

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

Public Sector Commission Annual Reporting for 2022-23



Queensland
Government

Background

The Queensland Government's '[Our story, our future](#)' Multicultural Policy (the Policy) outlines its commitment to people from diverse cultural, religious and linguistic backgrounds. The policy sets priorities for Queensland Government action to achieve positive outcomes for all Queenslanders in three focus areas:

1. Achieving culturally responsive government
2. Supporting inclusive, harmonious and united communities
3. Improving economic opportunities

The Policy is implemented through the three-year [Queensland Multicultural Action Plan 2022-23 to 2023-24](#) (the Action Plan), which builds on the actions and outcomes of the previous [2016–17 to 2018–19](#) and [2019–20 to 2021–22](#) Multicultural Action Plans.

The Public Sector Commission's (PSC) activities and outcomes for 2022-23, below, support **Key Action 2** and **Key Action 4** of the Action Plan, and fulfil the [Policy and Action Plan](#) annual reporting requirements under Section 24 of the *Multicultural Recognition Act 2016*.

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**. Activities in this section reflect the following Multicultural Policy 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.

PSC activities supporting Key Action 2	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<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>On track for completion by December 2023</p>	<p>The Public Sector Commission has supported implementation of the new <i>Public Sector Act 2022</i> which commenced in March 2023. The Act provides a stronger focus on the importance of a culture of respect and inclusion in the public sector and introduces responsibilities for annual equity and diversity audits and plans.</p> <p>The new legislation supports improved employment outcomes for culturally and linguistically diverse groups by clarifying that recruitment and selection processes must reflect the agency's <i>Public Sector Act 2022</i> obligations relating to equity, diversity, respect and inclusion.</p> <p>Implementation of these new provisions is primarily through the Public Sector Commission's recent provision of a new Recruitment and Selection Directive. In deciding the eligible applicant best suited to a position, the hiring manager can consider the extent to which a candidate would contribute to the organisation's equity, diversity, respect and inclusion objectives.</p> <p>The Public Sector Commission, with support from the Special Commissioner for Equity and Diversity, is working with agencies to design</p>

		<p>and develop supporting resources for human resource teams and hiring managers on the many innovative ways to attract and recruit for diversity and foster inclusion. This includes a webinar workshop series about the directive, curation of training options for panels, and development of a template role description, selection report and other practical supporting resources which agencies may adopt.</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. Activities in this section reflect the following Multicultural Policy outcomes:

- Improved knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable, and diverse workforce

PSC activities supporting Key Action 4	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Establish a new employment target for people from culturally and linguistically diverse backgrounds.	Complete	On 7 December 2022, the former PSC Board approved new Queensland public sector diversity employment targets for 2023-2026. This includes a new target of 12% for culturally and linguistically diverse peoples, who speak a language other than English at home. The new target represents a significant increase from the former target for people with a Non-English Speaking Background, which was 10%.
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Complete	<p>Australian South Sea Islander identification has been collected through the Minimum Obligatory Human Resource Information (MOHRI) system since September 2021.</p> <p>In September 2021, the proportion of Australian South Sea Islander people recorded in the Queensland public sector was 0.15%. In September 2022, it rose to 0.22% and increased further to 0.26% in June 2023. In June 2023, close to 48% had not provided a response to that question indicating that, while the question has been introduced, it needs to be further promoted.</p> <p>Australian South Sea Islander identification has been collected through the Working for Queensland (WfQ) survey since 2021. In 2021, 0.78% of respondents to the Working for Queensland survey were Australian South</p>

		<p>Sea Islander. In the 2022, this decreased slightly to 0.57%, which may be due to the addition of a prefer not to say response option.</p> <p>In 2022, the Working for Queensland survey was reviewed. It now includes questions on whether Australia South Sea Islander respondents had provided this information through to their HR system and if they had not, a question about what is preventing sharing. 45% of Australian South Sea Islander respondents indicated that they had provided this information through to payroll. 11% said no they had not, with the primary reasons being that had never been asked for it, it was not relevant and they didn't see any reason for sharing.</p> <p>There is also a question on whether Australian South Sea Islander people feel culturally safe at work. 59% of Australia South Sea Islander respondents agreed that they felt culturally safe at work.</p>
<p>Ensure the right systems are in place to collect diversity data.</p>	<p>Complete</p>	<p>The PSC continues to review data collection systems with both system owners and people with lived experience.</p> <p>The Working for Queensland survey was significantly reviewed in 2022 to ensure it adequately and appropriately captured the diverse range of experiences of Queensland's public servants. A range of diversity experience sections have been added to the survey. These sections are designed to facilitate a more comprehensive understanding of the employment experience of culturally and linguistically diverse employees and, in doing so, support the sector in attracting and retaining culturally and linguistically diverse employees.</p>