



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

Annual Reporting for 2022-23
Department of Energy and Public Works



KEY ACTION : Economic participation

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds ensuring

- *Queensland gets the most benefit from our diversity and global connections*
- *Individuals are supported to participate in the economy.*

Agency activities supporting this key action	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>Queensland Government Procurement (QGP) supports DESBT to implement a target of collectively sourcing at least 25 per cent of procurement by value from Queensland SMEs, increasing to 30 per cent by 30 June 2022 (to be measured as performance across the 2022-23 financial year). While this is not specific to the migrant or CALD (culturally and linguistically diverse) community, it is noted that, the CALD community makes up a significant proportion of SMEs, and this target supports those businesses.</p>	<p>Complete</p>	<p>On 1 June 2023, Buy Queensland 2023 commenced consisting of the Queensland Procurement Strategy 2023 – Jobs, Economy, Legacy and Confidence and the Queensland Procurement Policy 2023 (QPP 2023).</p> <p>The QPP 2023 retains the Small to Medium Enterprise (SME) target of 30 percent and introduces flexible procurement techniques to pursue relevant economic, ethical, social and environmental objectives and targets including with Queensland SMEs which include CALD businesses.</p>

KEY ACTION : 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** ensuring:

- *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 this key action	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	On track	<p>In Quarter 4 of 2022-23, development of Recruitment and Selection online training modules commenced. The content includes guidance on unconscious bias.</p> <p>The following information is also available to staff on the department’s intranet:</p> <ul style="list-style-type: none"> • ‘Unconscious bias’ resources on ForGov, the website for Queensland public sector employees • The Human Rights Commission ‘Racism: It stops with me’ campaign.
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.	On track	<ul style="list-style-type: none"> • A review of the Recruitment and Selection resources commenced in Quarter 4 • All staff messaging and intranet feature articles incorporated focus on building diverse, inclusive and respectful workplaces • Senior executives and Human Resources team briefed on expectations regarding recruiting for a diverse workforce • A tailored marketing approach developed to support the Rebuild QBuild recruitment campaign to ensure these job opportunities reach as broad and diverse an audience as possible.

KEY ACTION : 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** ensuring:

- *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 this key action	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>
General Goods and Services, Queensland Government Procurement supports Queensland Health to manage the Language Services Standing Offer Arrangement, facilitating access to qualified interpreters for Queensland Government service providers.	On track	<p>Queensland Health leads this project with assistance from Queensland Government Procurement, General Goods and Services.</p> <p>Administration is proceeding with the view of having the Invitation to Offer in the marketplace by September 2023. Queensland Health will endeavour to finalise the evaluation and have the new arrangement in place by the end of 2023.</p> <p>Queensland Government Procurement, General Goods and Services is providing support to Queensland Health to coordinate a working group to endorse and provide governance.</p>

KEY ACTION: 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** ensuring:

- *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 this key action	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>
DEPW is committed to safe and inclusive workplaces and will ensure its workforce policies and practices promote this goal.	On track	<p>The following statement is noted on the on the Prospective Staff page on the departments website:</p> <p><i>The department is a member of the Diversity Council Australia - Australia’s independent not-for-profit peak body leading diversity and inclusion in the workplace. EPW has joined forces with some of Australia’s leading businesses, sporting bodies, and Non-Government Organisations (NGOs) to support the national ‘Racism. It stops with me’ campaign. Our organisation is committed to preventing racism and pledged to undertake activities to support the campaign.</i></p> <p>DEPW has commenced a ‘Respectful workplaces’ program that includes delivery of webinars facilitated by Griffith University which will be available to staff in the second half of 2023. The series of webinars is designed to address workplace bullying, harassment and discrimination and will cover topics such as:</p> <ul style="list-style-type: none"> • The bystander approach to preventing harmful behaviours • Respectfully challenging problematic behaviours • Diversity, inclusion, and respect in the workplace • Racism prevention: becoming anti-racist • Responding to disclosures of inappropriate behaviour

Agency activities supporting this key action	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>
		<p>The following information is accessible on the DEPW intranet and available to staff:</p> <ul style="list-style-type: none"> • The Human Rights Commission 'Racism: It stops with me' campaign • 'Unconscious bias' resources on ForGov, the information website for Queensland public sector employees • The dedicated Inclusion and Diversity page and dedicated Multicultural page provides links to relevant departmental policies, procedures and guidelines and enables access to further external resources and support information <p>In Q4, DEPW commenced a review of all HR policies, procedures, guidelines and templates to ensure clear messaging regarding ongoing development of equitable, diverse, inclusive and respectful workplaces.</p>