


**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 – 2021-22**

**Annual Reporting for 2021-22
TRADE AND INVESTMENT QUEENSLAND**

Background

- ‘Our story, our future’ is the Queensland Government’s Multicultural Policy (the Policy) promoting an inclusive, harmonious and united community for Queensland.
- The Policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – (1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.
- The Policy is being implemented through a three-year Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan).
- The Policy and Action Plan are a requirement of the *Multicultural Recognition Act 2016* (the Act).
- Section 24 of the Act requires entities with actions in the Action Plan to report publicly on an annual basis. The report below fulfils this requirement for 2021-22 for the **Trade and Investment Queensland**.

Notes

- See page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#) for a list of government entities covered under ‘All agencies’.
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#). All sub-actions, where relevant, for the **Trade and Investment Queensland** have been listed in this template for ease of reporting.
- For the purposes of this report, all references to **diversity** within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.


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Priority area 1: Culturally responsive government

Outcomes:

- Improved knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 	All agencies	2019–22		<p>TIQ is unique within the Queensland Government. With approximately one third of TIQ's workforce locally engaged overseas, a large percentage of staff are drawn from cultures where English is not their first language. As part of this strategic relationship, TIQ's local and overseas-based staff acknowledge and respect various national days and celebrate intercultural business and people-to-people relationships.</p> <p>TIQ's Brisbane office also has a significant proportion of staff with diverse cultural backgrounds. There are over ten different languages spoken by TIQ staff.</p> <p>TIQ works in partnership with training practitioners such as Asialink to provide cultural awareness and a better understanding of best practices when working with clients of different cultures. This program is conducted on an annual basis and participation is highly regarded.</p>
<ul style="list-style-type: none"> Organise staff activities to raise cultural awareness, such as a multicultural lunch day. 	TIQ	2019–22	COMPLETED - for duration of Action Plan	Harmony Day was organised to be celebrated on 21 March 2022 but unfortunately was cancelled due to a COVID outbreak.
<ul style="list-style-type: none"> Commit to increasing all forms of diversity on Queensland Government boards. 	All agencies	2019–22	COMPLETED - for duration of Action Plan	N/A. TIQ does not recruit for its own board nor for other Queensland Government boards.


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Priority area 2: Inclusive, harmonious and united communities

Outcomes:

- 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

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities <small>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. 	All agencies	2019–22		Through the core work of TIQ, all staff are exposed to the multicultural nature of international trade and investment. Their interaction with TIQ offices overseas and/or global markets increases knowledge and understanding of cultural diversity and cultural customs that aligns closely with the Multicultural Queensland Charter.
<ul style="list-style-type: none"> • Promote the Multicultural Queensland Charter through the agency's recruitment practices and communication materials to raise awareness amongst staff. 	TIQ	2019–22	COMPLETED - for duration of Action Plan	All role descriptions contain the following wording: TIQ values cultural capability, is an equal opportunity employer, and supports a healthy working environment.
<ul style="list-style-type: none"> • Ensure that the Multicultural Queensland Charter is reflected in TIQ's Human Resources policies, such as the Code of Conduct and the Workplace Bullying, Anti-Discrimination and Sexual Harassment Policy. 	TIQ	2019–22	COMPLETED - for duration of Action Plan	All TIQ HR policies are currently under review to ensure the Multicultural Queensland Charter is reflected in the new policy framework.
<ul style="list-style-type: none"> • Ensure that staff training, such as client services training, reflect the principles of the Multicultural Queensland Charter. 	TIQ	2019–22	COMPLETED - for duration of Action Plan	<p>TIQ offers an Asialink program for successful candidates. This program equips participants with a deep understanding of Asia's contemporary economic, political and social landscapes to position participants and their organisation for success in Asian markets. Other program benefits include:</p> <ul style="list-style-type: none"> • Exceptional opportunity for professional growth, building critical Asia capabilities to meet the increasing demand for effective Asia engagement • Accelerate understanding of Asia, build knowledge of key Asian markets and cultures and develop a practical Asia-focused skillset • Engage with speakers and program facilitators with deep Asian country and industry expertise • Undertake a practical, guided, Asia-focused workplace project that applies the skills and


