

Queensland Multicultural Policy & Queensland Multicultural Action Plan 2024-25 to 2026-27

2024-25 Annual Reporting

Queensland Human Rights Commission

Key Information

Multicultural Affairs Queensland, through the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, is responsible for the *Multicultural Recognition Act 2016* (the Act).

The Queensland Multicultural Policy and [Queensland Multicultural Action Plan 2024-25 to 2026-27](#) (the Action Plan) have been established in compliance with the Act to provide a framework for achieving positive outcomes for Queenslanders from culturally and linguistically diverse backgrounds.

Section 24 of the Act requires Queensland Government agencies responsible for actions under the Action Plan to publicly report on their progress on an annual basis.

This reporting template has been prepared to support agencies to fulfill this legislative reporting requirement.

Multicultural Affairs Queensland requests that your agency:

- Carefully review the scope of reporting, agency commitments, and instructions below to assist them in completing reporting in line with the requirements under the Act.
- **Publish the report on your agency's website** by no later than **30 September 2025** and email a hyperlink and copy of final report to MAQ.PIR@maq.qld.gov.au.

Scope of Reporting

The Queensland Multicultural Policy and Action Plan aim to achieve positive outcomes for Queenslanders from **culturally and linguistically diverse backgrounds**.

We acknowledge agencies may be implementing measures to support diversity and inclusion for various cohorts, including Aboriginal and Torres Strait Islander peoples, women, youth, seniors, LGBTIQ+ communities and people with disability.

While we welcome reporting on activities that recognise and respond to intersectionality across groups, the purpose of this report is to collect information about activities that specifically focus on achieving outcomes for:

people from 'culturally and linguistically diverse' backgrounds, which refers to people from a migrant or refugee background (which can include second or third generation migrants), people seeking asylum, and Australian South Sea Islander peoples¹.

We therefore request that activities only be included in this reporting if they specifically focus on delivering positive outcomes for this population.

If you have any questions about the relevance of any agency activities in line with this scope, please contact the Multicultural Affairs Queensland contact listed above.

¹ Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the primary industries. More than 50,000 people came from some 80 Pacific Islands, primarily Vanuatu and the Solomon Islands, and the majority were kidnapped, 'blackbirded' or deceived into coming.

Agency Commitments for 2024-25 to 2026-27

Each agency has committed to progressing actions in one or more of the Action Plan's four Focus Areas. The table below indicates which of the Focus Areas your agency has commitment under, and therefore must report against in this template.

N.B. Agency acronyms in this table have been updated compared to those used in the Action Plan to reflect recent Machinery of Government changes.

Agency	Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4
Department of the Premier and Cabinet (DPC)		●		●
Queensland Treasury (QT)	●	●		●
Corrective Services (QCS)	●	●		●
Department of Customer Services, Open Data and Small and Family Business (DCSODSFB)		●	●	●
Education (DoE)	●	●	●	●
Department of Environment, Tourism, Science and Innovation (DETSI)	●	●	●	●
Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS)	●	●		●
Queensland Fire Department (QFD)	●	●		●
Queensland Health (QH)	●	●	●	●
Department of Housing and Public Works	●	●		●
Department of Justice (DoJ)	●	●		●
Department of Local Government, Water and Volunteers (DLGWV)		●		●
Department of Natural Resources and Mines, Manufacturing and Regional and Rural Development (DNRMMRRD)		●	●	●
Queensland Police Service (QPS)	●	●		●
Department of Primary Industries (DPI)		●		●
Public Sector Commission (PSC)	●	●		●
Department of Sport, Racing and Olympic and Paralympic Games (DSROPG)		●		●
Department of State Development, Infrastructure and Planning (DSDIP)		●		●
Department of Trade, Employment and Training	●	●	●	●
Department of Transport and Main Roads	●	●		●
Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (DWATSIPM)	●	●		●
Department of Youth Justice and Victim	●	●		●
Queensland Reconstruction Authority (QRA)	●	●		●

