

DEPARTMENT OF HOUSING AND PUBLIC WORKS

QUEENSLAND MULTICULTURAL ACTION PLAN REPORT FOR 2025–2026

Focus Area One: Deliver Culturally Responsive Services

The Queensland Government remains committed to ensuring all government initiatives and services, including funded services, are culturally responsive, accessible and inclusive of all people across Queensland.

Agency actions supporting Focus Area One	Progress status for 2025–2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Ensure culturally and linguistically diverse stakeholders are consulted in improving the accessibility of housing products and services including efforts to modernise access to housing services online (Service Modernisation Program); and ensure communication and engagement with these stakeholders to promote housing products and services, and how to access them.	Delivered	Yes	The department supports culturally responsive access to housing products and services by applying accessible communication practices, considering translation needs, and engaging relevant multicultural partners and peak bodies to amplify messages and inform inclusive service design, including: • Communication plans and materials are drafted in plain language so customers can understand products, services, eligibility and where to find more information • Where appropriate, messaging is amplified through the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, CALD groups and peak bodies, with CALD specifications considered for paid promotion • Translation and interpreter needs are considered during communication planning for materials that may reach CALD audiences. Examples delivered or supported in 2025–26 include: • Translated materials for the Logan Housing Service Centre relocation in July 2025. • Use of the Translating and Interpreter Service (TIS) by Housing Service Centres when supporting customers from diverse backgrounds. • Provision of brochures to the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism for multicultural events including:

Agency actions supporting Focus Area One	Progress status for 2025–2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			- Lockyer Valley Festival of Cultures (Sun 9 August) at Gatton Shire Hall - World of Cultures 2026 - SSI (Sat 29 August) in Kingston The department’s Service Modernisation Program also draws on strategic communication practices and stakeholder insights to embed accessibility and inclusion in digital service design and learnings from multicultural communication activities.

Focus Area Two: Drive Diversity and Inclusion across the Public Sector

A diverse and inclusive workforce that is representative of the community we serve is essential to ensuring we are a culturally responsive government.

Agency actions supporting Focus Area Two	Progress status for 2025–2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Monitor data related to culturally and linguistically diverse employee representation and deliver strategies to achieve the whole-of-government target of 12 per cent for employees who speak a language other than English at home.	Delivered	Yes	The department continuously monitors data on culturally and linguistically diverse employee representation. The data is accessible to the Executive Leadership Team, managers, and People and Culture staff, allowing them to track departmental, divisional or business area performance against targets to inform attraction, recruitment and retention strategies. As at 30 June 2026, the department's performance against the 12% target was: 10.19% of employees from non-English speaking backgrounds 14.44% of employees born overseas. Quarterly prompts are sent to employees who have not completed their diversity data in Aurion ESS which has resulted in an improved completion rate. Representation across divisions, regions, roles and occupation groups, and earnings were reviewed as part of the 2025 Equity and Diversity Audit Report. This report is used to identify actions and areas for improvement for inclusion in the department's latest Equity, Diversity and Inclusion (EDI) Plan. Findings included: - performance against the diversity target for employees identifying as culturally and linguistically diverse (CALD2) (speak a language other than English at home) improved - the gender pay gap for CALD2 improved.

Agency actions supporting Focus Area Two	Progress status for 2025–2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			The department's EDI plan was developed in consultation with stakeholders and shared with all staff on the department's intranet. The following key actions are being implemented as part of the plan: • increase the number of applications from diversity cohorts in recruitment pools • improve diversity cohorts representation by division, classification, and regional locations, including through improving retention and employee experience • assess diversity cohorts participation in training, mentoring and scholarships to identify trends and gaps • continued support of Employee Network Groups, including the multicultural community, to provide feedback on programs and policies • acknowledge, celebrate and educate the workforce on EDI matters through observing significant EDI events, including Multicultural Queensland Week.
All Agencies Action – Monitor Working for Queensland survey results relevant to cultural diversity and inclusion and deliver strategies to improve inclusion for culturally and linguistically diverse employees, including Australian South Sea Islander peoples.	Delivered	Yes	Through the Working for Queensland survey, 11.94% of respondents identified as CALD2. All survey results are shared with staff and diversity cohort data is presented to Employee Network Groups, DEI Champions, governance committees and other key stakeholders to support data informed decision-making. The department has delivered the following strategies to improve inclusion: • resources and tools on inclusive communications, environments, recruitment, flexible work, adjustments, and leadership • micro eLearning courses on unconscious bias and conflicts of interest with diversity and inclusion principles integrated

