



QUEENSLAND MULTICULTURAL POLICY

'OUR STORY, OUR FUTURE'

QUEENSLAND MULTICULTURAL
ACTION PLAN 2022–24

QUEENSLAND TREASURY
Annual Progress Report 2023–24

Introduction

This report is provided in compliance with Section 24 of the *Multicultural Recognition Act 2016* (the Act), whereby agencies are required to publicly report on their annual progress on the [Queensland Multicultural Action Plan 2022-2024](#).

Scope of reporting

The [Queensland Multicultural Policy](#) and Action Plan aims to achieve positive outcomes for Queenslanders from **culturally and linguistically diverse backgrounds**.

While Treasury implements measures to support diversity and inclusion for various cohorts, including Aboriginal and Torres Strait Islander peoples, women, LGBTIQ+ employees and people with disability, the purpose of this report is to collate information about activities that specifically focus on achieving outcomes for:

- *People from diverse cultural, religious and linguistic backgrounds, specifically people from migrant and refugee backgrounds, people seeking asylum and Australian South Sea Islanders¹.*

Agency commitments for 2022-24

Queensland Treasury committed to undertaking activities in five out of the six Action Plan's Key Action Areas. Treasury did not have any commitments under Key Action 3 relating to audits of service delivery.

Equity, Diversity, and Inclusion Framework

The Multicultural Action Plan forms part of Treasury's Equity, Diversity, and Inclusion Framework, detailed on the next page.

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.

Queensland Treasury Equity, Diversity, and Inclusion Framework

Queensland Treasury recognises the value in equity, diversity and inclusion. Being able to draw on the different skills, backgrounds, experiences and insights of our workforce enables us to better deliver for the diverse community we serve. We are committed to representing the Queensland community by building on our existing workforce diversity – as reflected in our 2026 diversity targets – and fostering an inclusive culture where everyone can contribute and achieve their potential.

We will achieve this through our commitments as part of the strategies and plans outlined within this framework.

Diversity	2024 Representation	2026 Targets
People with disability	7%	12%
Aboriginal and Torres Strait Islander peoples	1%	4%
Women in leadership	48%	50%
Culturally and linguistically diverse people	14%	12%



Queensland Treasury Strategic Workforce Plan

Equity, Diversity and Inclusion Plan 2024-25

Our plan for growing the equity and diversity of our workforce and fostering an inclusive culture where everyone feels valued, respected and empowered to achieve their potential.

Reframing the Relationship with Aboriginal and Torres Strait Islander Peoples Plan 2024-27

Queensland Treasury commits to reframing the relationship with Aboriginal and Torres Strait Islander peoples by recognising and honouring them as the first people of Queensland and engaging in truth-telling about the shared history of all Australians.

Multicultural Action Plan 2024-27

Queensland Treasury recognises the capacity and organisational growth that can be gained by embracing and valuing the contributions of people from culturally and linguistically diverse (CALD) backgrounds.

Disability Service Plan 2024-27

Queensland Treasury is committed to increasing the awareness, attraction, representation, and employment of people with disability by providing an accessible and safe workplace where people can thrive.

23-071

Equity, Diversity & Inclusion Steering Committee

Champions and Networks

Executive Champion – First Nations
First Nations Network

Executive Champion – Gender Equity
Rainbow Network

Multicultural Network
Executive Champion – Disability Inclusion

NeuroDivergent Network
Disability Inclusive Network

QUEENSLAND TREASURY




'Rich history, thriving future'
artwork by David Williams of Gilimbaa.



KEY ACTION 1: Economic participation

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following outcomes:

- *Queensland gets the most benefit from our diversity and global connections*
- *Individuals are supported to participate in the economy.*

Agency activities supporting Key Action 1	Responsible portfolio/area	Progress status for 2023-24	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>
1.1 Review agency grants processes to ensure they are accessible to applicants from new and emerging communities by using clear language, translating information where relevant, and providing constructive feedback on unsuccessful applications submitted by community organisations.	Queensland Revenue Office (QRO)	Complete 	<p>Information about the Queensland First Home Owners Grant will be accessible to applicants from new and emerging communities through multilingual resources.</p> <ul style="list-style-type: none"> - Information on interpreter services and translation options for <i>First Home Owners Grant</i> applicants from non-English speaking backgrounds is available on the Queensland Revenue Office website.

Case studies &/or good news stories to highlight achievements relevant to **Key Action 1 (Economic participation):**

Queensland Treasury

Queensland Treasury and Trade and Investment Queensland regularly meet with trade delegations from our international neighbours seeking to strengthen Queensland's relationships with other economies.

7 January 2023

On Wednesday I had the pleasure of meeting with the Hon. Ian Ling-Stuckey, Minister for Treasury from Papua New Guinea, with Trade and Investment Queensland acting CEO Richard Watson.

We exchanged information on Queensland's and PNG's budget and fiscal approaches, and economic strategy. While we have different economies and business environments, we share some common objectives such as creating future industries and jobs that present opportunities to collaborate.

TIQ is expanding its Pacific Strategy including appointing a Brisbane-based Pacific Trade Commissioner and a business development specialist based in Port Moresby. These will ensure Queensland's relationship with PNG and Pacific nations is given attention and strengthens export and investment opportunities.