Agency	Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4
Health and Wellbeing Queensland (HWQ)	●	●		●
Trade and Investment Queensland (TIQ)		●	●	●
TAFE QLD	●	●	●	●
Residential Tenancies Authority (RTA)	●	●		●
Queensland Mental Health Commission (QMHC)	●	●		●
Queensland Human Rights Commission (QHRC)	●	●		●
Legal Aid Queensland (LAQ)		●		●
Electoral Commission of Queensland (ECQ)	●	●		●

Annual Reporting Instructions

A Reporting Template has been pre-populated with your agency's actions/commitments under each Focus Area. Please complete each table to report your agency's progress, as follows:

- Review the **Agency Commitments table** on pages 3-4 (above) to confirm which of the Focus Areas your agency is required to report against. Agencies should also review the **Example Report** prepared by Multicultural Affairs Queensland. This document provides guidance on how to complete the template, including the level of detail required.
- Review the **actions** that have been pre-populated in the table for each Focus Area. These are the specific actions your agency committed to and must report on under the 2024-25 to 2026-27 Action Plan. Note that some actions are listed as 'All Agencies', which means even if your agency is not listed specifically for an action, where this exists, your agency has committed to these whole-of-government actions and must report against progress.
- Use the drop-down box to select the Final status for each activity and provide comments to support your selection. The options are defined as:
 - Delivered** – *This includes activities which are completed or ongoing.*
 - Not delivered** – *This includes activities which were unable to be completed or were superseded. It also includes where lead responsibility for actions may have moved to another department due to Machinery of Government Changes and progress was unable to be delivered or delayed. Please provide a brief description of why the activity was not delivered under the 'Outcomes' column.*
- Enter **outcomes achieved** for people from culturally and linguistically diverse communities. This can be provided as commentary or dot points, and should include:
 - Details of any **outputs** produced (events, resources, or other actions);
 - Any **budget** expenditure specifically allocated to the action or activity/program;
 - The **target audience** and **reach** of any activities (number of individuals, clients, staff members or organisations engaged or supported by the activity; any specific communities, regions or migration pathways being targeted); and
 - Any **qualitative or quantitative evidence** demonstrating outcomes of your activities, particularly in terms of the benefits obtained for culturally and linguistically diverse people. This could include positive feedback received from stakeholders or evidence of how an activity brought people together, contributed positively towards social cohesion or helped create a sense of belonging.
- In the final section for each Focus Area, add any **case studies, images or highlights** that may be helpful to promote your agency's work or highlight lessons learnt.
- Once completed, please **finalise your report** by:

- Ensuring the title page and all headers reflect your agency's name;
- Deleting the key information, scope, and instructions sections of this template;
- Checking that all actions have a final status, in line with guidance provided above;
- Checking the Outcomes Achieved section is complete, in line with the guidance provided;
- Completing (or deleting) the box for case studies or lessons learnt at the end of each section; and
- Ensuring all activities being reported on relate to outcomes for people from culturally and linguistically diverse backgrounds, specifically people from a migrant or refugee background, people seeking asylum or Australia South Sea Islander peoples.

7. Publish the final report on your agency's website by 30 September 2025. Please also provide a final copy and a link to your published report to MAQ.PIR@maq.qld.gov.au.

● Focus Area 1: 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 1	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p><i>Review and refine dispute resolution processes to make them more accessible and inclusive for people from culturally and linguistically diverse backgrounds.</i></p>	<p>Delivered</p>	<p>Over the last year, our dispute resolution team has developed strategies to improve accessibility to our complaint mechanism for Queensland communities as well as innovative approaches to expediate resolution outcomes through early resolution.</p> <p>QHRC has a range of measures in place to support accessibility and inclusivity, including:</p> <ul style="list-style-type: none"> • Access to on-demand and pre-booked interpreting services for enquiries and dispute resolution services • On-demand translation of our website, including the complaints pages. <p>In 2026 the dispute resolution team will review the way it gathers and analyses customer feedback on our complaints service to a) identify opportunities to improve the way we gather feedback and b) more deeply address feedback on the complaints process and experience of people from culturally and linguistically diverse backgrounds</p>

Case studies or good news stories to highlight achievements relevant to Focus Area 1:

