

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

Annual Reporting for 2022-23 *Department of Housing*

Background information

Under Section 24 of the *Multicultural Recognition Act 2016* (the Act), Queensland Government agencies with actions in the [Queensland Multicultural Action Plan 2022-2024 \(Action Plan\)](#) are required to publicly report on their progress on an annual basis.

Scope of reporting

The [Queensland Multicultural Policy](#) and Action Plan aim to achieve positive outcomes for Queenslanders from **culturally and linguistically diverse backgrounds**. The purpose of this report is to collect 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 Islanders.

Agency commitments for 2022-24

Each Queensland Government agency has committed to undertaking activities in one or more of the Action Plan's six Key Action Areas. The Department of Housing has committed to actions against:

Key action 2: Recruitment and workplace culture

Key action 3: Culturally responsive services

Key action 4: Cultural diversity data

● **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>
Drive leadership and accountability through establishing a senior executive multicultural champion and providing data to support planning for diversity and inclusion.	Strategy and Corporate Services	On track	<ul style="list-style-type: none"> • Following the machinery-of-government changes on 18/05/2023, the Department of Housing is re-establishing senior executive workforce diversity group champions. The department has reviewed the former Department of Communities, Housing and Digital Economy Equity and Diversity Audit Report and developed a Department of Housing Equity and Diversity Snapshot Report (the snapshot report) with datasets and findings for the Housing and Homelessness Services and Strategy and Corporate Services divisions. The snapshot report has been used to inform the Department of Housing Equity and Diversity Action Plan (the action plan) which has been drafted and consultation commenced. • The action plan is to be published and implementation to commence in September 2023. The following actions have been included in the draft action plan: <ul style="list-style-type: none"> ○ Increase the visibility of underrepresented senior leaders, including people who are Culturally and Linguistically Diverse (CALD). ○ Engage and consult with key stakeholders, including people who are CALD, to consider workforce inequities, identify causal factors and co-develop solutions. ○ Undertake further analysis of current workforce data and identify additional data sources for analysis, including for the CALD diversity group. ○ Enhance tools, resources, and capability development for recruitment and selection practices to ensure processes are inclusive and contribute to the department's equity, diversity, respect and inclusion obligations.

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>
Develop more options to better enable inclusive recruitment and selection processes.	Strategy and Corporate Services	On track	<ul style="list-style-type: none"> • Following the machinery-of-government changes on 18/05/2023 and the anticipated release of the new Recruitment and Selection Directive in July 2023, the Department of Housing is reviewing recruitment and selection processes and resources. • The department's processes currently include the following: <ul style="list-style-type: none"> ○ Recruitment and selection checklist – considerations regarding the diversity of the panel and how the process will be managed to ensure accessibility, inclusion and cultural safety. ○ Role description template – equality of employment opportunities statement and person best suited for the role statement (includes how the person will contribute to building a diverse workforce that reflects the Queensland community). ○ Applicant guide – healthy, safe and inclusive workplace and reasonable adjustment sections. ○ Recruitment and selection training – understanding unconscious bias and other influencing factors ensuring you recruit for diversity and creating inclusive and accessible recruitment and selection tools topics.

● **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>
Ensure the audit is embedded in agency planning cycles and appropriately resourced.	Housing and Homelessness	On track	<p>The development of a policy and proactive review cycle is continuing.</p> <p>Enhanced customer feedback channels have been established to improve our understanding of our customers experience and cultural diversity.</p>

● **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>
Ensure the right systems are in place to collect diversity data.	Housing and Homelessness	Complete	Department of Housing's housing and homelessness information systems capture cultural and linguistic information on customers, including country of birth, languages, and interpreter requirements. This data continues to inform policy and program development. Additional cultural diversity and linguistic categories in the customer information collected are added as required.