



Third Progress Report on the Queensland Multicultural Policy

Purpose

This report is required to be tabled in the Legislative Assembly under Section 21 of the *Multicultural Recognition Act 2016*. It outlines:

- the actions taken by Queensland Government entities during the period of the third *Queensland Multicultural Action Plan 2022-23 to 2023-24* (the third Action Plan); and
- the extent to which outcomes in the *Queensland Multicultural Policy: Our Story, Our Future* (the Policy) were achieved during the third Action Plan period.

For the purposes of this report, any references to government entities will refer to the departmental arrangements in place at the time the third Action Plan stopped having effect, as government entities have been impacted by Machinery of Government changes since the October 2024 State Election.

Actions taken

The third Action Plan set out six Key Actions to be undertaken by Queensland Government entities. These Key Actions have been mapped to the relevant Policy priorities and outcomes in the table below.

The third Action Plan outlined which Queensland Government entities committed to each of the Key Actions. As required under the *Multicultural Recognition Act 2016*, each Queensland Government entity has already published annual reports on the progress of their activities to deliver these actions on their respective agency websites.

Policy Priorities (from Multicultural Policy)	Actions taken during 2022-23 to 2023-24 (from Multicultural Action Plan)	Intended Policy Outcomes (from Multicultural Policy)
1. Culturally responsive government.	The Queensland Government will collect, analyse and use cultural diversity data to improve service delivery and better meet customer needs.	Improved knowledge about customers' diversity.
	Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking audits of critical areas of service delivery (funded or directly delivered).	Culturally capable services and programs.
	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.	
	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.	A productive, culturally capable and diverse workforce.



Policy Priorities (from Multicultural Policy)	Actions taken during 2022-23 to 2023-24 (from Multicultural Action Plan)	Intended Policy Outcomes (from Multicultural Policy)
2. Inclusive, harmonious and united communities.	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.	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.
3. Economic Opportunities.	The Queensland Government will facilitate economic participation opportunities for people from culturally diverse backgrounds.	Queensland gets the most benefit from our diversity and global connections.
		Individuals supported to participate in the economy.

Outcomes achieved

All six actions (100 per cent) have been completed for the duration of the third Action Plan.

Further information about specific agency actions can be found in agency annual reports via agency websites, noting these have been impacted by Machinery-of-Government Changes following the October 2024 State Election.

Future Opportunities

The Queensland Government is committed to improving economic and social outcomes for people from culturally and linguistically diverse backgrounds in Queensland, and to help build safe, caring and connected communities, with a focus on helping new migrant communities overcome barriers to full economic and social involvement and enhancing social cohesion and participation.

This will be achieved by:

- Working with communities, sector and industry partners, and Government agencies to influence, facilitate and promote economic and social inclusion of people from migrant, refugee, and asylum seeker backgrounds, and Australian South Sea Islander people, and administer grants programs – including the new Multicultural Connect grants program – that strengthen a multicultural Queensland.
- Working with the Department of Trade, Employment and Training on pathways to employment and skills development of skilled migrants.
- Funding of \$5 million over 4 years to help not-for-profit multicultural community groups build or upgrade their facilities to enable access to permanent, quality facilities that meet community needs, and contribute to building an inclusive, harmonious and united Queensland.



- Funding of \$2.7 million in 2025–26 towards the building of Queensland's first Chinese Culture and Heritage Centre in Cairns.
- Increased funding of \$1.5 million over 4 years to expand the peak funding contract with the Ethnic Communities Council of Queensland, to support multicultural communities by continuing funding to promote a socially cohesive multicultural Queensland.