

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

Annual Reporting for 2022-23

Department of Youth Justice, Employment, Small Business and Training

● **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 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>
African Youth Project (BMB & SE Regions) will seek to progress enhanced life outcomes and training/employment pathways for marginalised African youth.	Youth Justice	Complete	The African Youth Project built cultural capability and connections for Youth Justice staff in working effectively with young people and families from African cultures. The success of the project as well as the recruitment of African staff, has seen the project learnings integrated into case management practice. Effective engagement with cultural stakeholders continues, including the Queensland African Communities Council. Particular focus is on ensuring young people and families are provided necessary support and connection, young people in youth detention are supported including their transition from custody into the community, as well as ongoing enhancements of vocational education and employment agencies to encourage at risk African youths into training and employment pathways.
Improve accessibility and promotion of existing government funded employment programs to	Youth Justice Employment, Small Business and Training	On track	<i>The Good people. Good jobs. Queensland Workforce Strategy 2022-32 (QWS) is a 10-year strategy to connect Queenslanders with the work they want and support employers to grow a stronger and more diverse workforce that can meet current and future workforce demands. Collaboration, innovation, and partnerships are essential to its success.</i>

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vulnerable jobseekers from culturally and linguistically diverse backgrounds.			<p>One of the key focus areas of the QWS is workforce participation, which aims to enable all Queenslanders to participate in the workforce, and support employers to rethink their employment practices and grow a more diverse workforce.</p> <p>By increasing participation and leveraging the existing skills, experience and qualifications of Queenslanders from culturally and linguistically diverse backgrounds the state can build a stronger, more resilient and capable workforce.</p> <p>The QWS Action Plan 2022-2025 includes several actions supporting workforce participation for Queenslanders from culturally and linguistically diverse backgrounds as follows:</p> <ul style="list-style-type: none"> • Establish a Multicultural Affairs Settlement team to advocate and improve workforce outcomes for migrants and refugees in Queensland. This action is delivered by Multicultural Affairs in the Department of Environment and Science. • Expand the <i>Diverse Queensland Workforce (DQW)</i> program to ensure work-ready migrants, refugees and international students have the support and guidance needed to find a fulfilling job and build rewarding careers. Ten projects worth \$2.185M have been funded under DQW to assist up to 898 participants until November 2023. Approved providers are delivering one-stop-shops or hubs to provide a range of client-centered employment and training services in Cairns, Logan, Gold Coast, Brisbane, Ipswich, Toowoomba, Rockhampton, Sunshine Coast and Townsville. As at 30 June 2023, these projects have assisted 563 people with 260 (99%) of the exited participants gaining employment. Based on annual performance review, funded projects will be extended for a further 12 months in 2023-24. Information on DQW is published on the department's corporate website: https://desbt.qld.gov.au/training/future-skills-fund/diverse-qld-workforce. • Deliver the <i>Social Enterprise Jobs Fund</i> to support the development of a sustainable and thriving social enterprise sector. The social enterprise sector also supports vulnerable jobseekers from culturally and linguistically diverse backgrounds. In 2022-23, the initiative provided grant funding of \$1.89 million for 89 projects under the Social Enterprise Growth Grants program. • Partner with industry to harness the existing skills of the onshore migrant workforce, particularly to address skills shortages in high-demand sectors. The

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			<p>Queensland Government is partnering with industry stakeholders to implement practical initiatives and strategies to harness the existing skills of migrants living in Queensland. A recent partnership between Engineers Australia, Consult Australia and the Queensland Government resulted in the release of <i>Attracting and retaining engineers from migrant backgrounds: Guide for employers</i>. This action complements activities undertaken by the Strategic Settlement Partnerships team in Multicultural Affairs Queensland and through the Diverse Queensland Workforce Program.</p>
		On track	<p>DYJESBT's development of the <i>Hydrogen Industry Workforce Development Roadmap 2022-2032</i> (launched July 2022) and current work developing a Clean Energy Workforce Roadmap includes a focus on recruiting for a diverse workforce in the renewable hydrogen and renewable energy industries.</p> <p>The Queensland Government invests in vocational education and training (VET) based on industry advice to provide Queenslanders with the skills they need to gain meaningful and sustainable employment, and is directed to minimise skills shortages, focus on training for jobs that are in demand in critical industries, and increase the number of Queenslanders with formal post-school qualifications.</p> <p>Queensland's VET investment programs provides support for disadvantaged learners and other priority student cohorts, including migrants and refugees, to access training opportunities to gain employment or develop their careers.</p>
		On track	<p>The Skilling Queenslanders for Work (SQW) initiative has permanent annual funding of \$80 million to assist 15,000 disadvantaged Queenslanders each year to enter and stay in the workforce.</p> <p>As at 30 June 2023, 15,029 participants from culturally and linguistically diverse (CALD) backgrounds have been assisted (representing 19.1% of total SQW participants). Of the participants from CALD backgrounds 70.1% that have exited a SQW program have achieved a positive outcome (either in employment or further training or a combination of both).</p> <p>NOTE: SQW data is cumulative from 2015.</p>

