

Queensland Multicultural Policy & Queensland Multicultural Action Plan 2024-25 to 2026-27

2024-25 Annual Reporting

Queensland Reconstruction Authority

Key Information

Multicultural Affairs Queensland, through the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, is responsible for the *Multicultural Recognition Act 2016* (the Act).

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

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

This reporting template has been prepared to support agencies to fulfill this legislative reporting requirement.

Multicultural Affairs Queensland requests that your agency:

- Carefully review the scope of reporting, agency commitments, and instructions below to assist them in completing reporting in line with the requirements under the Act.
- **Publish the report on your agency's website** by no later than **30 September 2025** and email a hyperlink and copy of final report to MAQ.PIR@maq.qld.gov.au.

Scope of Reporting

The Queensland Multicultural Policy and Action Plan aim to achieve positive outcomes for Queenslanders from **culturally and linguistically diverse backgrounds**.

We acknowledge agencies may be implementing measures to support diversity and inclusion for various cohorts, including Aboriginal and Torres Strait Islander peoples, women, youth, seniors, LGBTIQ+ communities and people with disability.

While we welcome reporting on activities that recognise and respond to intersectionality across groups, the purpose of this report is to collect information about activities that specifically focus on achieving outcomes for:

people from 'culturally and linguistically diverse' backgrounds, which refers to people from a migrant or refugee background (which can include second or third generation migrants), people seeking asylum, and Australian South Sea Islander peoples¹.

We therefore request that activities only be included in this reporting if they specifically focus on delivering positive outcomes for this population.

If you have any questions about the relevance of any agency activities in line with this scope, please contact the Multicultural Affairs Queensland contact listed above.

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 Commitments for 2024-25 to 2026-27

Each agency has committed to progressing actions in one or more of the Action Plan's four Focus Areas. The table below indicates which of the Focus Areas your agency has commitment under, and therefore must report against in this template.

N.B. Agency acronyms in this table have been updated compared to those used in the Action Plan to reflect recent Machinery of Government changes.

Agency	Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4
Department of the Premier and Cabinet (DPC)		●		●
Queensland Treasury (QT)	●	●		●
Corrective Services (QCS)	●	●		●
Department of Customer Services, Open Data and Small and Family Business (DCSODSFB)		●	●	●
Education (DoE)	●	●	●	●
Department of Environment, Tourism, Science and Innovation (DETSI)	●	●	●	●
Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS)	●	●		●
Queensland Fire Department (QFD)	●	●		●
Queensland Health (QH)	●	●	●	●
Department of Housing and Public Works	●	●		●
Department of Justice (DoJ)	●	●		●
Department of Local Government, Water and Volunteers (DLGWV)		●		●
Department of Natural Resources and Mines, Manufacturing and Regional and Rural Development (DNRMMRRD)		●	●	●
Queensland Police Service (QPS)	●	●		●
Department of Primary Industries (DPI)		●		●
Public Sector Commission (PSC)	●	●		●
Department of Sport, Racing and Olympic and Paralympic Games (DSROPG)		●		●
Department of State Development, Infrastructure and Planning (DSDIP)		●		●
Department of Trade, Employment and Training	●	●	●	●
Department of Transport and Main Roads	●	●		●
Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (DWATSIPM)	●	●		●
Department of Youth Justice and Victim	●	●		●
Queensland Reconstruction Authority (QRA)	●	●		●

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Agency	Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4
Health and Wellbeing Queensland (HWQ)	●	●		●
Trade and Investment Queensland (TIQ)		●	●	●
TAFE QLD	●	●	●	●
Residential Tenancies Authority (RTA)	●	●		●
Queensland Mental Health Commission (QMHC)	●	●		●
Queensland Human Rights Commission (QHRC)	●	●		●
Legal Aid Queensland (LAQ)		●		●
Electoral Commission of Queensland (ECQ)	●	●		●

Annual Reporting Instructions

A Reporting Template has been pre-populated with your agency's actions/commitments under each Focus Area. Please complete each table to report your agency's progress, as follows:

- Review the **Agency Commitments table** on pages 3-4 (above) to confirm which of the Focus Areas your agency is required to report against. Agencies should also review the **Example Report** prepared by Multicultural Affairs Queensland. This document provides guidance on how to complete the template, including the level of detail required.
- Review the **actions** that have been pre-populated in the table for each Focus Area. These are the specific actions your agency committed to and must report on under the 2024-25 to 2026-27 Action Plan. Note that some actions are listed as 'All Agencies', which means even if your agency is not listed specifically for an action, where this exists, your agency has committed to these whole-of-government actions and must report against progress.
- Use the drop-down box to select the Final status for each activity and provide comments to support your selection. The options are defined as:
 - Delivered** – *This includes activities which are completed or ongoing.*
 - Not delivered** – *This includes activities which were unable to be completed or were superseded. It also includes where lead responsibility for actions may have moved to another department due to Machinery of Government Changes and progress was unable to be delivered or delayed. Please provide a brief description of why the activity was not delivered under the 'Outcomes' column.*
- Enter **outcomes achieved** for people from culturally and linguistically diverse communities. This can be provided as commentary or dot points, and should include:
 - Details of any **outputs** produced (events, resources, or other actions);
 - Any **budget** expenditure specifically allocated to the action or activity/program;
 - The **target audience** and **reach** of any activities (number of individuals, clients, staff members or organisations engaged or supported by the activity; any specific communities, regions or migration pathways being targeted); and
 - Any **qualitative or quantitative evidence** demonstrating outcomes of your activities, particularly in terms of the benefits obtained for culturally and linguistically diverse people. This could include positive feedback received from stakeholders or evidence of how an activity brought people together, contributed positively towards social cohesion or helped create a sense of belonging.
- In the final section for each Focus Area, add any **case studies, images or highlights** that may be helpful to promote your agency's work or highlight lessons learnt.
- Once completed, please **finalise your report** by:

