

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

Annual Reporting for 2022-23  
*Department of Tourism, Innovation and Sport*

**Key information**

This reporting is provided for agencies with actions in the [Queensland Multicultural Action Plan 2022-2024](#) (the 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 Tourism, Innovation and Sport (DTIS) has committed to and will therefore be reporting on.

| Agency | Key action 1 | Key action 2 | Key action 3 | Key action 4 | Key action 5 | Key action 6 |
|--------|--------------|--------------|--------------|--------------|--------------|--------------|
| DTIS   |              | ●            |              | ●            | ●            | ●            |

● **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  |
|--|-----------------------------|--|
| Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and other employment opportunities such as Graduate Programs. | <b>On track</b>             | <p>The introduction of the new <i>Public Sector Act 2022</i>, has enabled the continued work on the review of DTIS Human Resource (HR) recruitment and selection policies and procedures with a significant amount of work completed, including a review and update of the suite of recruitment and selection materials used to advertise public service roles focusing on supporting equity, diversity, respect and inclusion in recruitment and selection.</p> <p>DTIS has developed its Strategic Workforce Plan 2023-2026 which supports a range of strategies to ensure we attract and retain a diverse range of skilled people who possess the right capabilities and attributes for today and the future. Further to that a dedicated resource is to be engaged to ensure the principles of diversity and inclusion is embedded in all departmental workforce strategies, initiatives, and HR service delivery.</p> |

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| <p>Ensure targeted recruitment or career development initiatives are undertaken in partnership with community including, for example, where agencies are focusing on attracting applicants from specific cultural groups for positions.</p>   | <p><b>On track</b></p> | <p>The introduction of the new <i>Public Sector Act 2022</i>, has enabled the continued work on the review of DTIS Human Resource (HR) recruitment and selection policies and procedures with a significant amount of work completed, including a review and update of the suite of recruitment and selection materials used to advertise public service roles focusing on supporting equity, diversity, respect and inclusion in recruitment and selection.</p> <p>DTIS has developed its Strategic Workforce Plan 2023-2026 which supports a range of strategies to ensure we attract and retain a diverse range of skilled people who possess the right capabilities and attributes for today and the future.</p> <p>DTIS continues to embed its consultation processes with representatives from all diversity target groups within the department and across the sector to ensure targeted recruitment is relevant and appropriate and designed to achieve effective recruitment decisions. Further to that, a dedicated resource is to be engaged to assist DTIS to attract applicants who speak a language other than English at home.</p> |
| <p>Implement initiatives to raise awareness about and address unconscious bias in recruitment.</p>  | <p><b>On track</b></p> | <p>With the introduction of the new <i>Public Sector Act 2022</i>, work is underway to review all DTIS Human Resource (HR) policies and procedures which includes updating the Recruitment and Selection supporting policy and procedure and training to support capability uplift for recruitment panels.</p>  |
| <p>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.</p> | <p><b>On track</b></p> | <p>With the introduction of the new <i>Public Sector Act 2022</i>, work continues on the review of DTIS Human Resource (HR) recruitment and selection policies and procedures with a significant amount of work completed, including a review and update of the suite of recruitment and selection materials used to advertise public service roles and select the best suited applicants ensuring equity, diversity, respect and inclusion.</p> <p>A focus area identified from DTIS Gender Equity Audit was to provide organisation-wide training in diversity, equity, inclusion, and cultural capability to increase awareness of discrimination and biases that can occur in recruitment and selection processes. Additionally, emphasise the importance of supporting diversity groups, in alignment with the recent industrial reforms and legislation changes. Further to that a dedicated resource is to be engaged to ensure the principles of diversity and inclusion is embedded in all departmental workforce strategies, initiatives, and HR service delivery.</p>  |
| <p>Collect, analyse and report on data relating to culturally and linguistically diverse recruitment, employment, retention and career progression to leadership positions.</p>   | <p><b>On track</b></p> | <p>As part of its inaugural Gender Equity Audit report, DTIS considered all EEO target groups including data about employees who have reported they were born overseas and employees who have reported that they speak a language other than English at home. DTIS has also analysed data from the 2022 Working for Queensland survey where employees identified as being from a culturally and / or linguistically diverse background.</p> <p>An Area for Focus coming out of the Gender Equity Audit report was for DTIS to use exit interviews more widely/frequently so a deeper understanding can be obtained of the reasons by people leave DTIS. This will include identifying experiences of culturally and linguistically diverse people, why they leave and barriers they encounter in relation to career progression.</p>  |

