

Queensland Multicultural Action Plan 2024-25 to 2026-27

2024-25 Annual Reporting

Context:

The Queensland Multicultural Policy and [Queensland Multicultural Action Plan 2024-25 to 2026-27](#) (the Action Plan) provide a framework for achieving positive outcomes for Queenslanders from culturally and linguistically diverse backgrounds.

Section 24 of the *Multicultural Recognition Act 2016* requires Queensland Government agencies responsible for actions under the Action Plan to publicly report on their progress on an annual basis.

Of the four Focus Areas in the Action Plan, the Department of Housing and Public Works has actions under Focus Areas 1, 2 and 4.

Focus Area 1: 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 1	Progress/status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>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.</p>	<p>Delivered</p>	<p>As part of our Service Modernisation Program, work is underway to enhance the accessibility of our housing products and services via our online platforms.</p> <p>A significant recent achievement has been the launch of the Rental Security Subsidy and Accommodation Package online. These new digital services include additional language options to better support our culturally and linguistically diverse customers. The updated website also guides customers to their preferred language and provides referrals to interpreter services, ensuring they can access critical housing information in a language they understand. While further service redesigns have been identified as key priorities for improving accessibility, they are currently in the development phase and have not yet been fully implemented.</p> <p>Our research activities, which inform the design of departmental services and measure community awareness, include active participation from First Nations and culturally and linguistically diverse communities.</p> <p>We have also developed targeted advertising campaigns to increase awareness of our housing services. These campaigns feature tailored creative content for culturally and linguistically diverse audiences at risk of housing insecurity. Evaluation research indicated that those who recognised the campaigns were more likely to be aware that the department can assist with homelessness services, buying a first home, home essentials, and paying a mortgage.</p> <p>Furthermore, a project to improve the reading age of our website content has been highly successful. It has achieved a 35 percentage point increase in pages meeting the Queensland Government's readability target, rising from 47 per cent to 82 per cent. Approximately 100 pages have been redesigned to improve readability, scannability, and better meet the needs of all our customers, including those from culturally and linguistically diverse backgrounds.</p>

Our good news stories to highlight achievements relevant to Focus Area 1

Rental Security Subsidy

Since the Rental Security Subsidy launched online on 16 September 2024, a total of 3,117 applications have been submitted and assessed. Applications from Culturally and Linguistically Diverse (CALD) people have been included in this total, and all are processed and supported by the Central Processing Team.

Accommodation Package

The Accommodation Package was launched online in November 2024. Since then, the team has received 96 applications via the online form. The improved, user-friendly design successfully assisted a number of applicants who previously had difficulty with the manual version, enabling them to complete their submissions.

We also leverage the Department of Customer Service, Open Data and Small and Family Businesses to manage the website and its language page. This ensures all customers, including those from CALD backgrounds, are supported through the provision of interpreter services during the application process.

Specialist Response Team (SRT) and Immigrant Women's Support Service (IWSS) Partnership

During Domestic and Family Violence Prevention Month in May 2025, the SRT engaged with the IWSS to raise awareness of the department's services, including those tailored for victims of domestic, family, and sexual violence.

The session involved IWSS staff from over 20 CALD backgrounds and served as an opportunity for the SRT and IWSS to discuss:

- tailoring housing products and services for women from CALD backgrounds
- establishing clear pathways for Housing Service Centre staff to seek advice and guidance from IWSS
- identifying opportunities for future collaboration to help Housing Service Centres' staff better understand issues and work with multicultural agencies to support safe housing outcomes for CALD women.

Focus Area 2: 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 2	Progress/status for 2024-25	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	<p>The department continuously monitors data on culturally and linguistically diverse employee representation. These dashboards are accessible to the Executive Leadership Team (ELT), managers, and People and Culture staff, allowing them to track performance against targets and access diversity data on a day-to-day basis. This data helps inform decisions aimed at improving the workplace experience for all Queenslanders and creating a diverse, multicultural workforce within the Queensland Government.</p> <p>The 2025 Equity and Diversity audit was conducted and showed that the department is making progress toward the whole-of-government target of 12 per cent for a culturally and linguistically diverse workforce.</p> <p>As of 30 June 2025, the department's performance against this target was:</p> <ul style="list-style-type: none"> • 6.26 per cent of employees speak a language other than English at home¹ • 9.34 per cent of employees were born overseas.¹ <p>The department's Diversity, Equity, and Inclusion (DEI) plan was developed in consultation with stakeholders and shared with all staff on the department's dedicated intranet page. The following key actions are being implemented as part of the plan:</p> <ul style="list-style-type: none"> • Acknowledge, educate and celebrate the workforce on DEI matters by observing significant events like NAIDOC Week and Multicultural Queensland Week • Develop specific programs and processes to improve the representation of diverse groups, including identifying non-traditional pathways to leadership and senior leadership roles • Embed DEI principles into workforce planning and vacancy management. This includes developing and promoting resources and implementing guidelines for targeted recruitment and identified roles

¹ Data sourced from the Minimum Obligatory Human Resource Information (MOHRI) system for fortnight ending 30 June 2025.