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		On track	<p>The Queensland Overseas Skills Qualifications Unit provides free academic assessments of qualifications gained overseas to support migrants to use their skills at an appropriate level in the workforce and contribute to the Queensland economy.</p> <p>In 2022–23, OQU received 1,091 applications, containing 1,747 overseas qualifications for assessment. These assessments resulted in 1,629 (93%) qualifications being issued with an assessment statement.</p>
		On track	<p>Back to Work provides a suite of programs and services to provide businesses the confidence to employ Queenslanders who have experienced a period of unemployment and help workers facing disadvantage in the labour market. Target groups include young people aged 15-24 years, long-term unemployed people, people with disability and Aboriginal and Torres Strait Islander people.</p> <p>In 2022-23, Back to Work supported 66 Culturally and Linguistically Diverse jobseekers into employment with 58 businesses. This represents an investment of \$1.2 million in incentives payments to eligible businesses.</p>
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. Initiatives may include training, community information sessions, targeted advertising and	Employment, Small Business and Training	On track	<p>The Industry Workforce Advisor program established under the <i>Good people. Good jobs: Queensland Workforce Strategy 2022–2032</i>, aims to provide workforce planning assistance to employers in small and medium sized businesses, enabling them to address workforce challenges, diversify their workforces, and support workforce growth. This may include identifying recruitment strategies to expand applicant pools and considering underrepresented groups, including migrants. Maximising workforce participation enables employers to draw on a larger talent pool, ensuring all Queenslanders have access to employment opportunities, particularly people who have previously been underrepresented in the workplace. By increasing participation and leveraging the existing skills, experience and qualifications of all Queenslanders, including migrant communities, we can build a stronger, more capable workforce.</p> <p>DYJESBT Regional Offices facilitate engagement with CALD communities through a range of mechanisms including small business and jobs and skills expos; promoting employment opportunities or CALD communities; delivery of business ready programs; information sessions and direct engagement and outreach with stakeholders. An example of this can be seen in the North Queensland Regional Office which delivered their regional CALD communities stakeholder plan during the reporting period which included:</p>

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website enhancements.			<ul style="list-style-type: none"> • Completing regular outreach visits to community members at Townsville Multicultural Support Group, the North Queensland region’s humanitarian settlement provider, to provide information about employment programs, including Skilling Queenslanders for Work and the Back to Work program, and promoting vocational education and training pathways. • A multicultural employment, small business and training expo. Stall holders included SQW providers, Australian Apprenticeship Support Network providers, Workforce Australia and other employment support program providers. • A VET information session held with TAFE to community members at the Townsville Mosque. • A session in partnership with Legal Aid Queensland about the free legal services available to CALD communities who have experienced discrimination in the workplace. • Participated in community fun days held by Townsville Multicultural Support Group, the region’s humanitarian resettlement provider, to promote SQW and VET programs and initiatives. • Presented at a community leaders’ meeting facilitated by the Queensland Program of Assistance for Survivors of Torture and Trauma in Townsville. <p>The department also partnered with the Industry Workforce Advisor, Motor Trades Association of Queensland, and a Diverse Queensland Workforce provider, Townsville Multicultural Support Group, to deliver a pilot program to bring together employers in the motor trades industry in Townsville and job seekers from a migrant and refugee background to fill entry level positions. Employers participated in a cultural awareness/ response session and were presented with a number of candidates who attended for recruitment interviews at a facilitated session on 25 May 2023.</p>
		On track	<p>In 2022-23, the Mentoring for Growth (M4G) program:</p> <ul style="list-style-type: none"> • offered Cultural Sensitivity and Awareness training to the volunteer mentors to help them in their role of mentoring to Culturally and Linguistically Diverse (CALD) business owners • provided 55 mentoring sessions with business owners who identified as being CALD • translated information about the M4G program into 10 different languages, accessible via the Business Queensland website and in printed collateral.