Mr Ling-Stuckey is pictured here on my left, along with (from left) TIQ's Gina Cassimatis and Richard Watson, and PNG Principal First Secretary Mr Misty Bololoi.

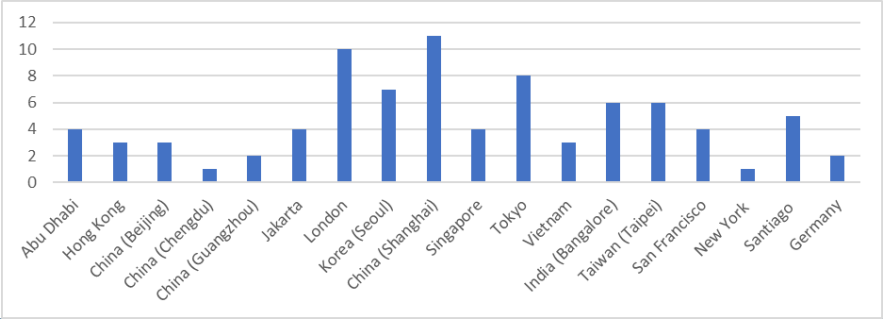


24 November 2023

On Tuesday, our Investment team joined the Department of Resources and Trade and Investment Queensland (TIQ) to host a high-level delegation of German business executives. The delegation received detailed briefings on the Queensland Critical Mineral Strategy, and investment pathways including the Invested in Queensland and Queensland Critical Minerals and Battery Technology funds. Germany is Queensland's 14th largest trading partner, and like Queensland, has adopted a net zero carbon emissions target. Pictured from left are TIQ Global Investment Commissioner Ross Buchanan, Juergen Wallstable from the German Australia Chamber of Industry and Commerce, Resources Director-General Warwick Agnew, Sharpe and Abel Senior Associate Richard Southall, and our own Investment AUT Steffen Poetzsch, who welcomed the guests in German.




The comprehensive scope of Trade and Investment Queensland's (TIQ) global inclusivity within Culturally and Linguistically Diverse communities across eighteen markets, in fourteen countries worldwide. Showcasing TIQ's extensive multicultural reach and engagement on a global scale.




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 Key Action 2	Responsible portfolio/area	Progress status for 2023-24	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>
2.1 Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and	People and Culture <i>(internal Treasury workforce focus)</i>	Complete 	Identify any areas of under-representation employees from culturally diverse backgrounds through annual audit of MOHRI and QSS data <ul style="list-style-type: none"> - An analysis of Minimum Obligatory Human Resource Information (MOHRI) data found that Treasury is already exceeding the Queensland Public Sector 2026 target of 12% for representation of people speak a language other than English at home (CALD2). MOHRI data in September 2023 showed that 14% of Treasury employees identified as CALD2 in payroll data. - Records show that four Treasury employees identify as Australian South Sea Islander¹, however this figure is too small for further analysis. - An analysis by classification level showed that the distribution of CALD2 employees was very similar to the overall distribution, with employees represented at all levels including SO and SES. - Almost half of Treasury employees (46.1%) are employed in mid-level positions (AO5-AO7 equivalent) compared to slightly more than half 52.7% of employees who identified as CALD2. Employees identifying as CALD2 were slightly under-represented in entry level positions (AO2-AO3).

Agency activities supporting Key Action 2	Responsible portfolio/area	Progress status for 2023-24	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>
other employment opportunities such as Graduate Programs.			<ul style="list-style-type: none"> - Three of five business areas exceeded the 2026 target of 12% representation of people who speak a language other than English at home (CALD2). - Treasury's 2023 Working for Queensland staff survey results showed that a total of 236 respondents (19.1%) indicated that they speak a language other than English at home (CALD2). Of these, the vast majority (87% or 233 respondents) agreed with the statement "In my workgroup, we treat each other respectfully". - CALD2 employees were one of the groups that responded most positively to questions about Health and Wellbeing, but least favourably to feeling "free to use" flexible work options. <p>Develop strategies to address any identified under-representation of employees from culturally diverse backgrounds.</p> <ul style="list-style-type: none"> - No systemic under-representation identified for employees from culturally and linguistically diverse backgrounds during the comprehensive Equity and Diversity Audit of 30 September 2023 payroll data. <p>Include language that aims to be welcoming of applications from diverse communities in Role Profiles and the Candidate Information Pack and the Working at Treasury website</p> <ul style="list-style-type: none"> - Treasury's Candidate Information Pack encourages applications from diverse communities through inclusion of the following wording, <i>"Treasury is committed to representing the Queensland community by building on our existing workforce diversity and fostering an inclusive culture where everyone can contribute.</i> <i>At Treasury we:</i> <ul style="list-style-type: none"> o <i>encourage people of all ages, life stages, caring responsibilities, gender identity, sexual orientation, neurodiversity, disability, cultural background and ethnicity to apply for positions with us.</i> o <i>recognise the value in diversity and the benefits of leveraging the backgrounds, experiences and perspectives of our workforce to enable us to deliver for the community."</i>

