



QUEENSLAND MULTICULTURAL POLICY

‘OUR STORY, OUR FUTURE’

QUEENSLAND MULTICULTURAL
ACTION PLAN 2022–24

QUEENSLAND TREASURY –
ANNUAL PROGRESS REPORT 2022–23

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

Annual Reporting for 2022-23 *Queensland Treasury*

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 \(Action Plan\)](#).

Scope of reporting

The [Queensland Multicultural Policy](#) and Action Plan aim 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.***

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.

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>
<p>1.1</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>Queensland Revenue Office (QRO)</p>	<p>Complete</p> 	<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):

Pacific partners

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 Boloiloi.




Message from Leon Allen (then Under Treasurer) on 27 January 2023


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>
<p>2.1</p> <p>Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and</p>	<p>People and Culture <i>(internal Treasury workforce focus)</i></p>	<p>On track</p> 	<p>Identify any areas of under-representation employees from culturally diverse backgrounds through annual audit of MOHRI and QSS data</p> <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 2022 showed that 173 people (or 13.8% of Treasury employees) identified as CALD2 in payroll data. - Records show that six 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).

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.

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>
other employment opportunities such as Graduate Programs.			<ul style="list-style-type: none"> - Four of six business areas exceeded the 2026 target of 12% representation of people who speak a language other than English at home (CALD2). - Treasury's Working for Queensland results showed that a total of 259 respondents (19.3%) indicated that they speak a language other than English at home (CALD2). Of these, the vast majority (90% 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. <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>
2.2 Revise recruitment and selection processes such as highlighting agency's	People & Culture	On track 	Review recruitment and selection policies, templates, guidelines and tools to ensure the process is not a barrier to applicants from diverse backgrounds <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.

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>
<p>recognition of the benefits of a diverse workforce and inclusive workplace in job descriptions to encourage culturally diverse talent to apply, addressing the impact of unconscious bias and considering the 'two in the pool' approach to shortlisting.</p>			<p>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 procured and 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. - As at 30 June 2023, there were 120 enrolments and 43 completions.

Case studies or good news stories to highlight achievements relevant to *Key Action 2 (Recruitment and workplace culture)*:

The last word

[Shrove Tuesday](#), Pancake Day, or *Mardi Gras* (Fat Tuesday) in French, is a longstanding tradition originating in Christian calendars. This week, Investment group's Luc Jaymz and Esther Blest (pictured with me) used the day to [raise funds](#) for the Australian Red Cross's deployment of a Red Crescent team to support earthquake victims and rescue efforts in Türkiye and Syria. Their efforts so far have raised more than \$250 for the Red Cross/Red Crescent response. A great example of our people reaching beyond our organisation and into communities. Well done!

Enjoy the last weekend of summer, everyone.

Regards,

Maryanne



Message from Maryanne Kelly (Acting Under Treasurer) on 27 February 2023

Harmony Week

It was great to see teams coming together for Harmony Week, sharing their personal stories, and recognising how lucky we are to live in such a multicultural country as Australia.

For our culture as an organisation, events such as Harmony Week are an important unifying factor, and celebrating diversity can only strengthen us. On Wednesday, gathered in the 'orange ambience' of Level 28, were from left, Stephanie Audet, Ameer Sultan, Jo Keen and Cassie Cochrane.





Message from Maryanne Kelly (Acting Under Treasurer) on 24 March 2023

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>
4.1 Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Queensland Government Statisticians Office (QGSO)	On track 	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.
4.2 Improve diversity data use by analysing their current performance (including unknown and missing values)	Queensland Revenue Office (QRO)	On track 	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. <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.

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>
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.			<ul style="list-style-type: none"> - 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's Strategy Engagement and Workforce (SEW) team 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)**:



QUEENSLAND TREASURY

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 (7,228). Notably, the most recent census count was

How is Australian South Sea Islander ancestry recorded in the Census?

Respondents were asked to report up to two ancestries in their response to the ancestry question. If either response was 'Australian South Sea Islander', then this counted toward the population. This group excludes later voluntary migrants from the South Pacific region.

In 2016, for the first time, this ancestry was listed on the census form as an example of an ancestry option and the ABS engaged with Australian South Sea Islander communities to increase awareness of the availability of this response to the ancestry question.

18.5% lower than the 2016 count of 6,826 (Table 1).

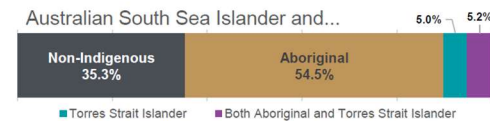
Table 1 Australian South Sea Islander usual residents recorded in Queensland

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.