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		On track	<p>Under the <i>Big Plans for Small Business strategy 2021-23</i>, 786 successful grant applicants who identified as having culturally and linguistically diverse business ownership shared in grant funding allocations to a total value of \$4.7 million in grant commitments.</p> <p>Since 2016, Queensland Council of Social Service (QCROSS) has been contracted to deliver a range of state-wide community building workshops and webinars to support community organisations in applying for funding under Skilling Queenslanders for Work and to build partnerships for delivery with other local organisations.</p> <p>As at 30 June 2023, QCROSS has delivered 115 face-to-face workshops across the state for more than 1362 people and presented 51 live online webinars with 2402 people registered to attend.</p>
Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement.	Employment, Small Business and Training	On track	Under the <i>Social Enterprise Jobs Fund</i> , investment is being made in building the social procurement capability of government buyers, through a partnership with Social Traders.
Encourage increasing use of social clauses in tenders and contracts to purchase additional social benefits when contracting mainstream suppliers.	Employment, Small Business and Training	On track	<p>Under the <i>Social Enterprise Jobs Fund</i>, investment is being made in building the social procurement capability of government buyers, through a partnership with Social Traders. Delivered by Department of Energy and Public Works (DEPW).</p> <p>The department has actively promoted participants from the Growing Migrant and Refugee Food and Beverage Business Program as caterers to external stakeholders, and DYJESBT Regional Offices engaged with Chambers of Commerce and other small business stakeholders, for example, the North Queensland Regional Office engaged with the Townsville Chamber of Commerce to offer a funding contribution for a business directory which included a discrete multicultural business section.</p>
Promote positive outcomes achieved through social clauses in tenders via case studies on websites, encouraging other	Employment, Small Business and Training	On track	Under the <i>Social Enterprise Jobs Fund</i> investment is being made in building the social procurement capability of government buyers, to support them to do business with genuine social enterprises, this includes access to the Social Traders portal. This is being delivered by the Department of Energy and Public Works (DEPW).

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Queensland Government agency purchasers to do the same.			
Promote entrepreneurship as a pathway to employment and connect entrepreneurs from culturally diverse backgrounds and social enterprises to government small business support programs and services.	Employment, Small Business and Training	On track	<p>A \$4.6 million component of the <i>Social Enterprise Jobs Fund</i>, Social Enterprise Grants comprise four programs - Community Social Enterprise Development Grants, Social Enterprise Growth Grants, Sector Development Grants and Social Enterprise Development Grants.</p> <ul style="list-style-type: none"> • The Sector Development Grants program provides funding to sector intermediary organisations to build the capability and capacity of social enterprises, while the remaining three grant programs provide funding to social enterprises for business development and growth, particularly for small- to medium-sized businesses. • Social enterprises targeted under the Social Enterprise Grants programs trade to fulfil an economic, social, cultural or environmental mission consistent with a public or community benefit. • Many enterprises funded under the initiative trade to specifically support migrant and refugee communities in Queensland through provision of services and employment opportunities. <p>DYJESBT regional offices promote a range of jobs and career pathways, including entrepreneurship pathways. An example of this is the Growing Migrant and Refugee Food and Beverage Business Program in Townsville. This program supported migrants and refugees with an interest in starting a food or beverage business by providing them with practical information in a culturally appropriate way (including with the use of community translators) about starting a business, including regulatory obligations and the services and programs available to small business owners.</p> <p>Participants in the Growing Migrant and Refugee Food and Beverage Business program completed a one-on-one Business Launchpad session with the assistance of a community translator and facilitator to obtain necessary business licences and were funded to complete the TAFE Food Safety Supervisor's Course. To complete the program, participants had the opportunity to cook the food they wish to sell in their businesses in a commercial kitchen with the support of mentors.</p> <p>A further example of promotions by DYJESBT regional offices includes the North Queensland Regional Office delivering a multicultural employment, small business and training expo in August</p>