Agency activities supporting Key Action 2	Responsible portfolio/area	Progress status for 2023-24	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>
<p>2.2</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>	People & Culture	<p>Complete</p> 	<p>Review recruitment and selection policies, templates, guidelines and tools to ensure the process is not a barrier to applicants from diverse backgrounds</p> <ul style="list-style-type: none"> - A review of recruitment and selection policies, templates, guidelines and tools has commenced in response to the new <i>Public Sector Act 2022</i> and the release of the new Recruitment and Selection Directive. <p>Ensure up to date information is available to selection panels about unconscious bias and strategies to reduce conscious bias in judgement and decision making. Provide links to tools to increase awareness of own unconscious bias for staff</p> <ul style="list-style-type: none"> - Treasury promoted the SBS Inclusion Program online learning module on Unconscious Bias through: <ul style="list-style-type: none"> o messages to all staff from the Under Treasurer o messages from senior executives to their business area (e.g. Head of Corporate to all HR, Finance, IT and Facilities staff) and o through bespoke screensavers and posters placed in all workplaces.

Case studies &/or good news stories to highlight achievements relevant to [Key Action 2 \(Recruitment and workplace culture\)](#):

Queensland Treasury is proud of its multicultural workforce, having exceeded the Public Sector target of 12%, with almost one in five employees (19.1%) speaking a language other than English at home according to the Working for Queensland survey 2023.



Michael Carey (Under Treasurer) signing Treasury's Inclusion Matters commitment on 6 February 2024 with the Executive Leadership Team (from left) Drew Ellem (Head of Strategic Policy), Dennis Molloy (Deputy Under Treasurer, Economics and Fiscal), Rachel Crossland (Deputy Under Treasurer, Industry, Investment and Commercial), Helen Dogan (Deputy Under Treasurer, Social Intergovernmental and Corporate and Simon McKee (Commissioner, Queensland Revenue).

Excerpt from Treasury Update 1st of August 2024

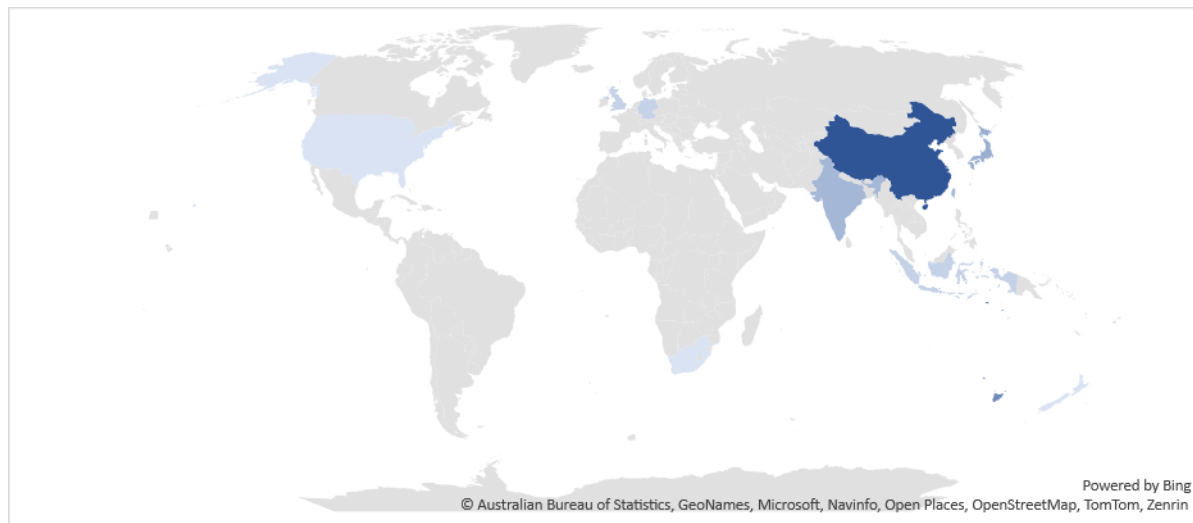
Bringing people together

Thank you everyone for supporting Multicultural Queensland Month. From [sharing stories](#) to attending [events and capability-building activities](#), it all helps to bring people together to see the value of our multicultural communities and workplaces.

QRO got into the spirit in a big way, with workmates sharing cuisine and culture from the UK, South Africa, USA and many parts of Asia. From left are Carrie Hokai, Jennie Wei, Jhoanna-Jean Amores and Hue Tran. Also pictured (below) are Anna John, Ashima Naidu, Ronnee Chowdhury, Ann Thomas, Ezra Samarasinghe and Jo Gowda.




To celebrate Harmony week in 2023, TIQ conducted an activity to promote the agency's multicultural diversity and asked employees to identify their place of birth on a global map that could be showcased across the organisation. Figure 2 below depicts the employees born overseas.




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 Key Action 4	Responsible portfolio/area	Progress status for 2023-24	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>
4.1 Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Queensland Government Statisticians Office (QGSO)	Complete 	Analyse government data sets by ASSI indicator <ul style="list-style-type: none"> - QGSO published a report using demographic data from the 2021 Census of Population and Housing to present key characteristics of Queensland's usual resident population of persons reporting Australian South Sea Islander ancestry. https://www.qgso.qld.gov.au/issues/12031/aust-south-sea-islanders-qld-census-2021.pdf - Provided advice and support to agencies and stakeholders on access, use and interpretation of Australian South Sea Islander ancestry data from the 2021 Census of Population and Housing Encourage data collection of ASSI indicator in client information forms. <ul style="list-style-type: none"> - Assessed the feasibility of including a question on Australian South Sea Islander ancestry within the demographic module of official surveys conducted by QGSO.