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- Ensuring the title page and all headers reflect your agency's name;
- Deleting the key information, scope, and instructions sections of this template;
- Checking that all actions have a final status, in line with guidance provided above;
- Checking the Outcomes Achieved section is complete, in line with the guidance provided;
- Completing (or deleting) the box for case studies or lessons learnt at the end of each section; and
- Ensuring all activities being reported on relate to outcomes for people from culturally and linguistically diverse backgrounds, specifically people from a migrant or refugee background, people seeking asylum or Australia South Sea Islander peoples.

7. Publish the final report on your agency's website by 30 September 2025. Please also provide a final copy and a link to your published report to MAQ.PIR@maq.qld.gov.au.

● **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
<i>Develop tools, education, and support to help guide communication with culturally and linguistically diverse communities, including those in rural and remote areas to promote disaster preparedness, resilience and recovery.</i>	Delivered	<p>The Queensland Reconstruction Authority (QRA) secured \$1.5 million from the Australian Government through the Disaster Risk Reduction (DDR) package from the National Emergency Management Agency (NEMA), to create a series of natural hazard information videos and Easy Read resources for Culturally and Linguistically Diverse (CALD) communities across Australia.</p> <p>The resources will include a series of natural hazard information videos, factsheets and Easy Read content. The videos and complementary resources will be developed for use across Australia and focus on seven natural hazards: bushfires, floods, cyclones, storms, heatwaves, earthquakes and tsunamis. The videos and resources will be translated into Arabic, Cantonese, Dari, Korean, Mandarin, Punjabi, Thai and Vietnamese seven of the most common CALD languages. To help deliver the project, QRA is building networks at all levels of government and has more than 50 members of the government and Sector Advisory Group and 18 peak organisations in the Community Reference Group. This includes Ethnic Communities Council of Queensland, Multicultural Australia and Australian Migrant Resource Centre. The project commenced in August 2024 and aims to be completed by May 2026.</p>

Case studies or good news stories to highlight achievements relevant to [Focus Area 1](#):

Funding to help CALD communities Get Ready for disasters 28 March 2024

Queensland's flagship disaster preparedness, resilience and education program, Get Ready Queensland (GRQ), has received \$1.5 million to create natural hazard communications materials for culturally and linguistically diverse (CALD) communities across Australia.

The funding is part of the five-year Disaster Risk Reduction Package, a \$261 million joint investment by the Commonwealth, states and territories from 2019-20 to reduce the risk and impact of natural disasters.

The Get Ready Queensland team is now working to develop a series of informative videos and Easy Read resources to improve accessibility and inclusivity of key disaster information for CALD populations.

This will help improve understanding around the types of extreme weather people may face, the impacts of these events, and the ways to mitigate disaster risk at a household and community level.

The videos and complementary resources such as fact sheets and presentation slides focus on seven natural hazards: bushfires, floods, cyclones, storms, heatwaves, earthquakes and tsunamis.

Once developed, the materials will be translated into a range of languages.

This approach will improve the disaster resilience of all Australians, regardless of language or literacy barriers.

The use of simplified language and images means local authorities can also get the Easy Read resources translated into other languages where there is community need.

Get Ready Queensland has a proven track record developing educational disaster resources for communities, helping families, councils, educators and businesses.

This includes promotion of the 3 Steps to Get Ready, the first of which is understanding your risk.

Awareness of local risks and having a household emergency plan could be the difference between staying safe or being placed in danger.

As the GRQ team say, "We can't control the weather but we can always get ready", and these CALD resources will help promote that to all Australians.