¹ Australian Bureau of Statistics, *COVID-19 and the 2021 Census*, (abs.gov.au)



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

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

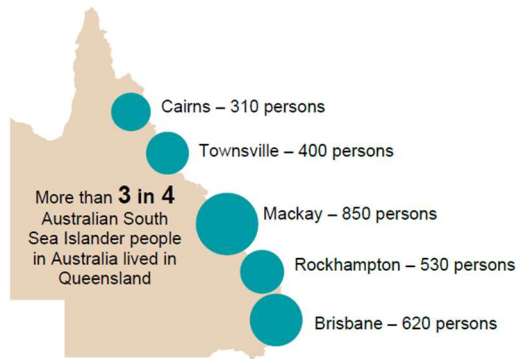
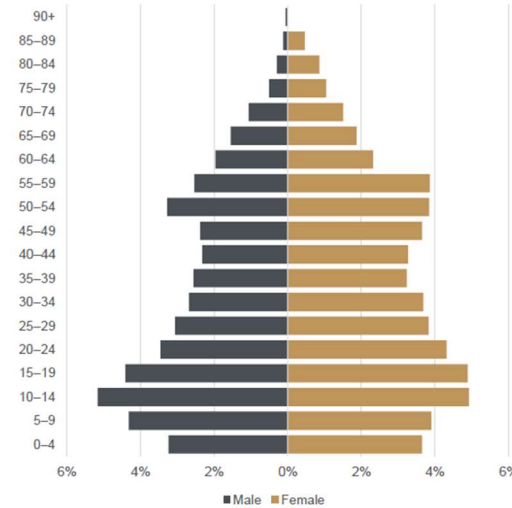


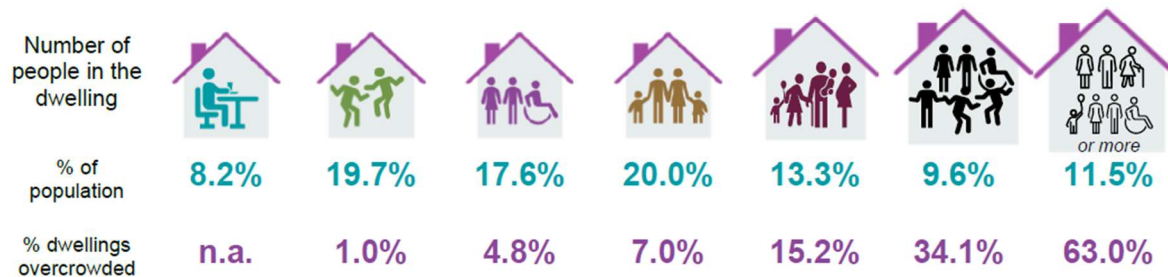
Figure 2 Australian South Sea Islander population by age and sex, Queensland, 2021



Housing

While 8.2% of Australian South Sea Islander people in Queensland lived alone, 11.5% lived in dwellings where at least seven people were reported to live.

Around 81% of Australian South Sea Islander Queenslanders lived in housing where no additional bedrooms were required for the number and composition of people living there. The most overcrowded households were those where at least seven people lived — with 2 in 3 living in homes requiring more bedrooms.





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>
<p>5.1</p> <p>Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers.</p>	<p>People and Culture</p>	<p>On track</p> 	<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"> - The importance of using NAATI accredited translation services and information about how to engage were promoted on 8 August 2022 for Multicultural Queensland Month with the following messaging, "With language being fundamental to creating a truly inclusive Queensland, you can also learn how to support our customers with interpreter and translation services. This Friday, the National Accreditation Authority for Translators and Interpreters' Aurélie Sheehan will bring you up to speed on why different translator and interpreter credentials are needed."

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>
	<p>Motor Accident Insurance Commission (MAIC) & Nominal Defendant (ND)</p> <p>Queensland Revenue Office (QRO)</p>		<ul style="list-style-type: none"> - This information was also promoted during March 2023 for Harmony Week. <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. - During the period 2022-23: <ul style="list-style-type: none"> - <i>Insurance Commission</i> - there were three occasions where interpreters and translators were engaged by the Nominal Defendant at a cost of approximately \$402. - <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 in 2022-23. \$10,572 was spent on the engagement of interpreters and translators compared to \$3,559 in 2021-22; and there were 229 occasions where interpreters and translators were engaged by QRO compared to 79 in 2021-22.
<p>5.2</p> <p>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</p>	<p>People and Culture</p>	<p>On track</p> 	<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 on every Treasury occupied floor (9 floors) in the 1 William Street building. - 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.

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>
<p>in English, the provision of multilingual information and communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).</p>			<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 throughout August 2022 as part of Multicultural Queensland Month. <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.

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>
	Motor Accident Insurance Commission (MAIC) & Nominal Defendant (ND)		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. <ul style="list-style-type: none"> - The Motor Accident Insurance Commission (MAIC) website incorporates an assistive toolbar called ReachDeck which translates website content into different languages. It also reads aloud translated text where there is a matching voice available. Data at February 2023 indicated that over 3,000 people had used the ReachDeck translation tool.