Agency activities supporting Key Action 4	Responsible portfolio/area	Progress status for 2023-24	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>
4.2 Improve diversity data use by analysing their current performance (including unknown and missing values) against the diversity indicators (country of birth, preferred language, interpreter required and ethnicity/cultural identity) to understand data gaps, opportunities for system performance improvement, target setting and trends relating to their clients.	Queensland Revenue Office (QRO)	Complete 	<p>Work with community groups and non-government providers to include programs which can be undertaken by people from culturally diverse backgrounds experiencing hardship to satisfy their State Penalty Enforcement Registry debt.</p> <ul style="list-style-type: none"> - The delivery of the Hardship Partners Program has continued to assist debtors experiencing hardship to satisfy their SPER debts. - This occurs through a broad range of non-monetary options including counselling and treatment programs with the debtor completing work and development order (WDOs) arrangements, which are delivered by 220 partner organisations. <p>Perform assurance reviews on Program Partners to ensure service delivery, governance and program objectives are being met.</p> <p>QRO performs assurance reviews on Program Partners to ensure service delivery, governance and program objectives are being met. Initial feedback from partners involved in these reviews is that both they and their clients see great merit in the Program and the ability to undertake WDO activities is a positive incentive for those experiencing genuine hardship to address their outstanding SPER debts.</p>

Case studies &/or good news stories to highlight achievements relevant to Key Action 4 (Cultural diversity data)

The Queensland Government Statistician's Office (QGSO) extended support to Queensland's Australian South Sea Islander (ASSI) community by enhancing the understanding of their needs among Queensland Government agencies and other stakeholders. This was achieved through a comprehensive analysis of demographic data derived from the 2021 Census of Population and Housing, focusing on Queensland's resident population identifying with Australian South Sea Islander ancestry. The findings of QGSO's analysis were presented in a report titled "Australian South Sea Islanders in Queensland, Census 2021," which was published to facilitate better insight into the community's key characteristics. Additionally, QGSO provided guidance and assistance to agencies and stakeholders regarding the report's accessibility, utilisation, and interpretation.



Queensland Government Statistician's Office

Australian South Sea Islanders in Queensland, Census 2021

Source: Australian Bureau of Statistics (ABS), Census of Population and Housing, 2021, data extracted from TableBuilder

This publication uses demographic data from the Census of Population and Housing, 2021 to present key characteristics of Queensland's usual resident population of persons reporting Australian South Sea Islander ancestry.

The 2021 Census was conducted during the COVID-19 pandemic, with mitigation measures in place. People's movements were restricted by international border closures, various areas of Australia in lockdown, and state border closures. An independent review of the 2021 Census¹ found that more people were counted at home than otherwise would have been the case, and that data quality was enhanced as it resulted in less imputation and the collection of more complete information about families and households, including data such as household income.

Population size

At the time of the 2021 Census, 5,562 Queenslanders reported Australian South Sea Islander ancestry, accounting for around 3 in 4 of all Australian South Sea Islanders (7,226). Notably, the most recent census count was 18.5% lower than the 2016 count of 6,826 (Table 1).

Table 1 Australian South Sea Islander usual residents recorded in Queensland

Year	Qld UR	Change
2006	3,051	..
2011	3,093	42
2016	6,826	3,733
2021	5,562	-1,264

The number of Queenslanders reporting Australian South Sea Islander ancestry has varied considerably over the last four censuses. The 2016 count was more than twice the number who so reported in the 2011 Census (3,093). The increase in the count in 2016 was likely the result of an increased propensity for individuals to identify Australian South Sea Islander ancestry in the census, rather than an increase due to population growth caused by either migration from other parts of Australia, or natural increase.

Associated ancestries

Around 2 in 3 Australian South Sea Islanders in 2021 also identified as being of Aboriginal and/or Torres Strait Islander origin, with 54.5% identifying as being of Aboriginal origin, and another 10.2% collectively identifying as Torres Strait Islander or both Aboriginal and Torres Strait Islander.



Around 400 Australian South Sea Islanders in the 2021 Census reported that they were born overseas, primarily in Melanesia (200). Around half of all overseas-born Australian South Sea Islander persons reported arriving in Australia in the last 20 years.

¹Australian Bureau of Statistics, COVID-19 and the 2021 Census, [abs.gov.au](https://www.abs.gov.au)

www.qgso.qld.gov.au

<https://creativecommons.org/licenses/by/4.0/>

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Queensland Government Statistician's Office

Location

Of all Queensland local government areas (LGAs), Mackay recorded the largest number of Australian South Sea Islander residents, with relatively large populations also in Brisbane, Cairns, Townsville, and Rockhampton (Figure 1).