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			<p>2022. Stall holders included Business Launchpad, the Office of the Queensland Small Business Commissioner, the Australian Taxation Office, the James Cook University Tax Clinic and the University of the Sunshine Coast, who promoted the ESBT funded free business planning course.</p> <p>Business Queensland provides information for business intenders on a range of critical business topics, written in plain English to facilitate people from a range of cultural and linguistic backgrounds.</p>
<p>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.</p>	<p>Employment, Small Business and Training</p>	<p>On track</p>	<p>The department follows a system of continuous improvement in relation to updating grant funding documentation (Guidelines, Terms & Conditions and FAQs) to make them accessible to the broader public inclusive of the target cohorts.</p> <p>DYJESBT regional offices utilised community translators to support delivery of departmental services to multicultural communities.</p>

*[Optional] Case studies or good news stories to highlight achievements relevant to **Key Action 1 (Economic participation)**:*

Skilling Queenslanders for Work

MT06753 Eat for Your Life Ltd

“Skilling Up Kitchen and Hospitality Workers”

Eat For Your Life was awarded \$71,900 to deliver a Skill Up project to assist 24 adult job seekers - focussing on women from a culturally and linguistically diverse background - to gain skills and experience for sustainable employment in the hospitality industry. Participants undertook the Certificate II in Kitchen Operations, with additional training in barista, customer service skills, and Responsible Service of Alcohol (RSA). Upon commencement, a Training and Mentoring Plan was developed, participants were assessed to identify training needs, with a particular focus on language, literacy, and numeracy, mentoring and digital skills. Training was delivered in a mix of classroom, commercial kitchen, and simulated café settings with twelve days of vocational placement at host venues. Wrap around support included provision of translators, transport assistance, chef uniforms, personal kitchen utensils and equipment, financial literacy, self-esteem, grooming and hygiene sessions, job preparation (resume development, interview techniques), job search skills, site visits and post project support up to six months.

The project ended in January 2023, 21 participants were assisted with 20 (95%) completing the qualification and 13 (62%) gaining a positive outcome (employment, further training, or a combination of both). Of the 21 assisted, 18 (86%) were women and 10 of these women were from a culturally and linguistically diverse background.

Participant profile:

Rouba, a 43-year-old mother, grew up in Australia after her parents moved here as refugees. On completion of school, Rouba married and became a stay-at-home mum. With her children reaching an age where she could consider further education or steady employment, Rouba joined the Skill Up project with the aim of entering the hospitality industry as she loves to cook. Rouba was hesitant and lacked confidence in herself, with limited work experience having only worked casually at a friend's café. After her first shift of vocational placement at Parliament House under head chef Anthony Naylor, Rouba said, “I loved it! When placement was suggested there, I was very worried as I didn't think I could work in a place like that and was not sure I would like it. Everyone there is so nice and welcoming!” Rouba impressed staff with her attention to detail and work ethic and at the end of her placement was offered a casual position with a pathway to permanency. Rouba's goal is to continue working at Parliament House and with their support, hopes to complete a Diploma in Hospitality Management.

Rouba at Parliament House with head chef Anthony Naylor (SQW consent confirmed)



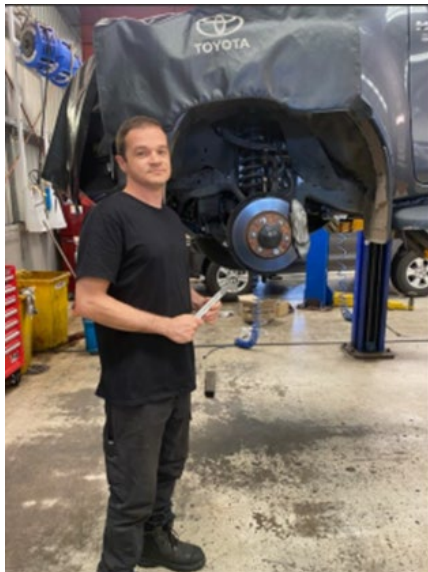
**Diverse Queensland Workforce
MT08889 Caloundra Community Centre Inc
“Sunshine Coast Migrant Hub”**

Caloundra Community Centre Inc. Inc was awarded \$250,000 to establish and deliver the ‘Sunshine Coast Migrant Hub’ to assist 100 work ready migrants, refugees, and international students to obtain employment. Operating two hubs at Baringa and Nambour, the integrated flexible program is tailored to meet the individual needs of participants who are provided with employment-focussed workshops, individual case management, individual and group mentoring, non-accredited training in motivation, confidence, communication, conflict, self-care, boundaries, cultural diversity & LGBTI+ awareness, skills recognition, and Australian work contexts, as well as language and literacy programs.

The project commenced November 2022 and as at 30 June 2023, 58 people have been assisted with 16 gaining jobs.

