

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	Progress status for 2023–24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
The new <i>Public Sector Act 2022</i> introduced a significant component of diversity and inclusion in public sector recruitment practices. A new Directive was developed which applies to the RTA. This will help inform new practices and ways of recruiting to improve inclusive recruitment practices.	Delivered	<ul style="list-style-type: none"> • The dedicated Talent Acquisition role established in 2022–23 continued to provide oversight and proactive advice and support to panel members to ensure compliance with the Directive. • Training was developed for all leaders at the AO6 classification and above and covers best practice recruitment methods that align to the <i>Public Sector Act 2022</i> including inclusive and culturally safe recruitment practices. • The evaluation of new Indigenous owned recruitment vendors commenced and once onboarded, will support efforts to engage in targeted sourcing of Indigenous • Identification of other recruitment vendors to support more culturally and linguistically diverse talent pools is also under way. • These outcomes were achieved within existing budget allocations.

KEY ACTION 3: Culturally responsive services

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). 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 3	Progress status for 2023–24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	Delivered	<ul style="list-style-type: none"> • Organisations representing culturally and linguistically diverse clients and communities were invited to participate in consultation to inform the development of the RTA's Stakeholder Engagement Framework. Multicultural Australia provided insights on how the RTA could improve services and increase accessibility. • Participated in a University of Queensland Union workshop for international students to promote tenancy information. • Culturally and linguistically diverse people have been acknowledged as a specific segment to be included in a customer engagement plan to be developed in 2024–25. • These outcomes were achieved within existing budget allocations.
Continue to embed the RTA Better Together Committee to support all RTA teams to deliver on the Diversity and Inclusion Plan 2021–24.	Delivered	<ul style="list-style-type: none"> • Revised the RTA's Acknowledgement of Country resources and produced a guide for staff to feel more confident in conducting an Acknowledgement of Country. • Recognised and promoted NAIDOC Week with an organisation-wide suite of activities and a Welcome to Country. • Promoted R U OK? Day through connecting with staff through face-to-face interactions and through digital newsletters. • Promoted National Reconciliation Week. • Promoted Multicultural Queensland Month including the Multicultural Queensland Charter and continued to be a proud supporter of the 'Racism. It stops with me campaign'. • Continued to progress actions in the RTA's Aboriginal and Torres Strait Islander People Action Plan 2023–24. • These outcomes were achieved within existing budget allocations. • The target audience was all staff.

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	Progress status for 2023–24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Ensure the right systems are in place to collect diversity data.	Delivered	<ul style="list-style-type: none"> • The RTA continued to collect data from customers from culturally and linguistically diverse groups that accessed language support services. • Enhancements made to Working for Queensland survey, internal RTA Pulse staff survey, the RTA’s Human Resources system, Bond Lodgement (Form 2) and Dispute Resolution request (Form 16) continued to be used by staff and customers opting to disclose whether they identify as Aboriginal or Torres Strait Islander, are culturally and linguistically diverse, or live with a disability. • Assistance options were provided ahead of conciliations or phone calls for customers who identify as English as their second language or living with a disability to ensure tailored and supportive customer services. • These outcomes were achieved within existing budget allocations. • The target audiences are staff and customers.

KEY ACTION 6: Address racism, 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	Progress status for 2023–24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.	Delivered	<ul style="list-style-type: none"> • Conducted organisation-wide First Nations cultural confidence training by Johnny Briggs Consultancy. This training allowed staff to build confidence in conversations about First Nations culture. Delivery of this training was achieved within existing budget allocations.
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.	Delivered	<ul style="list-style-type: none"> • Increased cultural understanding and capability of staff through the online learning modules: <ul style="list-style-type: none"> ○ Mandatory Discrimination and Equal Employment Opportunity. ○ Optional diversity in the workplace, closing the gap and cross-cultural communication. • Partnered with MATE Bystander Program to prepare the delivery of mandatory Creating Respectful Workplaces training to all staff in 2024–25.