





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

Annual Reporting for 2020-21  
TRADE AND INVESTMENT QUEENSLAND

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	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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>
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 		All agencies	2019–22		
<ul style="list-style-type: none"> <li>• Organise staff activities to raise cultural awareness, such as a multicultural lunch day.</li> </ul>		TIQ	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<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. TIQ's Brisbane office also has a significant proportion of staff with diverse cultural backgrounds.</p> <p>TIQ holds activities to build a collegiate workforce whether it is for social or corporate purposes.</p> <p>In 2020, three all-staff workshops were held via live streaming, so that all staff could participate. For those in time-zones where live participation was not possible, the video files were made available to ensure all staff had access to the same information.</p> <p>Throughout the year staff held several social activities including morning teas and lunches to build morale and cross-divisional rapport. The self-funded end-of-year staff social event recognises the year's achievements and is inclusive of all cultures.</p> <p>TIQ also has memberships with various business councils (established in Queensland and in key markets). As part of this strategic relationship TIQ's local and overseas-based staff acknowledge and respect various national days and celebrate business and people-to-people relationships.</p>
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	<b>COMPLETED - for duration of Action Plan</b>	Mr Jim Varghese has been a member of the TIQ Board since October 2019. He is also the National Chair of the Australia India Business Council and brings 30-years of experience in public sector management and a different cultural perspective to the TIQ Board.







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

**Annual Reporting for 2020-21**  
**TRADE AND INVESTMENT QUEENSLAND**

**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	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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		
<ul style="list-style-type: none"> <li>• Promote the Multicultural Queensland Charter through the agency's recruitment practices and communication materials to raise awareness amongst staff.</li> </ul>		TIQ	2019–22	<b>COMPLETED - for duration of Action Plan</b>	All role descriptions contain the following wording: <i>TIQ values cultural capability, is an equal opportunity employer, and supports a healthy working environment.</i>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>		TIQ	2019–22	<b>ON TRACK - meaningful activity has begun</b>	All TIQ HR policies are currently under review. Instructions have been provided previously to the drafter that the Multicultural Queensland Charter is to be reflected in the policy framework.
<ul style="list-style-type: none"> <li>• Ensure that staff training, such as client services training, reflect the principles of the Multicultural Queensland Charter.</li> </ul>		TIQ	2019–22	<b>ON TRACK - meaningful activity has begun</b>	All TIQ employees undertake annual bullying, discrimination, and harassment training, in addition to annual code of conduct training. Through this training all employees are made aware of their obligation to demonstrate a high standard of workplace behaviour and conduct.
<ul style="list-style-type: none"> <li>• Implement the Queensland Trade and Investment Strategy which supports the principles of the Multicultural Queensland Charter for a globally connected Queensland.</li> </ul>		TIQ	2019–22	<b>COMPLETED - for duration of Action Plan</b>	The Trade and Investment Strategy and the International Education and Training Strategy are fully implemented, with the roll-out of specific initiatives reviewed and updated annually as part of the business planning process to ensure TIQ's service delivery meets contemporary business needs. New Strategies are under development.

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

**Annual Reporting for 2020-21**  
**TRADE AND INVESTMENT QUEENSLAND**

Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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>
Sign up and participate in the Australian Human Rights Commission  <i>Racism. It stops with me</i> campaign <sup>1</sup> .		All agencies	2019–22		
<ul style="list-style-type: none"> <li>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.</li> </ul>		TIQ	2019–22	<b>ON TRACK - meaningful activity has begun</b>	Refer to staff training response on page 3.

<sup>1</sup> 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*.



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

Annual Reporting for 2020-21  
 TRADE AND INVESTMENT QUEENSLAND

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	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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>
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	<b>ON TRACK - meaningful activity has begun</b>	Migration Queensland (a business unit of TIQ and formerly known as Business and Skilled Migration Queensland) nominated 947 Subclass 190 Permanent migrants and 898 Subclass 491 Regional Provisional migrants in 2020-21.  Given the COVID-19 pandemic and subsequent travel restrictions and border closures, only applicants who are already living and working in Queensland were nominated.  TIQ via Migration Queensland supports a vibrant and diverse migrant population in Queensland.