Participant profile:

Denis, originally from Brazil, was a qualified car mechanic in his home country. After migrating to Brisbane, he furthered his qualifications by completing the Certificate III in Light Vehicle Mechanical Technology and the Certificate IV in Automotive Mechanical Diagnosis in the hopes to gain employment in Australia. Relocating to the Sunshine Coast in 2022 with his family, he encountered many challenges securing a mechanical job despite his persistent efforts. To make ends meet, Denis worked as a parcel delivery driver on a casual basis and at night delivered food for Uber Eats and Menulog. Seeking support to find employment in his field, Denis joined the Sunshine Coast Migrant Hub, where he received assistance to update his resume, enhance his interview skills and job search techniques. Denis was supported to deliver his updated resume in-person to various mechanical workshops. This direct approach paid off with Toyota Maroochydore interviewing and subsequently offering Denis a full-time position as a car mechanic. Denis is thrilled, he now has stable employment, doing what he is skilled in and loves to do.



Denis on the job at his new workplace (DQW consent confirmed)

**The Growing Migrant and Refugee Food and Beverage Business Program, Townsville
Access video here:**

https://drive.google.com/file/d/19c-QQ-zvgJgHt5BI_ujLqZLcGX_U_rhy/view?usp=sharing

● **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 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>
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	Employment, Small Business and Training	On track	The department coordinated Unconscious Bias training facilitated by the Queensland Human Rights Commission for employees with excellent evaluations of the training received. In addition, the department also delivered a cultural diversity campaign with resources to support employees and colleagues from culturally and linguistically diverse backgrounds as well as the recruitment and selection of candidates from this cohort.

● **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). 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 3	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>
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	Employment, Small Business and Training	On track	During the reporting period, the department regularly engaged with community leaders and stakeholders to inform regional priorities and devise new programs to meet community needs.

● 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 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>
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Employment, Small Business and Training	On track	<p>DYJESBT is investigating how best to improve its datasets to include Australian South Sea Islanders, including looking at its programs and data sets to include Australian South Sea Islanders where possible.</p> <p>It is noted that the current AVETMIS Standard 8.0 collects student's Country of Birth but no data elements on Ancestry. Where relevant, the new VET Information Standard replicates the standards/classifications used by the ABS in the Census. The new VET Information Standard does not currently have data elements for Ancestry.</p> <p>DYJESBT will investigate the possibility of including a Australian South Sea Islanders indicator where possible.</p>

Agency activities supporting Key Action 4	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>
<p>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.</p>	<p>Employment, Small Business and Training</p>	<p>On track</p>	<p>The Overseas Qualification Unit within the department collects details including academic qualifications gained overseas, country where qualification is gained, country of birth, date of birth, visa status in Australia, interpreter services if required.</p> <p>Data currently collected by OQU is adequate to provide services to the client group and contributes to a productive, culturally capable, and diverse workforce. OQU assists around 1,000 migrants each year. During the reporting period, OQU assisted 1,091 migrants.</p>
<p>Develop an evidence base of the characteristics, strengths and challenges of culturally and</p>	<p>Employment, Small Business and Training with Department of Environment and Science,</p>	<p>On track</p>	<p>The outcomes of this research will enable Queensland government agencies to build inclusion of CALD migrant groups in relevant programs, support and opportunities. Research is examining both CALD and non-CALD business owners in Queensland and across Australia to understand their characteristics, strengths and challenges.</p>

Agency activities supporting Key Action 4	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>
<p>linguistically diverse (CALD) migrant small businesses and business intenders in Queensland that can inform the Queensland Government on building inclusion of these groups in relevant programs, support and opportunities across Queensland.</p> <p>To build a connection pathway to CALD migrant small businesses, business intenders and intermediaries in Queensland to increase awareness and access to support programs</p>	<p>Multicultural Affairs</p>		<p>Reach via research interviews has included 32 stakeholders and CALD migrant small business owners (current and intenders). 1,286 CALD and non-CALD migrant small business owners were surveyed online.</p> <p>The final report will be completed in late 2023.</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 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>
Progress a more culturally responsive case management approach to African young people in the Youth Justice System and enable enhanced integration with African families and community organisations.	Youth Justice	On track	<p>The African Youth Project built cultural capability and connections for Youth Justice staff in working effectively with young people and families from African cultures. The success of the project as well as the recruitment of African staff, has seen the project learnings integrated into case management practice.</p> <p>Effective engagement with cultural stakeholders continues, including the Queensland African Communities Council. Particular focus is on ensuring young people and families are provided necessary support and connection, young people in youth detention are supported including their transition from custody into the community, as well as ongoing enhancements of vocational education and employment agencies to encourage at risk African youths into training and employment pathways.</p> <p>Work is also occurring at present, to consider options for possible outsourced service delivery funding to support efforts in this space with young people engaged with the youth justice system.</p>

