and discrimination through:</li> <li>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;</li> <li>Queensland Theatre's respectful workplace policies and procedures which articulate zero tolerance for any form of discrimination;</li> <li>providing equal opportunity and access to programs, services and recruitment activities which include key messages around diversity and inclusion;</li> <li>embracing all cultures in Queensland Theatre's work and providing people with the ability to maintain their culture without disadvantage;</li> <li>designing services and programs in consultation with cultural representatives;</li> <li>engagement of Queensland Theatre's first Artistic Elder to internally and externally support Queensland Theatre's work, demonstrating Queensland Theatre's commitment and dedication to embracing the spirit of reconciliation and an equal voice.</li> </ul>



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			QPAC <ul style="list-style-type: none"> <li>QPAC’s policies confirming zero-tolerance to racism and discrimination are an essential component of induction training and are widely adopted and understood by staff. QPAC’s First Nations strategies and programming actively encourage anti-racism initiatives within their remit.</li> </ul>
	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<ul style="list-style-type: none"> <li>DTATSIPCA is committed to creating culturally safe and inclusive workplaces. DTATSIPCA supports the ‘Racism – It stops with me campaign’ and promotes the toolkit.</li> <li>Training of MATE bystander facilitators was implemented by the former Department of Communities, Housing and Digital Economy (CHDE).</li> <li>The MATE training approach will be reassessed for the new DTATSIPCA.</li> </ul>
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.	Arts Queensland	<b>Complete</b>	Qld Theatre Company <ul style="list-style-type: none"> <li>Queensland Theatre works to increase inter-cultural connections by:                             <ul style="list-style-type: none"> <li>the engagement of Queensland Theatre’s first Artistic Elder to internally and externally support Queensland Theatre’s work and presence in the community;</li> <li>the introduction of a new creative development activity, GROUNDTABLE, in Cairns, coordinated by Queensland Theatre’s First Nations Associate Artist and Cairns producers, Lia Pa’ap’a and Johannah Maza. GROUNDTABLE brings together First Nations arts practitioners and cultural leaders including Yarrabah Elders to discuss opportunities for First Nations creative practice over the next 10 years which will play an integral role in informing Queensland Theatre’s actions around First Nations programming and creative/artist development;</li> <li>working with the Indigenous Reference Group that provides cultural guidance, consultation, conversation and mentorship to Queensland Theatre Board and staff, offering an understanding and knowledge on Indigenous issues and perspectives around our work and relations with communities;</li> <li>Creating more opportunities for our school audiences to see inside First nations artistic processes with digital interviews with key artists.</li> </ul> </li> </ul> QPAC <ul style="list-style-type: none"> <li>QPAC has added 2 senior First Nations appointments with the roles of Head, First Nations Programming and Director, First Nations Strategy.</li> </ul>

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	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	DTATSIPCA <ul style="list-style-type: none"> <li>The Inclusion and Diversity Reference Group for the former DSDSATSIP was consulted on development of a number of Human Resources documents including the annual Inclusion Action Plan and various policies.</li> </ul>
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	Arts Queensland	<b>Complete</b>	QPAC <ul style="list-style-type: none"> <li>Songs of Hope and Healing – 2023 saw the return of a QPAC produced concert featuring CALD artists that brings people together, audiences and artists alike to share diverse stories of modern Australia and raise funds for HEAL (Home of Expressive Arts and Learning). In 2023 QPAC programmed a concert that not only raised funds for people of migrant backgrounds, but also employed artists of diverse, refugee and migrant backgrounds.</li> <li>Are We There Yet? Translated Performances – In 2023, QPAC partnered with Multicultural Australia to deliver translated performances via QPAC’s in-theatre Assistive Listening System (ALS) with headphones provided for free. This was a new initiative that aimed to offer accessibility options that reflect the communities QPAC serve.</li> </ul>
	Aboriginal and Torres Strait Islander Partnerships	<b>ONGOING</b>	<ul style="list-style-type: none"> <li>Path to Treaty Office media releases and publicly available materials reflect messaging about celebrating and learning about the rich cultural history of Queensland.</li> <li>DTATSIPCA focuses on developing good news stories that promote the benefits of cultural diversity, reconciliation and shared understanding of the unique histories of peoples who now call Queensland home.</li> </ul>
Strengthening engagement with agency stakeholders to improve social cohesion and tackle racism and discrimination at a local level.	Arts Queensland	<b>Complete</b>	QPAC <ul style="list-style-type: none"> <li>QPAC has signed a three-year MOU with Multicultural Australia to collaborate on a suite of programs throughout that time.</li> </ul>