Rockhampton was the only large LGA where the Australian South Sea Islander population increased between 2016 and 2021 (from 480 to 530 residents). Several other LGAs in Queensland recorded populations of between 100 and 300 Australian South Sea Islander residents in 2021 (Table 2).

Table 2 Local government areas with Australian South Sea Islander populations of between 100 and 300 people, Queensland, 2021

Local government area	Count ^(a)
Moreton Bay	280
Logan	250
Whitsunday	200
Livingstone	180
Fraser Coast	170
Gold Coast	170
Bundaberg	160
Sunshine Coast	150
Gladstone	140
Ipswich	130
Burdekin	110
Cassowary Coast	110

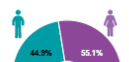
(a) Rounded to the nearest 10.

Age and sex structure

Queensland's Australian South Sea Islander population had a younger age structure than the rest of Queensland's population — 48.9% were under 30 years of age compared with 37.8% for the rest of Queensland (Figure 2).

Around 9.5% of Australian South Sea Islanders were aged 65 years or older, compared with 17% for the rest of Queensland.

More females than males reported Australian South Sea Islander ancestry — 3,069 females compared with 2,493 males. Females comprised 55.1% of the total Australian South Sea Islander population in Queensland in 2021, similar to the 54.4% recorded in 2016.



Australian South Sea Islanders in Queensland, Census 2021

Figure 1 Top five local government areas with Australian South Sea Islander residents, Queensland, 2021

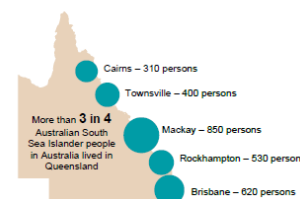
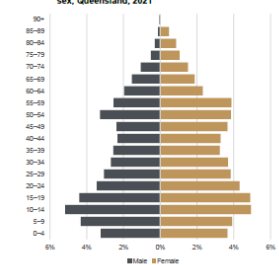


Figure 2 Australian South Sea Islander population by age and sex, Queensland, 2021




More than half of Australian South Sea Islanders in Queensland were female


Excerpt from Queensland Government Statistician's Office's (QGSO) published analysis of [Australian South Sea Islanders in Queensland, Census 2021](#)

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 Key Action 5	Responsible portfolio/area	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>
5.1 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	People and Culture	Complete 	<p>Ensure up to date, practical information is available to staff about how and when to engage an interpreter or translator.</p> <ul style="list-style-type: none"> - Treasury continues to promote information on our intranet on how and when to engage an interpreter or translator. This information includes requirements under the Queensland Language Services Policy and the Queensland Language Service Guideline. - The information includes the TIS client codes for different business areas and a link to the Standing Offer Arrangement for easy access. <p>Promote information at least annually in association with Multicultural Queensland Month.</p> <ul style="list-style-type: none"> - Information about how to engage interpreting and translation services were promoted in August 2023 for Multicultural Queensland Month. <p>Engagement of interpreter or translator services by frontline staff.</p> <ul style="list-style-type: none"> - Treasury's business areas continue to engage interpreters and translators to communicate with people who have limited proficiency in English or a hearing impairment.

Agency activities supporting Key Action 5	Responsible portfolio/area	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>
service providers.	Motor Accident Insurance Commission (MAIC) & Nominal Defendant (ND) Queensland Revenue Office (QRO)		<ul style="list-style-type: none"> - During the period 2023-24: <ul style="list-style-type: none"> - <i>Insurance Commission</i> - there were 6 occasions where interpreters were engaged by the Nominal Defendant at a cost of approximately \$2,068. This compares to three occasions and \$402 in 2022-23. An interpreter was engaged by MAIC on one occasion at a cost of \$152.35. - <i>Queensland Revenue Office</i> - While the proportion of QRO's clients who required language support was very small, the use of language support services increased significantly in 2023-24. \$44,832 was spent on the engagement of interpreters and translators in 2023-24, compared to \$10,572 in 2022-23. There were 966 occasions where interpreters and translators were engaged by QRO compared to 229 in 2022-23 and 79 in 2021-22.
5.2 Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people experience difficulties communicating in English, the provision of multilingual information and communication	People and Culture	Complete 	<p>Ensure up to date information is provided on the agency's multicultural intranet webpage about the Multicultural Queensland Charter, Queensland Multicultural Policy and Queensland Multicultural Action Plan 2022-2024, Multicultural Queensland Charter events, the Queensland Language Services Policy, the importance of using a NAATI certified interpreter or translator.</p> <ul style="list-style-type: none"> - Treasury's <i>Inclusion Matters</i> Statement outlines our organisational commitment to providing an inclusive working environment that respects and values the contributions of people of different backgrounds, experiences and perspectives. - Treasury's intranet has a multicultural webpage dedicated to providing information on the <i>Multicultural Recognition Act 2016</i>, Multicultural Queensland Charter and Queensland Multicultural Policy – Our story, our future, the various ways in which staff can be involved, and important multicultural dates throughout the year e.g. Harmony Day, Refugee Week, and Multicultural Queensland Month. - The Multicultural Queensland Charter is on display in Treasury workplaces. - Treasury has a dedicated webpage providing information about the Queensland Language Services Policy, the importance of using a NAATI certified interpreter or translator, as well as how to engage an interpreter or translator. <p>Promote the importance and application of the charter, action plan and policies at least annually in association with Multicultural Queensland Month.</p> <ul style="list-style-type: none"> - Treasury promote the importance and application of the charter, action plan and policies in August 2023 as part of Multicultural Queensland Month.