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>
For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.	Youth Justice	On track	Where required, Youth Justice staff generally purchase interpreting services through the Translating Interpreting Service (TIS).
Provide staff training on the Queensland Language Services Policy and how to work with interpreters.	Employment, Small Business and Training	On track	As part of their on-boarding, all staff in the department's Customer Centre are provided training in how to use translating and interpreter services to support the department's customer services.
Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers,	Employment, Small Business and Training	On track	As part of their on-boarding, all staff in the department's Customer Centre are provided training in how to use translating and interpreter services to support the department's customer services.

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including knowledge of how to access interpreters and communicating this with funded non-government service providers.			
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 strategies and	Employment, Small Business and Training	On track	<p>The Department has translated a range of small business supporting web, print and video materials into the top ten languages identified as spoken by Queensland small business owners, where English is not proficient at home. These materials include videos to support small business capability development and understanding the small business grant application process. Print materials on small business information and support as well as print and web materials on the Mentoring for Growth and Small Business Wellness programs. The Business Queensland website hosts the translated information and video materials to support those who may have difficulties with English.</p> <p>DYJESBT Regional Offices engaged community translators to support the delivery of programs and services to CALD communities.</p>

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training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).			
For agencies involved in frontline service delivery with complicated concepts and jargon (such as health or legal), hold targeted community information sessions to explain pathways through their systems in simplified English.	Employment, Small Business and Training	On track	<p>Business Queensland as the whole of government business and industry website maintains a policy of using plain English to better support business intenders and established business operators including people from culturally and linguistically diverse backgrounds.</p> <p>In December 2022, the department's North Queensland Regional Office engaged Legal Aid Queensland to deliver a targeted community information session in simplified English about discrimination in the delivery of services and in the workplace.</p>
Develop targeted communication and engagement plans that consider multiple formats	Employment, Small Business and Training	On track	Internal Communications within the Department are currently investigating options for closed captions and other accessibility arrangements for employee engagement videos, SharePoint resources, and careers website content.

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>
and modes of delivery, including use of Plain English and audio-visual resources, and targeted and trusted communication channels utilised by diverse communities.			

● **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>
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	Employment, Small Business and Training	On track	<p>During the reporting period, the department's Corporate HR team have investigated the option for the delivery of cultural competency training; the approved options will be implemented in the 2023 – 2024 reporting period.</p> <p>Corporate HR have also provided resources to departmental employees through our Diversity in Focus: Cultural Diversity campaign and our supporting intranet content.</p> <p>During the reporting period, North Queensland regional office also participated in a cultural awareness session delivered by members of the Townsville refugee community and separately by Multicultural Affairs. These sessions provided information about refugee resettlement processes, resettlement experiences and the lived experiences of refugees resettled in Townsville, including the barriers and challenges faced by refugees in the community.</p>

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>
Introduce new ways to increase inter-cultural connections, respect and understanding by involving people from culturally and linguistically diverse backgrounds in agency planning, consultation, and decision-making processes.	Employment, Small Business and Training	On track	<p>DYJESBT regional offices regularly engage with community leaders to inform regional priorities and devise new programs to meet community needs.</p> <p>Business Queensland supports employment of people from culturally and linguistically diverse backgrounds by hosting content on employing staff from overseas (https://www.business.qld.gov.au/running-business/employing/hiring-recruitment/overseas)</p>
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.	Employment, Small Business and Training	On track	<p>In December 2022, the department's North Queensland office engaged Legal Aid Queensland to deliver a targeted community information session in simplified English about discrimination in the delivery of services and in the workplace.</p>
Build and strengthen partnerships with those committed to combatting racism and discrimination,	Employment, Small Business and Training	On track	<p>The department is a member of the Diversity Council of Australia and through this membership, promotes webinars and speakers to the Diversity and Inclusion Network and HR colleagues to support capability development and to work with the Council on our resources and information needs.</p>

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>
such as the Diversity Council of Australia, the Australian Race Commissioner, and the Queensland Human Rights Commission.			