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Review agency policies and practices to eliminate systemic discrimination.	Arts Queensland	<b>On track</b>	<p>Qld Art Gallery   Gallery of Modern Art</p> <ul style="list-style-type: none"> <li>QAGOMA continues to review all HR Policies and has a current Workplace Bullying, Sexual Harassment, Discrimination and Violence Policy in place. The Gallery is scheduled to review this policy by February 2024, and will also review the Individual Employee Grievances Policy to ensure there is specific guidance relating to grievances involving reports of racism.</li> <li>The Gallery will conduct a Diversity and Equity Audit, and a Plan, which must be published by July 2024, and has commenced work gathering data on our diversity groups.</li> </ul> <p>Qld Theatre Company</p> <ul style="list-style-type: none"> <li>As part of a cyclical review, 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.</li> </ul>
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.	Arts Queensland	<b>On track</b>	<p>State Library of Qld</p> <ul style="list-style-type: none"> <li>The State Library Health and Wellbeing Action Plan provides a commitment to provide specific resources that are focused on providing contemporary information to improve awareness and help prevent: sexual harassment, workplace bullying, workplace violence and aggression, racism and discrimination.</li> </ul> <p>Qld Art Gallery   Gallery of Modern Art</p> <ul style="list-style-type: none"> <li>All QAGOMA staff have been enrolled in a suite of cultural diversity online training, delivered through SBS, which include Aboriginal and Torres Strait Islander Cultural Awareness, Cultural Diversity and Core Inclusion.</li> <li>Resources from Anti Racism training completed by executive and senior managers this year are being shared via the intranet, and managers have been encouraged to have discussions with their teams reflecting on the training.</li> <li>Further opportunities for training are being identified.</li> <li>The Gallery's Diversity and Equity Plan will be made available to all staff once published.</li> <li>Recruitment and selection resources have been updated to include relevant obligations the Gallery has to promote equity, diversity, respect, and inclusion in accordance with the <i>Public Sector Act 2022</i>.</li> </ul>

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	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<ul style="list-style-type: none"> <li>• DTATSIPCA is committed to further developing our cultural capability in the integration and transformation of knowledge about Aboriginal and Torres Strait Islander cultures into work practices.</li> <li>• The cultural capability training entitled 'Starting the Journey' forms part of the mandatory suite of online training completed by all new employees and contractors, on commencement of employment or engagement.</li> <li>• Staff are supported to undertake the Certificate IV in Indigenous Cultural Capability qualification as part of the whole of government initiative to develop public service cultural capability.</li> <li>• DTATSIPCA's focus on developing its cultural capability is also demonstrated by: <ul style="list-style-type: none"> <li>• Senior leaders and staff participating in cultural immersion training at Cherbourg and Minjerribah</li> <li>• creating and developing specific career pathways options for Aboriginal and Torres Strait Islander people</li> <li>• partnering with the Public Sector Commission to support the delivery of the Aboriginal and Torres Strait Islander Career Pathways Program</li> <li>• attendance at Stradbroke Island Cultural Awareness Training</li> <li>• Cultural Agency Leaders</li> <li>• Culture and Reconciliation Working group.</li> </ul> </li> </ul>
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.	Arts Queensland	<b>Complete</b>	<p>State Library of Qld</p> <ul style="list-style-type: none"> <li>• State Library of Queensland maintains a partnership with Diversity Council of Australia membership.</li> </ul> <p>QPAC</p> <ul style="list-style-type: none"> <li>• Mabo Oration was held on 2 June 2023 in Townsville, the first time in the city since 2005 when Queensland Human Rights Commission (QHRC) and QPAC first partnered to establish the event. To mark the anniversary of the National Apology to Stolen Generations, QPAC again hosted this annual event with Link-Up (Qld), an organisation providing services to reunite Aboriginal and Torres Strait Islander people affected by forced removal, fostering, adoption, or institutionalisation.</li> </ul>
	Aboriginal and Torres Strait Islander Partnerships	<b>On track</b>	<ul style="list-style-type: none"> <li>• DTATSIPCA continues its membership with the Diversity Council of Australia, and regularly promotes webinars and learning opportunities to staff across the department, and particularly in the Human Resources and Ethical Standards space.</li> <li>• DTATSIPCA is committed to building diversity and inclusion capability. The department will review its induction content to ensure that the department's diversity, inclusion and equity information remains contemporary, relevant and topical.</li> </ul>

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			<ul style="list-style-type: none"> <li>• DTATSIPCA will review both former departments' (CHDE and DSDSATSIP) Equity and Diversity Audit reports which will form the basis for a reassessment of approach. This will include reviewing the audit information to inform equity and diversity action plans and best practice approaches going forward.</li> <li>• 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.</li> <li>• The department also actively promotes and celebrates Multicultural Action Week.</li> </ul>
<p>Develop mechanisms and initiatives that address the impact of racism on individuals and communities, such as through mental health support.</p>	<p>Aboriginal and Torres Strait Islander Partnerships</p>	<p><b>On track</b></p>	<ul style="list-style-type: none"> <li>• The department provided Mental Health First Aid training to staff and provides confidential counselling services through Benestar.</li> <li>• The department has provided Workplace Wellbeing resources to assist workgroups with identifying and addressing psychosocial hazards in the workplace.</li> </ul>