

Queensland Multicultural Policy ‘Our story, our future’ Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2023-24 *Trade and Investment Queensland*

Key information

This reporting template is provided to agencies with actions in the [Queensland Multicultural Action Plan 2022-2024](#) (Action Plan).

Under Section 24 of the [Multicultural Recognition Act 2016](#) (the Act), agencies with actions in the Action Plan are required to publicly report on their progress on an annual basis. To meet this requirement, we request that your agency:

- Please carefully review the scope of reporting, agency commitments, and instructions below to assist you in completing this report in line with the requirements under the Act. *Please note that this reporting template is the same as in the previous year, as 2023-24 is the second year of reporting under the Action Plan for 2022-24.*
- **Publish** the report on your agency’s website by no later than **30 September 2024** and email a hyperlink and copy of final report to MAQ.Secretariat@maq.qld.gov.au.

If you have any questions or would like any assistance, please contact Angela Payam, Policy Officer, Multicultural Affairs Queensland on 3097 7708 or at Angela.Payam@maq.qld.gov.au.

Scope of reporting

The [Queensland Multicultural Policy](#) and Action Plan aim to achieve positive outcomes for Queenslanders from **culturally and linguistically diverse backgrounds**.

We acknowledge agencies may be implementing measures to support diversity and inclusion for various cohorts, including Aboriginal and Torres Strait Islander peoples, women, youth, seniors, LGBTIQ+ communities and people with disability. While we welcome reporting on activities that recognise and respond to intersectionality across groups, the purpose of this report is to collect information about activities that specifically focus on achieving outcomes for:

- ***People from ‘culturally and linguistically diverse’ backgrounds. While there is no formal agreed definition of this term, in this context it is used to refer to people from a migrant or refugee background (which can include second or third generation migrants), people seeking asylum, and Australian South Sea Islander peoples.¹***

We therefore request that activities only be included in this reporting if they specifically focus on delivering positive outcomes for this population.

If you have any questions about the relevance of any agency activities in line with this scope, please contact the Multicultural Affairs Queensland contact listed above.

¹ Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the primary industries. More than 50,000 people came from some 80 Pacific Islands, primarily Vanuatu and the Solomon Islands, and the majority were kidnapped, ‘blackbirded’ or deceived into coming.

Agency commitments for 2022-24

Each agency has committed to undertaking activities in one or more of the Action Plan’s six Key Action Areas. The table below indicates which of the Key Action Areas your agency has committed to and will therefore be required to report on in this template.

Note this table has been updated from the version on page 14 of the Action Plan to reflect the recent machinery of government (MOG) changes.²

Agency	Key action 1	Key action 2	Key action 3	Key action 4	Key action 5	Key action 6
DEC	●	●			●	●
DoR	●	●			●	●
DSDI	●	●			●	●
DRDMW		●	●		●	●
DTS		●		●	●	●
DoE		●	●	●	●	●
DESI	●	●				●
DJAG	●	●	●	●	●	●
DPC	●	●			●	●
QPS		●	●	●	●	●
QT	●	●		●	●	●
DAF	●	●	●		●	●
DESBT	●	●	●	●	●	●
DTMR		●	●	●	●	●
PSC		●		●		
QCS		●	●	●	●	●
QFD		●		●	●	●
QH		●	●	●	●	●
ECQ		●			●	●
LAQ		●	●	●	●	●
QHRC		●		●	●	
QMHC	●	●	●	●	●	●
RTA		●	●	●		●
TIQ	●	●		●	●	●
TAFE QLD		●	●		●	●
DCSSDS	●	●	●	●	●	●
DTATSIPCA	●	●		●	●	●
DHLGPPW		●	●	●	●	
DYJ	●	●			●	

² Following MOG changes in December 2023, Action Plan commitments have been reviewed and allocated across departments accordingly.

Instructions

This template has been pre-populated with your agency's commitments under the [Queensland Multicultural Action Plan 2022-24](#). Please update each table to report your agency's progress, as follows:

1. Review the **agency commitments table** on page 2 (above) to confirm which of the Key Actions your agency is required to report against.
2. Review the **activities** that have been pre-populated in the table under each Key Action Area. These are the activities your agency indicated in the 2022-23 Action Plan report.
3. Use the drop-down box to select the **Final status** for each activity and provide comments to support your selection. The options are defined as:
 - **Delivered** – *This includes activities which are completed or ongoing.*
 - **Not delivered** – *This includes activities which were unable to be completed or were superseded. Please provide a brief description of why the activity was not delivered under the 'Outcomes' column.*
4. Enter the **Outcomes achieved** for people from culturally and linguistically diverse communities. This can be provided as commentary or dot points, and should include:
 - Details of any **outputs** produced (events, resources, or other actions).
 - Any **budget** expenditure specifically allocated to the activity or program.
 - The **target audience** and **reach** of any activities (number of individuals, clients, staff members or organisations engaged or supported by the activity; any specific communities, regions or migration pathways being targeted)
 - Any **qualitative or quantitative evidence** demonstrating the outcomes of your activities, particularly in terms of the benefits obtained for culturally and linguistically diverse people.
5. In the final section for each Key Action Area, add any **case studies, images or highlights** that may be helpful to promote your agency's work or highlight lessons learnt. These may be used in the *Third Progress Report on the Queensland Multicultural Policy* which will be tabled in Parliament.
6. