

● **KEY ACTION 1: Economic participation**

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds.

<b>Agency activities supporting Key Action 1</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Advertise for community members from culturally and linguistically diverse backgrounds to participate in Government employment, grants/program assessment panels, as appropriate.	<b>On track</b>	<i>Community members from culturally and linguistically diverse backgrounds are supported and informed to participate in panels, as required.</i>
Identify barriers and develop initiatives to improve access to Government small business and mentoring programs, QTenders and grants, by people from culturally and linguistically diverse backgrounds.	<b>On track</b>	<i>When provided with information from lead agencies on Government small business and mentoring program initiatives, information shared on website/published to support diversity.</i>

● **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**.

<b>Agency activities supporting Key Action 2</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Establish internships/pathways to employment to better utilise the skills and experiences of people with overseas qualifications.	<b>On track</b>	<i>DAF graduate program commenced in 2023 and attracted 441 applicants with many from a diverse range of backgrounds. Twenty graduates are engaged in DAF's graduate program.</i>
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>	<i>DAF has implemented an Employee Value Proposition focusing on diversity and inclusion and promoting roles and employment opportunities statewide. Videos and people stories are included in recruitment advertising to promote DAF's inclusive working environment.</i>  <i>DAF Graduate program 2023 was promoted through trusted channels – the Public Sector Commission's Graduate portal, DAF's career's page and Linked In. DAF employees attended university open days to promote entry pathway opportunities.</i>
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.	<b>On track</b>	<i>DAF has engaged with Diversity Council Australia to support and improve inclusive recruitment practices.</i>  <i>DAF is implementing recruitment and selection practices to support changes introduced in the Public Sector Act 2022.</i>

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Implement initiatives to raise awareness about and address unconscious bias in recruitment.	<b>On track</b>	<i>Recruitment and Selection training available for all panel members – this training includes modules on unconscious bias in recruitment.</i>  <i>Diversity and inclusion awareness training available online – modules include awareness and prevention of discrimination practices in the workplace.</i>
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.	<b>On track</b>	<i>Recruitment and Selection training available for all panel members – this training includes modules on unconscious bias in recruitment.</i>  <i>Diversity and inclusion awareness training available online – modules include awareness and prevention of discrimination practices in the workplace.</i>  <i>DAF supports the Public Sector Act 2022 and Recruitment and Selection Directive to deliver a focus on diversity and inclusive behaviours.</i>

● **KEY ACTION 3: Culturally responsive services**

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). This audit will support:

- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*

Agency activities supporting <b>Key Action 3</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Ensure audit of the workforce includes all business areas (i.e. Customer Business Services) that will enable identification of opportunities to embed cultural awareness in service delivery.	<b>On track</b>	<i>DAF published the first diversity and inclusion annual audit report in accordance with the Public Sector Act 2022. The employee data was analysed across all areas in DAF (including DAF service areas such as Customer Business Services) to identify barriers and opportunities for improvement.</i>

● **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**.

<b>Agency activities supporting Key Action 5</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
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>	<i>Training provided to Customer Service Centre staff as required to ensure understanding of Queensland Language Services Policy and application of interpreter service.</i>

● **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**.

Agency activities supporting <b>Key Action 6</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.	<b>On track</b>	<p><i>All employees are encouraged to complete diversity and inclusion training provided by Queensland Human Rights Commission. This training includes modules on anti-racism.</i></p> <p><i>DAF participates in the “Racism. It stops with me” campaign.</i></p> <p><i>Racist behaviours and attitudes demonstrated in the workplace and/or among colleagues are dealt with swiftly.</i></p>
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	<b>On track</b>	<p><i>All employees are encouraged to complete diversity and inclusion training provided by Queensland Human Rights Commission. This training includes modules on multicultural awareness.</i></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.	<b>On track</b>	<p><i>Senior leaders promote and endorse clear messaging for an inclusive workplace and eliminate racism and discrimination and participate in campaigns to support and encourage anti-racism behaviours.</i></p> <p><i>A Culturally and Linguistically Diverse (CALD) Champion has been identified from DAF’s Leadership Board. This Champion promotes CALD events and is consulted on initiatives/strategies.</i></p>
Introduce new ways to increase inter-cultural connections, respect and understanding by involving people from culturally and linguistically diverse backgrounds in agency	<b>On track</b>	<p><i>DAF has established the Diversity and Inclusion working group, with representation from across all business areas, to develop and support initiatives to increase inter-cultural connections.</i></p>

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planning, consultation, and decision-making processes.		
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	<b>On track</b>	<i>Promotion of key diversity events, including Queensland Multicultural Month, through intranet news stories, webinars and all staff emails/event co-ordination.</i>
Strengthening engagement with agency stakeholders to improve social cohesion and tackle racism and discrimination at a local level.	<b>On track</b>	<i>Participation on diversity and inclusion community of practice that is co-ordinated by the Public Sector Commission.</i>