Agency actions supporting Focus Area Two	Progress status for 2025–2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
			• factsheets on making recruitment processes accessible and practical tips for inclusive recruitment • SBS cultural diversity online course • information and guidance on supporting employees' involvement in inclusion and cultural events (including cultural and religious holidays) • a new departmental multicultural community for staff to share their cultures and associated events such as Diwali Indian Festival of Lights, Sinterklaas, Lunar New Year and St Patrick's Day • respectful workplaces workshops completed by 410 leaders and managers. The department celebrated and promoted cultural inclusion, diversity and belonging in the following ways: • highlighting our people via a departmental multicultural heritage video and staff spotlight stories featuring their cultural journeys and the importance of diversity • participating in culturally significant dates and events such as Multicultural Queensland Month, LUMINOUS Parade and Harmony Week • promoting development opportunities targeted at CALD2 employees, including: - Sole Mates: Our Whole Selves to explore identity and belonging - Bridging the Gap to learn practical strategies for cross-cultural communication, Cultural Dimensions in Action to understanding how culture influences behaviour - Cultural Awareness to identify and reflect on one's own cultural lens.

Agency actions supporting Focus Area Two	Progress status for 2025–2026	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Using the <i>Diversity and Inclusion on Boards Toolkit</i> , implement targeted actions to increase the cultural and linguistic diversity of representation on Queensland Government boards.	Ongoing	No	The department will continue to explore options for using the toolkit.
All Agencies Action – Agencies will provide DPC with data on the cultural and linguistic diversity of Queensland Government boards to enable Government to monitor and report on the diversity of Queensland Government bodies.	Ongoing	No	The department provides diversity information including gender ratios and cultural representation as part of the Significant Appointment process for Queensland Government boards.

Focus Area Three: Strengthen our Economy

Nil actions for Department of Housing and Public Works

Focus Area Four: Promote Social Cohesion

All Queenslanders have a responsibility to foster social cohesion in our communities. The Queensland Government will take action to respect and celebrate the contributions of Queenslanders from diverse backgrounds.

Agency actions supporting Focus Area Four	Progress status for 2025–2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – Take a strong stance against racism, and actively promote anti-racism messages to staff, clients and communities in line with each agency's unique context.	Delivered	Yes	The department takes a strong stance against racism with visible “stop racism” messages on the intranet along with resources from the Australian Human Rights Commission, SBS Cultural Atlas, SBS online courses and Diversity Council of Australia which the department has an ongoing membership with. Working for Queensland survey results, including respondents’ experience of racism, are reviewed through workforce data and the department’s Equity, Diversity and Inclusion Plan reporting then analysed with business areas to support informed discussion, leadership accountability and local action. The department has a zero-tolerance policy for racism and inappropriate behaviour. The policies that address such matters and support an inclusive workplace include the Workplace Behaviours Policy; Equal Employment Opportunities Policy; Diversity, Equity, Inclusion and Respect Policy; and Cultural Leave Policy.
Continue to promote cultural diversity and inclusion via the Customer Calendar and the My Home Awards, which recognises that public housing tenants are culturally and linguistically diverse.	Delivered	No	The annual My Home Awards celebrate Queensland public housing tenants who take pride in their homes and gardens and connect with their neighbours and community. Promotional materials, such as entry form, web content and social media include tenants from diverse backgrounds, recognising that public housing tenants are culturally and linguistically diverse. The awards also provide opportunities for tenants to share their stories.

Case study to highlight achievement relevant to Focus Area 4

Perlita, who comes from a culturally and linguistically diverse background, has lived in her public housing home for 33 years, taking great pride in her home and gardens. Perlita has participated in the Queensland Government My Home Awards for many years and shared her story about what her home and garden means to her.

Perlita says she loves her garden for its beauty and happy memories of starting her garden from scratch with her late husband George.

'We won many of awards for our garden over the years, and we would always get compliments.'

Perlita's impressive garden includes succulents, orchids, bulbs, shrubs, flowers, lemonade and orange trees – sharing her abundant citrus crops with friends and neighbours.

'It makes my home look nice, and I enjoy seeing the plants change colours through the seasons,' she said. 'In Spring, the flowers look beautiful.'

Perlita says she loves gardening for one simple reason. 'My garden makes me very happy.'

Perlita won first prize in the 'House Garden' category in the 2025 My Home Awards and her story is featured on the TenantConnect web page and on the Queensland Housing Facebook page.



Images: Perlita and her award winning garden