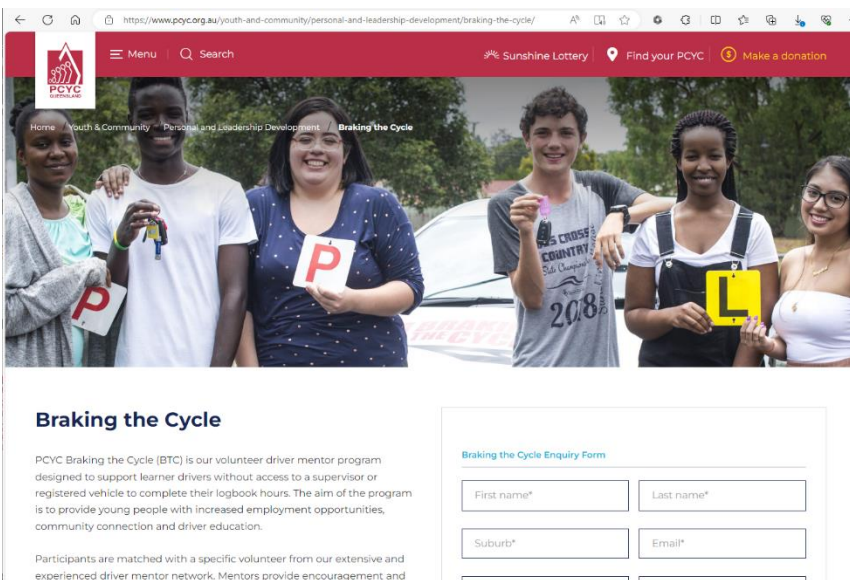
Agency activities supporting Key Action 5	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).	Motor Accident Insurance Commission (MAIC) & Nominal Defendant (ND)		<p>Provide development opportunities to uplift the cultural capability of agency staff, to help better understand and address barriers to inclusion for culturally and linguistically diverse colleagues and customers</p> <ul style="list-style-type: none"> - Treasury is a member of the Diversity Council of Australia and encourages all staff to build their awareness of cultural understanding and provides access to events and training to develop staff inter-cultural competence. - Information about cultural diversity training, providers and events (e.g. Multicultural Australia; Diversity Council of Australia), is available on Treasury's intranet and is regularly promoted to staff in weekly e- news bulletins. - The SBS Inclusion Program eLearning is available to all Treasury employees who are regularly encouraged to complete the modules including: <ul style="list-style-type: none"> o Unconscious Bias and the core skills/behaviours of inclusion and respect o Cultural diversity o Aboriginal and/or Torres Strait Islander cultural capability o Gender o LGBTIQ+ o Disability o Generational diversity o Intersectional issues. - Additional promotion and focus on the importance of uplifting the cultural capability to help better understand and address barriers to inclusion for culturally and linguistically diverse colleagues and customers is given at significant calendar events such as Harmony Day/Week and Multicultural Queensland Month. <p>Provision of multilingual resources on the Motor Accident Insurance Commission website covering Compulsory Third Party (CTP) insurance and information about Car Crash Scams and how to report them.</p> <ul style="list-style-type: none"> - The Motor Accident Insurance Commission (MAIC) website incorporates an assistive toolbar called ReachDeck which improves accessibility and readability and translates website content into different languages. It also reads aloud translated text where there is a matching voice available. Data obtained between 1 July 2023 and 30 June 2024 indicated that over 7,000 Queenslanders had used the ReachDeck tool to access MAIC information. A further 690 used Reachdeck to access National Injury Insurance Agency, Queensland (NIISQ) information.

Case studies &/or good news stories highlight achievements relevant to Key Action 5 (Interpreters and communication strategies):

Queenslanders who speak a language other than English have access to important information about Queensland's Compulsory Third Party (CTP) insurance scheme and the National Injury Insurance Agency through incorporation of translation and accessibility software (ReachDeck) on websites for the Motor Accident Insurance Commission (MAIC) (www.maic.qld.gov.au) and National Injury Insurance Agency, Queensland (NIISQ) (www.niis.qld.gov.au). Between 1 July 2023 and 30 June 2024, 10.85% of the 7,312 visits to www.maic.qld.gov.au, and 18.46% of the 3,738 visits to www.niis.qld.gov.au, utilised the translation services. MAIC data showed that the most-translated language groups were Korean (28.6%), Chinese Simplified (21.4%) and Croatian (14.3%).

'Braking the Cycle' learner-driver mentor program

The 'Braking the Cycle' learner-driver mentor program, funded by the *Motor Accident Insurance Commission* (MAIC) and delivered by PCYC Queensland, has facilitated 3,011 culturally and linguistically diverse individuals in Queensland to acquire the essential 100 hours of on-road driver training required to qualify for their license between 2022 and 2023. Assessments conducted after the program reveal that over 80% of the participants who obtained their license also engaged in employment or vocational training. <https://www.pcyq.org.au/youth-and-community/personal-and-leadership-development/braking-the-cycle/>



Braking the Cycle

PCYC Braking the Cycle (BTC) is our volunteer driver mentor program designed to support learner drivers without access to a supervisor or registered vehicle to complete their logbook hours. The aim of the program is to provide young people with increased employment opportunities, community connection and driver education.