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				<p>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <p>knowledge gained to the context of participants' work</p> <ul style="list-style-type: none"> Join a global alumni network of more than 800 active alumni members who provide ongoing advice, support and networking opportunities in Australia and the region.
<ul style="list-style-type: none"> Implement the Queensland Trade and Investment Strategy which supports the principles of the Multicultural Queensland Charter for a globally connected Queensland. 	TIQ	2019–22	COMPLETED - for duration of Action Plan	<p>1) The Trade and Investment Strategy 2017-2022 has now been completed and evaluation of initiatives has begun. The new TIQ Strategy has been released for 2022–2032. The new Strategy's priorities are to focus on growing key industries such as Tourism, International education and training, and Professional services. TIQ has investment partners across many regions including Latin America, Middle East, South East Asia and Indonesia. Other countries include Japan, China, Korea, Taiwan, India, the US and New Zealand.</p> <p>2) There are TIQ offices in the following cities: London, Frankfurt, Abu Dhabi, Chengdu, Beijing, Seoul, Tokyo, Guangzhou, Hong Kong, Bengaluru, Ho Chi Minh City, Singapore, Jakarta, Taipei, Auckland, San Francisco, New York and Santiago. These offices have the responsibility of building a globally-connected Queensland.</p> <p>3) The Premier of Queensland's annual Export Awards celebrate the many Queensland companies trading internationally. The awards recognise the businesses behind Queensland's \$100bn export industry. The awards are held in collaboration with Austrade and the Australian Export Awards.</p> <p>4) TIQ also provides many avenues for staff to improve their learning and development. Learning and Development at TIQ includes links to free online learning courses, including courses offered by Deakin University, Open Learning, Coursera and other online institutions. These courses include:</p>

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
				<p>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <ul style="list-style-type: none"> Leading Culturally Diverse Teams in the Workplace (Deakin University) Cultural and religious diversity studies Culture driven team building Intercultural management Languages other than English. <p>5) Study Queensland is the specialist international education and training unit of TIQ. Study Queensland's vision is a strong and sustainable Queensland international education and training industry that build global engagement, nurtures lifelong ambassadors and is a catalyst for attracting and developing talent to grow economies and communities.</p> <ul style="list-style-type: none"> There are international networks across the world, with business development managers and global research leads placed in North America, Latin America, Middle East, India, Vietnam, Indonesia, Germany, Japan, Korea, China, Taiwan and Hong Kong. International education enrolments as at June 2022 were 72,983 enrolments. Qld enrolments represent 13.7 per cent of all Australian international students.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ . 	All agencies	2019–22		
<ul style="list-style-type: none"> Stand against racism by ensuring employees follow the agency's Code of Conduct and the Client Services Charter in which they are required to demonstrate a high standard of workplace behaviour and personal conduct. 	TIQ	2019–22	COMPLETED - for duration of Action Plan	Please refer to advice provided under Priority Area 2.

¹ Specific sub-actions, where nominated by agencies, can be viewed on the web version of the *Queensland Multicultural Action Plan 2019–20 to 2021–22*.

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Priority area 3: Economic opportunities

Outcomes:

- Queensland gets the most benefit from our diversity and global connections
- Individuals supported to participate in the economy

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Work together to address the findings of the Deloitte Access Economics report <i>Seizing the opportunity: Making the most of the skills and experience of migrants and refugees.</i>	DCYJMA, DESBT, JQ and TIQ	2019–22	COMPLETED - for duration of Action Plan	<p>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <ol style="list-style-type: none"> 1) TIQ (including Study Queensland) is part of the Skilled Workforce working group convened by DESBT following release of its workforce strategy. It is early days for the Skilled Workforce working group having had only two meetings prior to 13 September 2022. 2) Study Queensland is part of the Worker Rights Government Stakeholder group convened by Multicultural Affairs that meets bi-monthly. Information was shared on resources/services available across government to support migrants including International Students. 3) Migration Queensland (MQ) has met recently with Multicultural Affairs (MA) and will also be invited to the next Queensland Government Stakeholders Workers' Rights group. MQ and MA have agreed to collaborate on Settlement Information Seminars (for Vietnamese business migrants and skilled migrants) in early 2023.