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| <p>Develop strategies to address any identified under-representation of employees from culturally diverse backgrounds, including representation of Australian South Sea Islander peoples amongst agency staff.</p> | <p><b>Delayed</b></p> | <p>DTIS has collected and analysed data in relation to the under-representation of employees from culturally diverse backgrounds and now has a clearer understanding of its workforce composition. It will now use this information to develop appropriate strategies.</p> |
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● **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 <b>Key Action 4</b>   | Progress status for <b>2022-23</b> | <b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>   |
|--|------------------------------------|--|
| Improve understanding of current diversity data collection by undertaking an audit of existing data collection practices to identify what cultural diversity indicators are being collected and what is missing. | <b>On track</b>                    | <p>DTIS has commenced an audit of existing data collection practices to identify what cultural diversity indicators are being collected. Diversity data is routinely collected across Sport and Recreation's programs which deliver grants directly to individuals in Queensland (e.g., FairPlay and the Emerging Athlete Program).</p> <p>Where DTIS funds external organisations for initiatives to targeted groups such as culturally diverse groups, people with disability and First Nations, diversity indicator data is collected through grant reporting requirements with this data helping to evaluate program outcomes.</p> |

● **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   |
|---|-----------------------------|---|
| Sport and Recreation will consult with Multicultural Affairs as part of any major event leveraging activity and people from culturally diverse backgrounds will be a key audience in any community engagement activities that promote increased physical activity and harness the community pride from major events, with a particular focus on the ICC Men's T20 World Cup 2022 and FIFA Women's World Cup Australia and New Zealand 2023. | <b>Complete</b>             | DTIS engaged Football Queensland, the Queensland African Communities Council and the Braza Football Club (Brazil) to identify and offer opportunities for individuals to participate in events associated with the FIFA Women's World Cup 2023 (FWWC23) which is the largest women's sporting event in the world.<br><br>These opportunities included inviting individuals to participate in FWWC23 team welcome events and invitations to open training sessions held by Brisbane-based teams. |
| Encourage customers from new and emerging communities to participate in community events, relevant to portfolio responsibilities, as a soft entry point to help them learn English and make connections with established community members.   | <b>Complete</b>             | DTIS provided \$150,000 to the Australian National Sikh Sports and Cultural Council Queensland to support the 35th Australian Sikh Games (the Games) held on the Gold Coast from 7-9 April 2023. This event promotes the values of the Sikh faith and culture by embodying community values and incorporating the fundamentals of multiculturalism in Australia. 3500 athletes competed in the Games across 14 different sports over the three days of competition and festivities.             |

● **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, 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   |
|--|-----------------------------|---|
| Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.  | <b>On track</b>             | Cultural capability training, called Starting the Journey is mandatory online training for all DTIS employees, labour hire staff, volunteers and students who perform work in DTIS workplaces. DTIS also has mandatory Human Rights training which covers racism. Some employees have also attended Building on the Strengths of our Stories training.  |
| Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers. | <b>Complete</b>             | <p>During 2022-23, DTIS developed the Sport and Recreation Cultural Capability Action Plan 2023-26 reflecting the division's collective commitment to promoting, upholding, enhancing and embracing a diverse and inclusive workforce. The action plan outlines pragmatic and tangible actions the division will drive through to build Sport and Recreation's cultural capability through the following principles:</p> <ol style="list-style-type: none"> <li>1. Recognising, acknowledging, respecting and valuing culture.</li> <li>2. Leadership and accountability.</li> <li>3. Building cultural capability and improving economic participation.</li> <li>4. Engagement and stronger partnerships.</li> <li>5. Culturally responsive systems and services.</li> </ol> |

| Agency activities supporting <b>Key Action 6</b>   | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds   |
|--|-----------------------------|---|
|  |                             | <p>In August 2022, DTIS employees had the opportunity to get involved with the celebration of Multicultural Queensland Month. This included employee self-nominated attendance/participation in webinars and events, providing practical information on topics such as the importance of using inclusive language, creating a culture that supports bystander action, and the benefits of speaking more than one language. As employees 'opted in' to these events, which were hosted by parties external to the department, participation rates are not available.</p> |
| <p>Senior Executives provide clear messages affirming the agency's commitment to zero-tolerance to racism and discrimination and encouraging anti-racism initiatives in their agency.</p>  | <p><b>On track</b></p>      | <p>Significant work done on drafting and consulting for a new Diversity and Inclusion Policy and a new Managing Disrespectful and Unacceptable Behaviour Policy and Procedure, which were released in July 2023. These resources provide clear messages from the Director-General and Executive Leadership Team about zero-tolerance to racism and discrimination.</p>  |
| <p>Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.</p>  | <p><b>On track</b></p>      | <p>Cultural capability training, called Starting the Journey is mandatory online training for all DTIS employees, labour hire staff, volunteers and students who perform work in DTIS workplaces. DTIS also has mandatory Human Rights training which covers racism. Some employees have also attended Building on the Strengths of our Stories training.</p>   |
| <p>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.</p> | <p><b>Delayed</b></p>       | <p>Being a new and small department with limited HR governance artifacts and training, the focus has been governance fundamentals (i.e., Workplace Health and Safety core areas, Code of Conduct and Fraud, and behaviours in the workplace). This has been balanced with a heavy workload brought about by significant Industrial Relations reforms.</p>   |