Participants are matched with a specific volunteer from our extensive and experienced driver mentor network. Mentors provide encouragement and

[Braking the Cycle Enquiry Form](#)

First name* Last name*

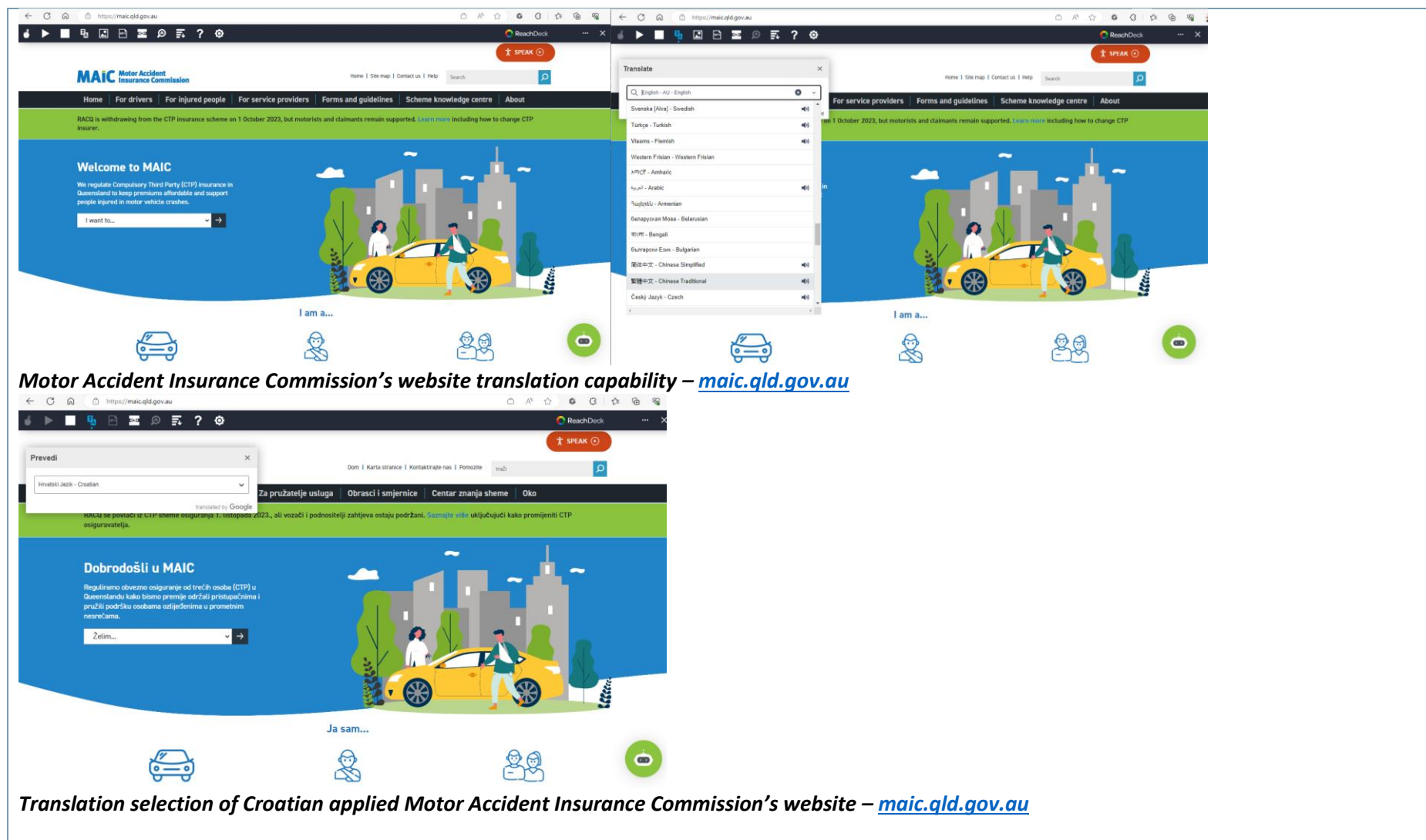
Suburb* Email*

25 Aug 2023

Better drivers = safer motoring

On Wednesday evening, volunteer driving mentors were honoured by the Treasurer at a Parliament House event celebrating PCYC's successful [Braking the Cycle program](#). Ongoing funding from the Motor Accident Insurance Commission pairs disadvantaged learner drivers with experienced mentors to clock up the requisite 100 hours necessary to get their driver licence. In 2022-23, MAIC funding supported more than 41,000 driving hours and enabled around 700 learners to get their licence. At the event, participants shared the experience of the opportunities getting their licence has opened up for them. Once again, our people making a real difference for Queenslanders. Pictured below from left are Insurance Commissioner Neil Singleton, with team members Katey Elenitsas, Nicole Esdaile, Sophie Lee, Michelle Ulmer, Victoria Cameron, Matthew Waugh, Jenica Smith and Vicki Vanderent. Nice one, team!