[Funding to help CALD communities Get Ready for disasters | Queensland Reconstruction Authority](#)

● 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
<p>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.</p>	<p>Delivered</p>	<p>Culturally and linguistically diverse employee representation showed significant improvement, with Aurion Equal Employment Opportunity data increasing from 4.5% to 10% and Working for Queensland data rising from 8% to 13%, exceeding the 2026 target of 12%.</p> <p>QRA is committed to building awareness around the importance of sharing diversity data and encouraging our people to share their information, so we can better understand and support our workforce. This message has been consistently reinforced throughout the year using multiple education channels and initiatives, ensuring it remains front of mind—not a one-off conversation.</p> <p>QRA will continue to support its culturally and linguistically diverse workforce in line with its Equity & Diversity Plan.</p>
<p>All Agencies Action – Monitor Working for Queensland survey results relevant to cultural diversity and inclusion and deliver strategies to improve inclusion for cultural and linguistically diverse employees, including Australian South Sea Islander peoples.</p>	<p>Delivered</p>	<p>QRA is committed to fostering a workplace that embraces cultural diversity and inclusion. To support this, we share monthly 'Dates for Your Diary'—drawing from the Diversity Council of Australia's calendar—to highlight culturally significant events and promote ongoing education and awareness across our workforce</p> <p>QRA has celebrated workplace cultural diversity and inclusion in a number of ways:</p> <ul style="list-style-type: none"> • International Women's Day Panel Event • Acknowledgement of Country guide • Reconciliation week education • NAIDOC Week Celebration Activities and Morning Tea • Multicultural Queensland Month (recipe sharing and morning teas) • Delivery of bespoke Cultural Responsiveness Training scheduled for October 2025
<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.</p>	<p>Delivered</p>	<p>QRA furthers opportunities for people from culturally and linguistically diverse backgrounds when recruiting members to the Queensland Reconstruction Board, and ensures it refers to the <i>Diversity and Inclusion on Boards Toolkit</i> during the recruitment process.</p>

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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	To help support diverse representation of persons on the Queensland Reconstruction Board, and support sound decision making that is inclusive, QRA actively provides data about the diversity characteristics of people appointed to the board.
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Case studies or good news stories to highlight achievements relevant to **Focus Area 2:**

Queensland Women's Week and International Women's Day panel

While Ex-Tropical Cyclone Alfred and the Western Queensland floods may have delayed us, we continued to celebrate Queensland Women's Week and International Women's Day 2025 in a different format.

Originally planned as a panel discussion featuring influential and inspiring women from QRA, weather events prompted a pivot in our approach. We remained committed to honour these significant occasions while considering the workloads and capacity of all staff.

QRA instead developed and presented a special video which celebrates Queensland Women's Week and International Women's Day 2025.

[See our Queensland Women's Week and International Women's Day video here.](#)

NAIDOC Week 2025

In 2025, NAIDOC Week marked a powerful milestone - 50 years of honouring and elevating Indigenous voices, culture, and resilience. The 2025 theme, "The Next Generation: Strength, Vision & Legacy," celebrated not only the achievements of the past but also the future ahead, empowered by the strength of First Nations' young leaders, the vision of communities, and the legacy of their ancestors.

To celebrate Naidoc week in 2025 QRA shone a spotlight on Aboriginal and Torres Strait Islander peoples with a focus on providing storytelling, viewing suggestions, music and event information for staff to experience and share.

Throughout Naidoc Week QRA delivered an activity each day.

- Monday - Celebration puzzle
- Tuesday - Learn your country
- Wednesday - Beyond the canvas: Let's unpack the meaning in First Nations artwork
- Thursday - Tune In, Watch On, Listen Up: Your NAIDOC Week Immersion Guide
- Friday - Planting the Future: Strength, Vision & Legacy

● **Focus Area 3: Strengthen Our Economy**

The Queensland Government will take specific actions to identify and address the barriers that people from culturally and linguistically diverse backgrounds face to participate in economic opportunities in line with their skills and ambitions.

Agency actions supporting Focus Area 3	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<i>N/A – Queensland Reconstruction Authority does not have any actions under Focus Area 3.</i>	Choose a final status	<i>N/A – Queensland Reconstruction Authority does not have any actions under Focus Area 3.</i>

Case studies or good news stories to highlight achievements relevant to Focus Area 3:
<i>N/A – Queensland Reconstruction Authority does not have any actions under Focus Area 3.</i>

● 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 – <i>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.</i>	Delivered	QRA is committed to fostering a workplace against racism. To support this, QRA actively promotes anti-racism initiatives, dates and events including: <ul style="list-style-type: none">• Harmony Week• Multicultural Queensland Month

Case studies or good news stories to highlight achievements relevant to Focus Area 4:

Harmony Week at QRA

QRA’s Operations Division hosted an all-staff event on Monday 17 March 2025 to mark Harmony Week to celebrate Australia's cultural diversity and inclusiveness.

The event was a great success, with many people showing up in orange to show their support for the cause. Orange is the official colour of Harmony Week and represents social harmony and mutual respect. The sea of orange shirts and dresses that filled the room was a beautiful sight, highlighting the diverse backgrounds and cultures at QRA. The operations team went to great lengths to provide a variety of international foods, from sushi to baklava, nachos and pineapple sweets, there was something for everyone to enjoy. The food was beautifully presented and added to the festive atmosphere of the event. As people mingled and chatted, it was clear the morning tea had achieved its intended purpose of promoting inclusiveness and respect for all.