

QUEENSLAND HEALTH

QUEENSLAND MULTICULTURAL ACTION PLAN REPORT FOR 2025-26

Message from the Director-General

I am proud to present the Queensland Health 2025-26 Annual Report against its commitments under the Queensland Multicultural Action Plan 2024-25 to 2026-27. The report reflects Queensland Health's continued commitment to delivering world class, safe, equitable and high-quality care for all Queenslanders, regardless of their background.

During 2025-26, Queensland Health continued to strengthen the delivery of culturally responsive services. Hospital and Health Services have progressed local multicultural health, inclusion and workforce initiatives, while statewide frameworks and resources have strengthened culturally responsive practice across the health system. We have also continued to strengthen support for refugee and humanitarian communities. This included finalising the recruitment of five additional refugee health nurse positions across five Hospital and Health Services and completing the Queensland Health Refugee Health Services Guidelines. Together, these initiatives are strengthening capacity and supporting more consistent, culturally safe and coordinated refugee health care.

Improving access to effective language services has also remained a priority. In late 2025, Queensland Health established a new Preferred Supplier Panel for Interpreting and Translation Services, providing a stronger statewide foundation for quality, accountability and access. Queensland Health now facilitates more than 150,000 interpreter occasions each year, helping our health system communicate effectively with patients and supporting them to make informed decisions about their care.

A strong and sustainable health system also depends on a workforce that reflects and understands the communities it serves. As of June 2026, 27.38 per cent of Queensland Health employees self-identified as culturally and linguistically diverse. We have continued to expand specialist multicultural roles, strengthen employment pathways and support culturally diverse health professionals, including through the international medical graduate working group and targeted workforce initiatives. Our commitment also extends to building cultural capability and addressing racism. Queensland Health has continued to deliver cultural safety and responsiveness training, strengthen anti-racism initiatives and support more inclusive workplaces. Importantly, community voices have increasingly informed service planning and design, including through consumer engagement and co-designed initiatives.

I would like to acknowledge the dedication of the Queensland Health and Queensland Ambulance Service workforce, whose commitment and compassion ensure Queenslanders receive high-quality care every day. I also acknowledge the contribution of our consumers, community organisations and partners, whose knowledge and lived experience continue to help us build a health system that is more inclusive, responsive and equitable. Together, we will continue to strengthen a health system that delivers world-class care for every Queenslanders.

Dr David Rosengren

[ORIGINAL SIGNED]

Director-General

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 2025-26	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Launch and implement a Multicultural Health Policy and Action Plan to outline comprehensive actions to improve the cultural responsiveness of health services.	Delivered	Yes	- Queensland Health and Hospital and Health Services continued to embed the Queensland Multicultural Health Policy and Action Plan 2024-2029 through local planning, partnerships and initiatives to strengthen culturally responsive and inclusive healthcare. - Hospital and Health Services have developed or progressed local multicultural health, inclusion and workforce plans aligned with the statewide policy. This includes the Gold Coast Health Diversity and Inclusion Strategy 2026-2030, Sunshine Coast Health Many Cultures Workforce Action Plan, West Moreton's community co-designed Multicultural Action Plan and Metro South's Multicultural Health Service Plan. - Queensland Health has also strengthened practice through statewide resources and frameworks, including the Transcultural Mental Health Practice Framework and Cultural Advisor Framework developed by the Queensland Transcultural Mental Health Centre.
Review service delivery models and develop best practice guidelines to ensure equitable access to high-quality and culturally safe healthcare for culturally and linguistically diverse communities.	Ongoing	Yes	Queensland Health has strengthened service delivery models and practice guidance to support more equitable, high-quality and culturally safe care for CALD communities. A key achievement in 2025-26 was the finalisation of the Queensland Health Nurse-Led Refugee Health Services Guidelines, providing a consistent framework for delivering high-quality care to humanitarian arrivals. This builds on the previous review of refugee health service models and work

