

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

**Annual Reporting for 2022-23**

*Department of Regional Development, Manufacturing and Water*

## Key information

This reporting template is provided to agencies with actions in the [Queensland Multicultural Action Plan 2022-2024 \(Action Plan\)](#).

## Agency commitments for 2022-24

Each agency has committed to undertaking activities in one or more of the Action Plan’s six Key Action Areas. The table below indicates which of the Key Action Areas the Department of Regional Development Manufacturing and Water (DRDMW) has committed to and will therefore be required to report on.

Agency	Key action 1	Key action 2	Key action 3	Key action 4	Key action 5	Key action 6
DRDMW		●			●	●

● **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>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Review of our Recruitment and Selection Protocol	<b>On track</b>	A review of the department’s recruitment and selection processes was undertaken in late 2022 and completed in early 2023. A draft policy and recruitment and selection guideline was prepared to ensure compliance with the provisions of the new Public Sector Act 2022 and has been reviewed with the release of the Public Sector Commission Recruitment and Selection Directive on 26 June 2023. The draft policy and recruitment and selection guideline will be released for consultation in the 2023-24 financial year.
Participate in the Equity and Diversity Audit and develop the Departments Equity and Diversity Plan	<b>On track</b>	During the reporting period DRDMW participated in the new Equity and Diversity Audit process supported by the Office of the Special Commissioner (Equity and Diversity). DRDMW submitted our Equity and Diversity and Equity Audit Report to the Office of the Special Commissioner (Equity and Diversity) on the 28 April 2023. Following on from the audit the Department will incorporate actions into our new Equity and Diversity Plan (work in progress) to increase the participation of people from culturally and linguistically diverse backgrounds in our workforce.

● **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>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
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.	<b>On track</b>	Information about Interpreters and translation services for our customers is available via the Media and Communication Intranet pages – including: <ul style="list-style-type: none"> <li>• Language service guidelines</li> <li>• engaging interpreters</li> <li>• deciding if an interpreter is required</li> <li>• Interpreters in rural and remote Queensland</li> <li>• Developing multilingual information</li> <li>• Using technology</li> <li>• Collecting data and monitoring performance</li> <li>• Related links and resources</li> </ul>
Ensure agency media campaigns and good news stories leverage off opportunities to	<b>On track</b>	The department continues to factor the needs of culturally and linguistically diverse audiences into community-facing campaign activity. This includes: <ul style="list-style-type: none"> <li>• Developing a suite of WaterWise materials specifically tailored to the needs of CALD audiences within partner council areas across Queensland.</li> </ul>

<b>Agency activities supporting</b> <b>Key Action 5</b>	<b>Progress status for 2022-23</b>	Outcomes achieved for people from culturally and linguistically diverse backgrounds
promote the benefits of cultural diversity.		<ul style="list-style-type: none"> <li>• Factoring CALD representation into a project to refresh the departmental image library. Wherever possible, images of CALD Queenslanders have been captured and used across departmental publications.</li> </ul> <p>DRDMW’s internal communication channels are also used to promote the benefits of diversity and to represent, encourage and support CALD colleagues and communities. Internal content is monitored to ensure a representation of our diverse workplace is delivered.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• August 2022: Celebration of Multicultural Queensland Month via intranet news posts and DG messaging.</li> <li>• July 2023: Launch of Equity and Diversity Plan 2023–26 via publication on intranet and all-staff email from A/DG.</li> <li>• Throughout 2022–23: Intranet news posts and Staff News stories celebrating staff from diverse backgrounds, including ‘Kamalayan hits 25 years’ (celebrating long service of colleague Kamalayan Shrestha), ‘Kate’s Vienna visit’ (publicising conference paper by colleague Kate Liang), and ‘Free webinar – Diversity and Inclusion’ encouraging staff to attend D&amp;I training.</li> </ul>

● **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 (CALD), 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 <b>Key Action 6</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
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.	<b>On track</b>	<p>The department continued to be a supporter of the Racism. It Stops with Me campaign via our agreement with the Australian Human Rights Commission. During our Multicultural Month celebrations in August 2022, we included promotion of the Racism. It Stops with Me campaign.</p> <p>This included:</p> <ul style="list-style-type: none"> <li>• All staff communications such as the message from our Director General in the staff news announcing we are an official partner of the Racism. It Stops with Me campaign</li> <li>• News Items and feature tiles on our Intranet across the month which included information about understanding the law, being an ally, recognising and responding to racism and support options for those that may be experiencing racism.</li> </ul>