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# Queensland Multicultural Action Plan 2022-24

## Annual reporting for 2022-23

## Queensland Human Rights Commission

# Background

* ‘Our story, our future’ is the Queensland Government’s Multicultural Policy (the Policy) promoting an inclusive, harmonious and united community for Queensland.
* The Policy is being implemented through a three-year [Queensland Multicultural Action Plan 2022-2024 (Action Plan)](https://www.cyjma.qld.gov.au/resources/dcsyw/multicultural-affairs/policy-governance/multicultural-action-plan-2022-2024.pdf). This action plan is the third under this policy.
* The third Action Plan outlines six actions to build the economy and community, provide better access to interpreters, and improve cultural diversity data to enhance service delivery. It aims to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally and linguistically diverse backgrounds.
* The Multicultural Recognition Act 2016 requires all government agencies to report publicly on their actions in the plan and provide a summary of their progress every year. The report below fulfils this requirement for 2021-22 for the **Queensland Human Rights Commission**.

# ⚫ KEY ACTION 2: Recruitment and workplace culture

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

* Queensland gets the most benefit from our diversity and global connections
* Individuals are supported to participate in the economy.
* Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture.
* Queenslanders celebrate our multicultural identity.
* Connected and resilient communities.
* A respectful and inclusive narrative about diversity.

| **Agency activities supporting Key Action 2** | **Progress status for 2022-23** | **Outcomes achieved for people from culturally and linguistically diverse backgrounds**  *Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.* |
| --- | --- | --- |
| Promote culturally inclusive promotion, recruitment and selection processes | On track | Implementation of the new Recruitment and Selection Directive and obligations for ‘best suited’ recruitment in considering an inclusive and diverse workforce has commenced.  Advertising and promoting through our CALD community networks.  QHRC position descriptions highlight our commitment to people from diverse backgrounds including non-English speaking backgrounds. |
| Promote culturally inclusive workplace that celebrates our multicultural identity, and increases cultural understanding and capability of staff. | On track | QHRC continues to make its information, complaint and community engagement services accessible to multicultural Queenslanders through attendance at key community events including Luminous Lantern Parade, Mosaic, and various multicultural festivals in Rockhampton, Townsville and Cairns.  The QHRC actively promotes Harmony Day and Multicultural Queensland Month and key events, with encouragement from leadership for staff to get involved in community activities and to also celebrate within their teams. Staff are provided access to events, training and development opportunities.  Relationship building with other agencies including ECCQ and Multicultural Australia to develop strong partnerships to improve engagement with diverse communities. |

# ⚫ 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 2022-23** | **Outcomes achieved for people from culturally and linguistically diverse backgrounds**  *Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.* |
| --- | --- | --- |
| Implement strategies to improve the collection of data such as embedding training for frontline staff on why this data is needed, how to collect it and explaining this to customers to encourage them to provide diversity information. | On track | Introductory information sessions have been conducted with selected QHRC teams to raise awareness of the reasons for the collection of current data and how to correctly record in the records management system.  The information that frontline staff provide to individuals before asking for demographic information has been updated to help individuals better understand why the data is useful and to encourage them to respond. |

# ⚫ 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 2022-23** | **Outcomes achieved for people from culturally and linguistically diverse backgrounds**  *Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.* |
| --- | --- | --- |
| To investigate how bilingual staff members can better support the QHRC as interpreters by developing a policy related to the use of bilingual staff as interpreters and promoting their use within the Commission’s work. | On track | QHRC is committed to creating a diverse workforce, representative of the community we serve, and workplaces where everyone feels safe, respected and included. We capitalise on the skills and knowledge of existing employees from culturally diverse backgrounds and bilingual staff to deliver culturally capable services by encouraging and providing opportunities for staff to contribute to QHRC work that is targeted towards diverse communities.  We aim to use the diversity within our organisation to improve our service delivery. Staff from culturally diverse backgrounds participate in community engagement aimed at multicultural communities and are invited to contribute to targeted project work such as our Racism and Schools project. |
| Provide staff training on the Queensland Language Services Policy and how to work with interpreters. | On track | QHRC provides translation and interpreter services for complaint processes and training & community engagement delivered by the Commission.  Information on human rights and discrimination law in Queensland is available on our website in ten community languages, other than English. Any information on our website can be translated using the BrowseAloud tool.  In 2022-23 we continued to promote our diversity and inclusion resource hub for staff which includes a guide on working with interpreters, the Queensland Language Services Policy and contact details for interpreter services.  It’s important all, particularly frontline, staff are aware of the requirements under the [Queensland Language Services Policy](https://www.cyjma.qld.gov.au/resources/dcsyw/multicultural-affairs/policy-governance/language-services-policy-policy.pdf)and the [Queensland Language Service Guidelines](https://www.cyjma.qld.gov.au/resources/dcsyw/multicultural-affairs/policy-governance/language-services-policy-guidelines.pdf).  Frontline staff are provided with on the job training about   * when and how to engage qualified interpreters, * procedures to obtain interpreters in planned and unplanned (emergency) situations, and * how to use an interpreter. |
| Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access and use intepreters. | On track | All QHRC staff participated in a tailored workshop with Multicultural Australia about Working with Cultural Diversity. This tailored workshop promoted an awareness and understanding of:   * Queensland’s existing diversity and the business case for diversity; * the cultural lens and values that all people bring to interactions; * reflection on internal practices and communication that contributes to a culturally safe work environment; * the cultural dimensions that make a difference to communication and collaboration; and * skills, strategies and tools to engage with colleagues and clients from diverse backgrounds.   This training has improved our cultural competence by using more inclusive practices when engaging across cultures, specifically when providing services for culturally and linguistically diverse people in the areas of training, community engagement and complaints. |