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			with HHSs to identify opportunities to improve culturally safe and accessible care. HHSs have continued to strengthen local service models, referral pathways and community-based care. For example, Children's Health Queensland have reviewed the Good Start Program, which provides health information to Pacific Islander and Māori communities, and are revising the service delivery model to expand the reach and cultural safety of the program. Gold Coast Health improved interpreter booking resources and guidance to support timely access to accredited interpreters.
Improve health responses for people from refugee backgrounds through implementation of the Refugee Health and Wellbeing Policy and Action Plan 2022-2027 in partnership with Refugee Health Network Queensland.	Ongoing	Yes	- Queensland Health continues to work in partnership with Refugee Health Network Queensland and HHSs to implement the Refugee Health and Wellbeing Policy and Action Plan 2022-2027. - HHSs continued to implement refugee health priorities through local services and partnerships. Cairns and Hinterland strengthened refugee health capacity through dedicated Refugee Health nursing positions, while Metro South continued specialised refugee health services and partnerships supporting newly arrived communities. Metro North also engaged with community partners to explore opportunities for collaboration and support future implementation of refugee health priorities.
Implement recommendations of the University of Queensland Review of Queensland Health Refugee Health Services, including increasing the refugee health nursing workforce.	Ongoing	Yes	- Queensland Health has progressed implementation of recommendations from the University of Queensland Review of Queensland Health Refugee Health Services, including: - Continued implementation of workforce recommendations through the Queensland Workforce Strategy, funding five additional refugee health

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			nurse FTE positions across five HHSs to strengthen specialist capacity for refugee and humanitarian communities. - o Finalisation of the Queensland Health Nurse-Led Refugee Health Services Guidelines, delivering a key Review recommendation. - o Ongoing workforce and professional development through the Refugee Nurse Community of Practice.
Review and implement recommendations of the Strengthening the State Funded Mental Health, Alcohol and Other Drugs (MHAOD) Service Response for People from Culturally and Linguistically Diverse Communities Report prepared by Nous Group for Queensland Health.	Ongoing	Yes	• Queensland Health has strengthened the capacity of mental health, alcohol and other drug services to respond to CALD communities, informed by the recommendations of the Nous Group review. Mental Health Levy funding has provided additional statewide capacity through the Queensland Transcultural Mental Health Centre, while HHSs have strengthened local multicultural mental health coordination. • Multicultural Mental Health Coordinator roles and models of care have been strengthened across HHSs, supported by improved referral pathways, specialist consultation and partnerships with multicultural and community organisations. West Moreton, for example, has embedded a model that includes soft-entry referrals and specialist support for people experiencing significant access barriers.
Ensure timely and equitable access to public health services for people seeking asylum, including those fleeing emergent international conflicts.	Ongoing	Yes	• Queensland Health has strengthened pathways into public health services for people seeking asylum, including people affected by international conflicts, through community engagement, system navigation and more flexible models of care. • HHSs have worked with refugee and asylum seeker organisations, community groups and primary care partners to improve awareness of available services

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			and address barriers to access. Metro South has also advocated for continued access to public healthcare for people displaced by conflict and strengthened links with refugee health sector networks. • More flexible access points have been developed, including the expansion of Metro North's Virtual Emergency Care Service as a point of medical contact for newly arrived people with immediate health concerns, alongside local work to improve orientation and information about eligibility for public healthcare.
Work with relevant stakeholders to address barriers to health access for people in Queensland under the Pacific Australia Labour Mobility Scheme and the Seasonal Worker Programme.	Ongoing	Yes	• Queensland Health has strengthened its statewide approach to PALM worker health by improving coordination across the health system and bringing targeted health information and services closer to workers. • In May 2026, Queensland Health convened its first state Forum on PALM Worker Health. The purpose of the Forum is to provide a structured mechanism for Queensland Health stakeholders to collaborate, share information on the health impacts and initiatives affecting PALM scheme workers, strengthen understanding of the barriers they experience, and identify policy levers to support coordinated responses to statewide and systemic issues. • To understand growing public health concerns among PALM and Seasonal workers, Queensland Health also funded five HHSs (Cairns, Mackay, Metro North, Wide Bay, West Moreton) to mobilise sexual and reproductive health outreach for PALM workers, including education, blood-borne virus and STI testing and contraception. This was complemented by local engagement and health promotion activities with PALM and seasonal workers.