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 Key Action 6	Responsible portfolio/area	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>
6.1 Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	People and Culture	Complete 	Ensure up to date information is available to staff about dealing with racism, including what it is and how to prevent and respond to it <ul style="list-style-type: none"> - Queensland Treasury is committed to a workplace free from all forms of harassment and discrimination, and has put initiatives in place to ensure that staff are safe, and treated with dignity, courtesy and respect. - Treasury's complaints management framework provides mechanisms for staff to report and deal with conduct or behaviour of an employee, agent or contractor which constitutes bullying in the workplace, racial vilification, religious vilification or vilification on the grounds of gender identity or sexuality. It also applies to any conduct or decision which have failed to give proper consideration to a relevant human right under the <i>Human Rights Act 2019</i>.

Agency activities supporting Key Action 6	Responsible portfolio/area	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 up to date information is available on unconscious bias and links to tools to increase awareness of own unconscious bias and strategies to reduce conscious bias in judgement and decision making <ul style="list-style-type: none"> - Intranet page on Unconscious Bias was reviewed and updated in 2023 and includes links to: <ul style="list-style-type: none"> o Poster on reducing unconscious bias o The Harvard Implicit Association Test and the Project Implicit Test o Resources on interrupting bias during recruitment o The SBS Inclusion Program online learning module on Unconscious Bias and Core Inclusion.
6.2 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.	Executive Leadership Team (ELT) Senior Leadership Team (SLT)	Complete 	Messaging to be promoted through the Under Treasurer News and/or through emails to business areas <ul style="list-style-type: none"> - All staff received messaging in August 2023, thanking them for continuing to support diversity and inclusion and urging all staff to get behind the <i>Racism. It stops with me</i> program. The Under Treasurer encouraged staff to ensure a safe and respectful workplace and to speak up and take action if they've witnessed inappropriate behaviour in relation to the Voice Referendum in October 2023. - Staff were encouraged to attend the Department of Premier and Cabinet Speaker Series event for International Day of Elimination of Racial Discrimination held on 19 March 2024.

Agency activities supporting Key Action 6	Responsible portfolio/area	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>
6.3 Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	People and Culture Strategic Communications	Complete 	Engage staff in significant days and events to increase understanding of cultures and inclusion. <ul style="list-style-type: none"> - Treasury celebrated Multicultural Queensland Month (MQM) 2023 throughout the month of August through a campaign of screensavers, posters, Teams backgrounds, signature blocks, events, webinars and articles based on a series of weekly themes including: <ul style="list-style-type: none"> o exploring Queensland's linguistic diversity including Indigenous languages and Auslan o learning about the Queensland Language Services policy and how to engage a translation service o launching the SBS Inclusion Program – Cultural diversity module o increasing awareness of employees' obligations under the <i>Multicultural Recognition Act 2016</i> and the Multicultural Charter o promoting the campaign <i>Racism – it stops with me</i>.
6.4 Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.	People and Culture Strategic Communications	Complete 	Promote the Australian Human Rights Commission Racism. It stops with me campaign at least annually <ul style="list-style-type: none"> - All staff received messaging in August 2023, thanking them for continuing to support diversity and inclusion and urging all staff to get behind the <i>Racism. It stops with me</i> program. Staff were encouraged to ensure a safe and respectful workplace and to speak up and take action if they've witnessed inappropriate behaviour.

Case studies or good news stories to highlight achievements relevant to [Key Action 6](#) (Addressing racism and promoting inclusion):

August 2023

Celebrate Queensland's diversity

August is [Multicultural Queensland Month](#). Rich in diversity, Queensland is home to people from the world's oldest continuous cultures and people from more than 220 countries and territories who speak more than 180 languages and embrace more than 110 religious beliefs.

This week

In recognition that diversity is one of our greatest strengths, Treasury is a proud supporter of the [Racism. It stops with me](#) campaign. This Multicultural Queensland Month, why not register for [Racism Prevention: Becoming Anti-Racist](#), a webinar presented by Griffith Uni's Bystander Program, this Friday 4 August from 11am to 12noon.



October 2023

Referendum support for staff

The Voice to Parliament referendum is taking place on 14 October. Increasing community and media discussion on the subject may be proving difficult for some staff. As part of Treasury's commitment to providing culturally safe and respectful workplaces, all staff are reminded of the Queensland Government's zero-tolerance approach to racism. Any staff who are experiencing emotional or psychological challenges can contact our [Employee Assistance Program](#) provider. Aboriginal and Torres Strait Islander staff can contact [13 YARN](#) (13 92 76) for free and confidential support.

March 2024

Speaker Series event – International Day for Elimination of Racial Discrimination – 19 March

In recognition of this important day, you are invited to join DPC's first Speakers series event of 2024, with lawyer, anti-racism advocate and Multicultural Queensland Award recipient Sheetal Deo. Sheetal will share her story and talk about our privilege and oppression, and why it is important to view things through an intersectional lens. [Register now](#) for this event on Tuesday 19 March 2-3pm, in person at 1 William Street or livestreamed. If joining the livestream, a link will be sent to you once you've registered.