● Focus Area 2: 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 2	Progress/status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>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.</p>	<p>Delivered</p>	<p>Data regarding cultural and linguistic diverse employee representation is monitored. Focus is being placed on educating staff on the PS equity and diversity of the whole government targets and the location and where staff can update this information to feed the overall data collection in order to attain a more accurate QHRC baseline.</p> <p>The above will allow the Commission to develop initiatives aligned with reaching the whole of government target of 12%.</p>
<p>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.</p>	<p>Delivered</p>	<p>We monitor the outcomes from Working for Queensland survey results related to Cultural Diversity and Inclusion and are in the process of developing initiatives to maintain and continuously educate staff regarding cultural safety. For example, we communicate survey results to All staff meetings and the inclusion of the survey as a permanent agenda item in our Staff Forum. This contributes to the Executive Management and Leadership Committees and Forums.</p>
<p>1 All Agencies Action – Using the Diversity and Inclusion on Boards Toolkit, implement targeted actions to increase the cultural and linguistic diversity</p>	<p>Delivered</p>	<p>Whilst the Commission doesn't have a Board. Our Audit and Risk Committee is comprised of cultural diversity and inclusion in mind.</p>

<p><i>of representation on Queensland Government boards.</i></p>		
<p>All Agencies Action – Agencies will provide DPC with data on the cultural and linguistic diversity of Queensland Government boards to enable Government to monitor and report on the diversity of Queensland Government bodies.</p>	<p>Not delivered</p>	<p>N/A</p>
<p><i>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.</i></p>	<p>Delivered</p>	<p>The review has been undertaken 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</p> <p>The report contains 36 recommendations for QPS, including:</p> <ul style="list-style-type: none"> • A review of their minimum diversity targets and how they're reported to ensure they are effective • An external expert review of QPS recruitment standards to ensure they reflect genuine occupational requirements and don't unlawfully discriminate • Key performance indicators for leaders and managers to hold them to account for helping improve workplace equality • Increasing QPS's capacity to prevent discrimination before it occurs and making sure those who experience discrimination can safely report issues and seek support, and • An audit of policies and procedures, including promotion and job selection criteria to ensure they are equitable and not discriminatory.

Case studies or good news stories to highlight achievements relevant to *Focus Area 2:*

● Focus Area 3: 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 3	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<i>N/A – The Queensland Human Rights Commission does not have any actions under Focus Area 3.</i>	Choose a final status	<i>N/A – The Queensland Human Rights Commission does not have any actions under Focus Area 3.</i>

Case studies or good news stories to highlight achievements relevant to Focus Area 3:

- **Focus Area 4: 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 4	Progress/ status for 2024- 25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p><i>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.</i></p>	<p>Delivered</p>	<p>This financial year, the focus has been on raising awareness of rights and protections under Queensland’s human rights legislation among culturally diverse communities across the state.</p> <p>The engagement team partnered with Multicultural Australia to promote information related to protections against discrimination in the workplace available for multicultural and migrant communities (Queensland Anti-Discrimination Act 1991). These information sessions were delivered in Brisbane x2, Toowoomba and Cairns to 4 different groups of community leaders.</p> <p>In addition, our QHRC public communication channels have reflected a strong stance against racism, including the distribution and promotion of "civics rap musical videos" through our social media with messages against racism and hate speech, result of a collaboration with RAILS (Refugee and Immigrant Legal Services) and African community artists with the QHRC. One of the videos is here: https://youtube.com/shorts/glerzVpn3IM?si=VbPlqPYA4ynHp_Ap</p>
<p><i>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, preventative measures and practical tools to help address racism in schools.</i></p>	<p>Delivered</p>	<p>The QHRC has actively engaged with community organisations and the Department of Education to discuss potential strategies to support educators to address racism in Queensland schools. The QHRC also suggested for the Department to consider an Anti-Racism strategy and a policy, similar to the one from NSW Education.</p> <p>An outcome from our surveys with educators and students will be a report outlining the findings from the survey. In addition to this, we will develop a small, practical guidance toolkit to support schools to develop Anti-Racism strategies to prevent and manage this behavior.</p>



*Case studies or good news stories to highlight achievements relevant to **Focus Area 4**:*

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