		<ul style="list-style-type: none"> Conduct a deep-dive analysis of the workplace culture in occupations or workgroups where diverse groups are significantly underrepresented. This will help to identify and implement initiatives to improve inclusion. <p>These actions will cultivate a culture of inclusion and diversity and support our progress toward the whole-of-government target of having 12 per cent of employees who speak a language other than English at home.</p>
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	<p>The 2024 Working for Queensland (WfQ) survey provided valuable insights into the experiences of our culturally and linguistically diverse employees, including Australian South Sea Islander peoples. The survey revealed that 11.61 per cent of employees identify as being from culturally and linguistically diverse backgrounds. Our department is dedicated to improving inclusion for these employees through targeted initiatives and strategies.</p> <p>To raise awareness and promote a more inclusive environment, we have shared the survey results with our staff. These results were also analysed by subject matter experts and presented to key stakeholders, including the People and Culture Governance Committee and the ELT.</p> <p>The 2024 WfQ survey results directly informed the development and updates of several key departmental documents, such as the 2024-28 Strategic Plan, the 2025-28 Strategic Workforce Plan, and the 2025-28 Diversity, Equity and Inclusion (DEI) Plan and its implementation activities.</p> <p>Additionally, the department celebrated cultural diversity and inclusion through the following activities:</p> <ul style="list-style-type: none"> Promoting multiculturalism: we shared news stories and staff profiles highlighting the diverse identities and experiences of our employees Providing training opportunities: we promoted targeted workshops from the Diversity Council of Australia and other ongoing training sessions focused on cultural diversity and inclusion for staff Participating in Multicultural Queensland Month: we engaged in Queensland Government activities and celebrations, and encouraged departmental workplaces to host events like morning teas and promote external events like the LUMINOUS Lantern Parade Celebrating Harmony Week: we brought the department together to honour the richness of cultures, experiences, and perspectives that shape our workplace. <p>The department further supported cultural inclusion through its Cultural Leave Policy, which allows employees to take leave for significant cultural, ceremonial, and religious obligations. We have also appointed a DEI Champion to advocate for multiculturalism and demonstrate support for our culturally and linguistically diverse employees and Australian South Sea Islander peoples. These combined efforts are contributing to improved inclusion and outcomes for all our diverse employees.</p>

All Agencies Action - Using the Diversity and Inclusion on Boards Toolkit, implement targeted actions to increase the cultural and linguistic diversity of representation on Queensland Government boards.	Not delivered	The department will 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.	Delivered	The department provides diversity information including gender ratios and cultural representation as part of the Significant Appointment process for Queensland Government boards.

Focus Area 4: 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 4	Progress/status for 2024-25	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	<p>The department has a zero-tolerance policy for racism and inappropriate behaviour.</p> <p>To support this commitment, we provide valuable resources on a dedicated 'Multicultural' intranet page. We encourage staff to complete the SBS Inclusion Program series as part of their onboarding and ongoing training. This program is designed to improve an understanding of inclusion and provide employees with the tools to actively promote diversity. Our departmental learning topics include Appropriate Workplace Behaviour, Cultural Diversity, Multicultural Queensland Charter, First Nations, and Core Inclusion.</p> <p>We mandate Aboriginal and Torres Strait Islander Cultural Competence training, which aims to foster a fairer, safer, and more respectful environment for Aboriginal and Torres Strait Islander peoples. As part of our 2025-28 Diversity, Equity and Inclusion Plan, we are reviewing the cultural capability training model to recommend improvements with a focus on anti-discrimination and anti-racism.</p> <p>Furthermore, we've published the Workplace Behaviours Policy, which sets out the principles and obligations for maintaining a healthy and safe working environment. The policy outlines our expectation that all employees will treat each other with dignity, courtesy, trust, equity, and respect. It also provides guidance on fostering positive behaviours and addressing inappropriate conduct.</p> <p>We also updated the Equal Employment Opportunities Policy and published a new, contemporary Diversity, Equity, Inclusion and Respect Policy, which outlines the department's principles and obligations in these areas.</p> <p>Finally, we are developing a Respectful Workplaces Strategy as a key deliverable under the department's Our People Strategy. This strategy, to be implemented in 2025-26, will detail how the department will create a safer, more inclusive culture. A strong stance against racism and the promotion of anti-racism messages will be a core part of this strategy.</p> <p>Together, these resources, training, policies, and strategies demonstrate the department's strong stance against racism and our active promotion of anti-racism across the department.</p>

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	<p>The 2024 My Home Awards celebrated the strong connections Queensland public housing tenants have with their homes, communities, and cultures. Over 740 tenants submitted entries, sharing their gardens, stories, poems, and creative works, including submissions for the Celebrating Culture category.</p> <p>(Note: The customer calendar was not delivered in 2024.)</p>
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Case study to highlight achievement relevant to Focus Area 4

Despina, who comes from a culturally and linguistically diverse background, has lived in her public housing home for seven years and takes immense pride in her gardens. Her love for gardening goes beyond nurturing plants - it has blossomed into something that enriches both her life and her community.

"I've always loved gardening," Despina shared. "I enjoy tending my garden daily, watching it flourish and sharing my flowers, vegetables, and cuttings with friends, family, and the local community."

This passion earned her first prize for her courtyard garden in the Gold Coast area at the 2024 My Home Awards, a recognition she feels incredibly proud of.

But for Despina, it's about more than just winning an award. Her vibrant courtyard is not only a source of personal joy but has also become a hub for building connections with her neighbours.

"People walking past stop to have a chat, which has created a real community spirit," Despina said. "It's allowed me to meet a lot of people and make friends."

Through her dedication to gardening, Despina has cultivated a sense of belonging and inclusivity within her community.