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Implement a targeted program to improve access to health services for Australian South Sea Islander populations in the Mackay Hospital and Health Service region.	Delivered	Yes	Mackay HHS established an Australian South Sea Islander (ASSI) Linker Worker Project in partnership with the North Queensland Primary Health Network (NQPHN) to identify and address local gaps in access to health services for ASSI communities. The project involved ongoing engagement with community elders and stakeholders and was supported by non-recurrent funding from Clinical Excellence Queensland to establish positions supporting service navigation and cultural liaison, and to develop educational and cultural awareness resources. An ASSI cultural advisor also supported the development of cultural capability across Mackay HHS.
Build the capacity of Queensland Health to engage and co-design policies, initiatives and resources with culturally and linguistically diverse communities.	Ongoing	Yes	- Queensland Health has strengthened opportunities for CALD communities to contribute to the design and improvement of policies, services and resources, with community engagement increasingly informing local planning and service delivery. - For example, HHSs have expanded their structured engagement through consumer advisory groups, focus groups and community forums. During 2025–26, Metro North engaged around 300 CALD community members and 14 multicultural, refugee and faith-based organisations, while West Moreton increased multicultural representation on its Consumer and Community Advisory Council. - Co-design has also shaped specific services and resources, including CHQ’s engagement of 362 CALD children, young people and families in the Pacifikai model and Queensland Health’s development of tuberculosis factsheets translated into 13 priority languages.

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Improve access to in-language health services by implementing guidelines to build capability of staff to effectively engage with interpreters in a healthcare setting and implementing the language badge program across Queensland Health services.	Ongoing	Yes	- In 2025-26, Queensland Health facilitated more than 150,000 occasions of interpreter engagement. HHSs strengthened booking processes, staff education and access to video interpreting, particularly in emergency settings. Metro South recorded more than 92,000 interpreter occasions and Metro North 23,281 occasions during 2025-26. - The focus on quality and consumer experience has also increased. Metro South's survey of interpreting services across 21 languages recorded 93 per cent satisfaction and 93 per cent confidence in privacy, while initiatives such as language badges, translated resources and multilingual health information are supporting communication beyond the consultation itself.
Shared Action with DWATSIPM - Support accessible service delivery across government by reviewing the provision of language services, including updating the Standing Offer Arrangement for Provision of Language Services (Interpreting and Translating), and the Queensland Language Services Policy and Guidelines.	Ongoing	Yes	- Queensland Health has implemented significant statewide reforms to strengthen the consistency, quality and accountability of language services. The Queensland Language Services Program Framework and new Preferred Supplier Panel for the provision of Interpreting and Translation Services commenced in December 2025, replacing previous arrangements and providing a stronger foundation for higher quality statewide delivery. - The new arrangements strengthen provider performance management, quality assurance, reporting and governance, supported by the Queensland Government Language Services Interagency Committee. Improved language services reporting and dashboards enable each Queensland Government agency to have insights into their own interpreter engagement, creating greater visibility of activity, trends and expenditure.

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Any Additional Initiatives	Delivered	Yes	Metro South Health: <i>Healthy New Communities delivered Healthy New Communities – An Equity-Based Population Health Approach to Improving Health Outcomes for Refugee and Migrant Communities.</i> - From June 2025 to June 2026, the program delivered 90 activities to 8,195 participants across Logan, Inala and Moorooka. The health promotion commissioning model was evaluated and published in the Health Promotion Journal of Australia, with a second phase evaluating the impact of the programs on participants due for completion and publication by the end of 2026.

Focus Area One: Case studies or good news stories

Improving delivery of care and patient safety through high-quality language services

During 2025-26, Queensland Health implemented a new Preferred Supplier Panel for Interpreting and Translation Services, underpinned by the Queensland Language Services Program Framework, strengthening the statewide approach to the delivery, management and oversight of language services.

These reforms provide government with stronger mechanisms to manage supplier performance, quality and service delivery, supported by more consistent reporting and oversight arrangements. For the first time, language-service data collected through the new panel arrangements will provide agencies with greater visibility of demand, service use and performance, supporting more informed planning, monitoring and continuous improvement.

These improvements support more consistent and responsive access to interpreting and translation services across Queensland Government. By reducing language barriers, the reforms contribute to safer, more equitable and person-centred service delivery for culturally and linguistically diverse communities across Queensland.