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

The image displays three screenshots of the MAIC website demonstrating its translation capabilities. The top-left screenshot shows the English version with a 'Translate' dropdown menu open, listing various languages such as Svenska (Aha) - Swedish, Türkçe - Turkish, and Čeština - Czech. The top-right screenshot shows the website in Chinese, with the text '欢迎来到MAIC' (Welcome to MAIC) and '我们监管强制性第三方(CTP)保险在 Queensland 以保持保费负担得起并支持在机动车事故中受伤的人。' (We regulate Compulsory Third Party (CTP) insurance in Queensland to keep premiums affordable and support people injured in motor vehicle crashes). The bottom-left screenshot shows the website in Croatian, with the text 'Dobrodošli u MAIC' (Welcome to MAIC) and 'Reguliramo obvezno osiguranje od trećih osoba (CTP) u Queenslandu kako bismo premije održali pristupačnima i pružili podršku osobama oštećenima u prometnim nesrećama.' (We regulate compulsory third party (CTP) insurance in Queensland to keep premiums affordable and support people injured in motor vehicle crashes). Each screenshot includes a 'SPEAK' button and a search bar.


Motor Accident Insurance Commission's website translation capability – maic.qld.gov.au



Translation selection of Croatian applied Motor Accident Insurance Commission's website – maic.qld.gov.au


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>
<p>6.1</p> <p>Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.</p>	<p>People and Culture</p>	<p>On track</p> 	<p>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</p> <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>
			<p>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</p> <ul style="list-style-type: none"> - Intranet page on Unconscious Bias was reviewed and updated in March 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.
<p>6.2</p> <p>Senior Executives provide clear messages affirming the agency's commitment to zero-tolerance to racism and discrimination and encouraging anti-racism initiatives in their agency.</p>	<p>Executive Leadership Team (ELT)</p> <p>Senior Leadership Team (SLT)</p>	<p>On track</p> 	<p>Messaging to be promoted through the Under Treasurer News and/or through emails to business areas</p> <ul style="list-style-type: none"> - The Under Treasurer messaged all staff on 26 August 2022, 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. (See Under Treasurer message below.)
<p>6.3</p> <p>Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.</p>	<p>People and Culture</p> <p>Strategic Communications</p>	<p>On track</p> 	<p>Engage staff in significant days and events to increase understanding of cultures and inclusion.</p> <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

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>
			<ul style="list-style-type: none"> ○ increasing awareness of employees' obligations under the Multicultural Recognition Act 2016 and the Multicultural Charter ○ promoting the campaign <i>Racism – it stops with me</i>. - During MQM Treasury hosted the following: <ul style="list-style-type: none"> ○ D&I Employee Network morning tea on 29 August ○ People and Culture morning tea 30 August ○ Social Intergovernmental and Corporate lunch 16 August
6.4 Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.	People and Culture Strategic Communications	On track 	Promote the Australian Human Rights Commission Racism. It stops with me campaign at least annually - The Under Treasurer messaged all staff on 26 August 2022, 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. (See Under Treasurer message below.)

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



As part of Multicultural Queensland Month, on 18 August 2022, the newest members of Treasury's Equity, Diversity and Inclusion Steering Committee met to continue their work in fostering an inclusive, accessible and culturally safe working environment. These committed people will help to show us the way in valuing and harnessing the skills and insights of our diverse workforce. Recognition of, and valuing, equity and diversity is important to making Treasury a great place to work. Well done, People and Culture for leading this important work. From left are committee members Rosemarie Gastaldello, Nyrée Illingsworth, Fraser Lane, Heidi Bushell, Nipuni Weeratunga, Ashlee Finnigan and chair Maryanne Kelly.

26 August 2022



Hi everyone,

It stops with us

As we come to the end of Multicultural Queensland Month, I want to thank everyone for continuing to support diversity and inclusion. They are an important part of who we are. Our commitment is documented and we are held accountable for our actions via the government's Multicultural Action Plan. One of those accountabilities is support for the [Racism. It stops with me](#) program. I encourage you to check in with this quality program, because it gives some very practical advice about how to recognise and respond to racism. Whatever we do in our daily work, we do it in the framework of being a safe and respectful workplace. That's the space we need to be in, and staff are encouraged to speak up and [take action](#) if they've witnessed inappropriate behaviour.

RACISM. IT STOPS WITH ME

Message from Leon Allen (then Under Treasurer) on 26 August 2022

Everyone belongs – connect and learn for Harmony Week

[Harmony Week](#), from 20 to 26 March, is your opportunity to celebrate the diversity that has made our communities – and our organisation – what they are today. Harmony Week includes the UN International Day for the Elimination of Racial Discrimination on 21 March.

You may like to get together over morning tea to share *your* story of belonging, and hear others.

You may also like to join our friends in DPC to hear and learn from award-winning activist [Akii Ngo](#). Akii will talk about [intersectionality](#) and how culture and cultural background can influence people's experience of other aspects of their identity. Join Akii on Thursday 23 March, from 11.00am online or in person at Level 41, 1 William Street. [Register now](#).

Treasury News on 14 March 2023

In harmony

The coming week is Harmony Week, and I urge everyone to celebrate and reflect on our role – individually and as an organisation – in drawing on the strength of our diversity. If you are getting together over morning tea to share your diversity stories, I encourage you to also [share your story](#) more broadly across Treasury.

You may also like to [join](#) DPC's speaker event on Thursday 23 March, featuring activist [Akii Ngo](#) on [intersectionality](#) and how culture and cultural background can influence people's experience of their identity.

Message from Maryanne Kelly (Acting Under Treasurer) on 17 March 2023