

Queensland Multicultural Action Plan 2024 to 2027

Queensland Human Rights Commission

2025-2026 Annual Report

Focus Area One: Deliver Culturally Responsive Services

The Queensland Government remains committed to ensuring all government initiatives and services, including funded services, are culturally responsive, accessible and inclusive of all people across Queensland.

Agency actions supporting Focus Area One	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Review and refine dispute resolution processes to make them more accessible and inclusive for people from culturally and linguistically diverse backgrounds.	Ongoing	Yes	The Commission's dispute resolution team has continued to improve access to its complaint services for Queenslanders over the past year, while developing early intervention strategies that assists in addressing complaints processes to resolve these issues effectively. The QHRC maintains a strong commitment to accessibility and inclusivity through a range of measures including: • Implemented a triage model, early resolution processes, a dedicated priority team, and a temporary queue reduction team to improve efficiency within the statutory complaint-handling framework of the Anti-Discrimination Act, while enhancing accessibility to Commission services. • Continued access to on-demand and pre-booked interpreting services for enquiries and dispute resolution matters. • Improved information delivery for diverse learners through engaging colours, imagery and storytelling approaches. • Enhanced case study content and search functionality, providing practical insights and making complex information easier to locate and understand.

Focus Area One: Case studies or good news stories

In February 2026, the Commission launched a new website to improve digital access to information about preventing discrimination and upholding human rights.

The website was informed by user research with key audience groups to ensure an improved user journey and increased accessibility and inclusion. The extensive website improvements significantly support the Commission's work to prevent discrimination and strengthen human rights in Queensland through improved access to information about how the Commission helps to build a fairer, safer and more inclusive community.

All website content was reviewed and updated in line with best practice content management principles to enhance understanding. The new website is accessible for people from culturally and linguistically diverse communities with over 20 language translations available via an easy toggle function located on every page.

Focus Area Two: Drive Diversity and Inclusion across the Public Sector

A diverse and inclusive workforce that is representative of the community we serve is essential to ensuring we are a culturally responsive government.

Agency actions supporting Focus Area Two	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Monitor data related to culturally and linguistically diverse employee representation and deliver strategies to achieve the whole-of-government target of 12 per cent for employees who speak a language other than English at home.	Delivered	Yes	The Commission actively monitors workforce representation data for employees from culturally and linguistically diverse backgrounds and continues to strengthen awareness of Queensland Public Sector equity and diversity targets. Ongoing initiatives encourage staff to provide and update diversity information in our HR systems, supporting a richer understanding of our workforce and informing future inclusion efforts. Enhanced workforce data and ongoing investment in cultural capability are providing a stronger foundation for evidence-based recruitment, retention and inclusion strategies. This work supports the Commission's commitment to workforce diversity and contributes to achieving the Queensland Government's representation target for employees from culturally and linguistically diverse backgrounds. The Commission's culturally and linguistically diverse employees currently account for 10% of the total workforce.
All Agencies Action – Monitor Working for Queensland survey results relevant to cultural diversity and inclusion and deliver strategies to improve inclusion for culturally and linguistically diverse employees, including Australian South Sea Islander peoples.	Delivered	Yes	The Commission regularly reviews Working for Queensland survey outcomes related to cultural diversity and inclusion and is progressing initiatives that promote cultural safety, strengthen cultural capability, and embed ongoing education and awareness across the workforce. Survey results are communicated through all-staff meetings and are a standing agenda item at the Staff Forum. This ensures multicultural inclusion outcomes are regularly discussed, monitored and considered across the organisation, with insights and feedback informing the Executive Management Committee,

Agency actions supporting Focus Area Two	Progress status for 2025-2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			Leadership Committee and other key governance forums. Commission staff will be encouraged to complete training modules by SBS Australia on cultural diversity in the workplace to build cultural capability and support an inclusive workplace culture. Expected outcomes include increased awareness and understanding of cultural diversity, awareness of communication practices, and a greater ability to recognise and address barriers to belonging in the workplace.
Shared Action with QPS - Undertake a comprehensive review of diversity and inclusion within the QPS, including consulting with current and past officers from culturally and linguistically diverse backgrounds, and developing recommendations to improve recruitment and retention of culturally and linguistically diverse employees.	Delivered	Yes	A review was undertaken in 2024-25 in collaboration with the QPS, engaging staff from all levels, who shared their experiences and perspectives, enabling the production and recommendations we made: qhrc.qld.gov.au/__data/assets/pdf_file/0014/51431/QHRC-Strengthening-the-Service-report-full.pdf

Focus Area Three: Strengthen Our Economy

The Queensland Government will take specific actions to identify and address the barriers that people from culturally and linguistically diverse backgrounds face to participate in economic opportunities in line with their skills and ambitions.

Agency actions supporting Focus Area Three	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
The Queensland Human Rights Commission does not have commitments under this focus area.	Choose a status	Choose a response	N/A – The Queensland Human Rights Commission does not have any actions under Focus Area 3.

Focus Area Four: Promote Social Cohesion

All Queenslanders have a responsibility to foster social cohesion in our communities. The Queensland Government will take action to respect and celebrate the contributions of Queenslanders from diverse backgrounds.

Agency actions supporting Focus Area Four	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Take a strong stance against racism, and actively promote anti-racism messages to staff, clients and communities in line with each agency’s unique context.	Ongoing	Yes	During 2025-26, the Queensland Human Rights Commission continued to promote awareness of rights and protections under Queensland’s anti-discrimination and human rights legislation through its education, engagement and public awareness activities. In partnership with the Queensland Police Service, the Commission delivered community education sessions on vilification, hate crimes and recent legislative reforms to culturally and linguistically diverse communities on the Gold Coast, Logan and Sunnybank. These sessions supported increased understanding of protections against racism and pathways for reporting unlawful conduct. The Commission also continued to advance anti-racism initiatives through stakeholder collaboration and community engagement activities, including its involvement in the Racism in Schools Community of Practice and the promotion of resources and campaigns that support inclusion, respect and social cohesion.
Engage with educators and young people to inform the development and delivery of resources for school principals and teachers to prevent and manage racism in schools, and to support students, parents and caregivers to understand and address racism, including information about discrimination laws,	Ongoing	Yes	The Queensland Human Rights Commission continued to engage with education stakeholders, community partners and other human rights agencies to address racism in school settings, including through the Racism in Schools Community of Practice. The educator and student survey findings on their experience of racism in schools, remain under review, with work continuing to finalise a report that will inform future

Agency actions supporting Focus Area Four	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
preventative measures and practical tools to help address racism in schools.			anti-racism initiatives in schools. Development of a toolkit has been strategically scheduled following completion of the findings analysis to ensure the final resource is evidence-based, targeted and responsive to the needs and priorities identified by staff and stakeholders.