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.	Ongoing	Yes	- Queensland Health continues to monitor workforce diversity through the Equity and Diversity Audit, Equal Employment Opportunity Census, Working for Queensland survey and workforce data. This information is used to identify representation gaps and inform workforce diversity and inclusion strategies. As of June 2026, 27.38 per cent of Queensland Health employees self-identified as CALD 1 (born overseas) or CALD 2 (speak a language other than English at home), with most Queensland Health entities meeting or exceeding the whole-of-government 12 per cent target. - HHSs have also encouraged voluntary self-identification to improve the quality of workforce diversity data. Gold Coast Health promotes self-identification through workforce processes, while Metro South uses workforce diversity data to monitor representation and inform diversity and inclusion planning.
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.	Ongoing	Yes	- Queensland Health uses employee survey findings to understand experiences of cultural diversity, inclusion and workplace culture to identify opportunities for improvement. - Survey findings have informed local action plans and targeted initiatives. For example, Metro South Health used employee survey findings to inform its diversity and inclusion initiatives, including its Multicultural Staff Network. Survey results showed an increase in staff agreeing their organisation is

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
			committed to real action on diversity and inclusion, alongside improvements in perceptions of fair treatment and cultural inclusion. Metro North supplemented Working for Queensland results with local workforce surveys and work-unit action planning, while Children's Health Queensland used survey findings to develop local action plans. At the Department of Health, survey findings also supported stronger executive leadership through sponsorship of the Inclusion Calendar and Multicultural Month.
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.	Ongoing	Yes	- In 2025–26, Queensland Health engaged specialist recruitment agencies to support selected board and health statutory agency recruitment processes. Suppliers were required to demonstrate a commitment to increasing workforce diversity, generate a diverse range of suitably qualified applicants for the Minister's consideration, collect optional applicant diversity data, and provide reporting to the Office of Health Statutory Agencies. - Queensland Health also strengthened board recruitment processes to support more diverse and representative appointments. During 2025–26, board recruitment processes transitioned to an internally managed model, creating an opportunity to embed the Diversity and Inclusion on Boards Toolkit more consistently into future recruitment and appointment processes. - Specialist recruitment agencies were also used for selected board and statutory agency recruitment processes, with suppliers required to demonstrate a commitment to workforce diversity, generate a diverse range of suitably qualified candidates and provide diversity data where applicants chose to provide it. Gold Coast Health has also commenced a Cultural

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			Diversity Representation Toolkit to support more inclusive participation in local governance and advisory structures.
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. ¹	Ongoing	Yes	Queensland Health entities participate annually in the Equity and Diversity Audit, providing workforce and board diversity information where applicable to support Public Sector Commission and whole-of-government reporting.
Develop and deliver the Health Workforce Strategy for Queensland to 2032, with implementation supported through the Queensland Health Workforce Action Plan 2024 to 2028, including a focus on expanding employment opportunities for culturally and linguistically diverse-identified positions.	Ongoing	No	- Queensland Health strengthened employment pathways and workforce capability for people from culturally and linguistically diverse backgrounds through targeted workforce initiatives and the establishment of dedicated multicultural roles. - HHSs have developed local workforce strategies aligned with the statewide direction. Gold Coast Health has developed a dedicated Multicultural Workforce Inclusion Action Plan specifically focused on supporting and strengthening its multicultural workforce. Other HHSs, including Sunshine Coast Health and Metro South Health, have embedded multicultural communities as priority populations within broader workforce strategies, such as the Workforce of Our Future Strategy and Diversity, Equity and Inclusion Action Plan 2025–2028, respectively.

¹ **Please note** – If your agency does not have any boards, as defined by the [category of boards](#), then agencies can put N/A for the 2025-26 progress status and in the outcomes achieved column.

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
			• Metro South Health partnered with the Thriving Local, Enterprise and Training Company to provide employment pathways, with 20 participants completing workplace placements and 12 securing ongoing casual employment across Logan, Princess Alexandra, Redland and QEII. • Queensland Transcultural Mental Health Centre also supports multicultural workforce pathways through recruitment, placements, supervision and professional development for Multicultural Mental Health Coordinator roles.
Enhance the specialist multicultural health workforce across various Queensland Health services, including establishing dedicated multicultural health liaison officer roles in areas with significant multicultural and refugee populations.	Ongoing	Yes	• Queensland Health has expanded the specialist multicultural workforce to improve access, navigation and culturally responsive care for CALD communities. Funding from the Mental Health Levy has enabled the strengthening of specialist multicultural mental health workforce through eight full time equivalent additional Multicultural Mental Health Coordinator positions across HHSs. • Additional specialist roles have been established locally, including multicultural hospital liaison, nurse navigator, refugee health, Pasifika and multicultural midwifery roles. • The roles are already providing direct support to consumers and services. For example, Metro South Multicultural Hospital Liaison Officers provided 2,915 occasions of service across Logan and Princess Alexandra Hospitals between July 2025 and June 2026, while Cairns and Hinterland and Metro North have expanded dedicated multicultural and refugee health capability.
Deliver training to improve the cross-cultural capability of staff to better understand and	Delivered	Yes	• Queensland Health has expanded opportunities for staff to build cultural capability through professional development, targeted training, workshops, e-learning and practical resources. Training has increasingly focused on

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
meet the needs of culturally and linguistically diverse communities.			applying cultural knowledge in clinical practice and working effectively with interpreters. - Queensland Transcultural Mental Health Centre delivered training in cultural formulation, cultural responsiveness, trauma-informed care, spirituality and mental health, culturally responsive assessment and communication to clinicians, trainees, students and multicultural mental health workforces across Queensland. Metro North also piloted four cultural capability sessions for 50 staff, while HHSs delivered local education and orientation programs. - Queensland Health also strengthened broader workforce learning through resources on culturally inclusive practice, interpreter use and diversity and inclusion. Metro South hosted the Multicultural Health Symposium 2026, bringing together more than 250 delegates to share practice and strengthen capability across the sector.

Focus Area Two: Case studies or good news stories

Culturally responsive recruitment creating stronger pathways into healthcare

Children's Health Queensland

Children's Health Queensland's Pacifikai Recruitment Approach is a culturally responsive recruitment model designed to attract, identify and retain Māori and Pacific Islander staff in identified frontline roles. The approach adapts existing Queensland Health recruitment processes to recognise the relational capabilities that are important when working with Māori and Pacific Islander children, young people and families.

Since its implementation in 2023, the approach has been used across nine recruitment processes, resulting in 17 appointments, with 16 of the 17 employees retained. The remaining employee transitioned to another identified role in the higher education sector. Candidate feedback highlighted a strong sense of belonging and cultural safety.

The strengthened workforce has also contributed to increased community engagement and service reach, with Pacifikai participant data increasing by 88 per cent between 2023-24 and 2025-26. The approach demonstrates how culturally responsive recruitment can strengthen workforce diversity, retention, service accessibility and community trust.

Building workforce capability through collaboration

Metro South Health

Metro South Health hosted the Multicultural Health Symposium 2026, bringing together more than 250 healthcare professionals, researchers, policy makers and community leaders to share ideas and best practice for building a more inclusive and equitable health system.

Metro South has also partnered with Thriving Local, Enterprise and Training Company to create entry-level employment pathways for people from culturally and linguistically diverse backgrounds. The program combines training with supervised workplace experience across Metro South facilities. Of the 20 participants who have completed placements, 12 have secured ongoing casual employment at Logan, Princess Alexandra, Redland and QEII Hospitals.

These initiatives demonstrate how workforce development can strengthen both staff capability and employment opportunities for culturally and linguistically diverse Queenslanders.

Focus Area Three: 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 Three	Progress status for 2025-2026	Targeted inclusion of CALD	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Develop and deliver the Health Workforce Strategy for Queensland to 2032, with implementation supported through the Queensland Health Workforce Action Plan 2024 to 2028, including addressing barriers to skills recognition for migrants and refugees.	Delivered	No	- Queensland Health progressed this action through workforce initiatives that strengthened participation pathways, expanded employment opportunities and supported the integration of culturally and linguistically diverse, migrant and refugee workers into the health workforce. This included targeted multicultural and refugee health roles, workforce development pathways and work to improve the experience of International Medical Graduates (IMGs). - Queensland Health continued work to improve the experience and integration of International Medical Graduates through the IMG Working Group, including analysis of existing initiatives, advice on system-level improvements and development of enhanced support mechanisms for internationally trained practitioners. Workforce participation pathways were also strengthened through traineeships, vocational education and workforce attraction initiatives delivered under the Health Workforce Strategy. - The Health Workforce Strategy for Queensland to 2032 delivered 46 workforce initiatives, with completed initiatives transitioning to business-as-usual operations or informing future workforce planning. This has provided a stronger foundation for a more diverse workforce and improved pathways for internationally trained and culturally diverse health professionals.

Focus Area Three: Case studies or good news stories

Supporting International Medical Graduates to integrate into Queensland Health

Queensland Health has established an IMG Working Group to improve the experience and integration of International Medical Graduates within the Queensland public health system. The work brings together existing initiatives and identifies opportunities for system-level improvements and enhanced support mechanisms for internationally trained practitioners.

This provides an important pathway for Queensland Health to better recognise and utilise the skills of internationally trained health professionals while supporting their transition into the Queensland public health system.

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.	Ongoing	No	- Queensland Health has continued to strengthen organisational approaches to preventing and responding to racism, supported by anti-racism policies, staff education, complaint management processes and targeted organisational initiatives. Work during 2025-26 also focused on strengthening staff confidence to recognise and respond to racist behaviour and embedding anti-racism within broader cultural safety and inclusion activities. Queensland Health also continued to reinforce zero tolerance for racism through workforce policies, learning programs, leadership messaging and employee communications. - Anti-racism initiatives included the progression of the Gold Coast Health Anti-Racism Framework, Metro South Health’s Eliminating Racism Committee and organisational action plan, Children’s Health Queensland’s Racism Complaint Management process, and anti-racism campaigns across several HHSs. - Clinical Excellence Queensland also developed a work instruction and guide to support staff to identify racist behaviour, advise consumers that the behaviour is racist, request that it cease and, where necessary, provide guidance on ending the conversation. Staff reported increased confidence in addressing unacceptable language and behaviour, with no formal complaints from consumers reported.

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
Develop and deliver the Health Workforce Strategy for Queensland to 2032, with implementation supported through the Queensland Health Workforce Action Plan 2024 to 2028, including implementing anti-racism and cultural safety actions across the health workforce.	Delivered	No	- Queensland Health progressed this action through workforce initiatives that strengthened cultural safety, anti-racism, inclusion and culturally responsive practice across the health system. This included targeted workforce development, cultural capability initiatives and dedicated multicultural workforce roles, alongside local strategies to address racism and improve the experience of culturally and linguistically diverse staff and consumers. - Gold Coast Health, Sunshine Coast Health and Queensland Transcultural Mental Health Centre developed local workforce strategies and incorporated actions to strengthen cultural safety and address racism, while QTMHC delivered statewide education in cultural safety, cultural responsiveness and culturally informed mental health care. Training included cultural formulation, cultural advisor engagement and culturally responsive communication to support clinicians to consider cultural influences in assessment, diagnosis and treatment planning.

Focus Area Four: Case studies or good news stories

Metro South Health: Eliminating Racism Committee

Metro South Health established an Eliminating Racism Committee and developed an organisational action plan to strengthen its approach to preventing and responding to racism.

The committee brings together First Nations and multicultural staff and stakeholders, with the action plan informed by the Metro South First Nations Health Equity Strategy, the Australian Human Rights Commission's National Anti-Racism Framework and the Metro South Multicultural Health Service Plan.

The initiative provides a coordinated approach to addressing racism across Metro South Health and ensures the perspectives of First Nations and multicultural staff and stakeholders contribute to organisational action.

Queensland Transcultural Mental Health Centre: Building Cultural Safety in Clinical Practice

The Queensland Transcultural Mental Health Centre delivered statewide education on cultural safety, cultural responsiveness and culturally informed mental health care to strengthen the capability of the mental health workforce.

The education incorporated cultural formulation, cultural advisor engagement and culturally responsive communication, supporting clinicians to better understand the influence of culture on assessment, diagnosis, formulation and treatment planning.

The initiative is helping strengthen culturally safe and responsive mental health practice across Queensland and supports clinicians to better meet the needs of culturally and linguistically diverse communities.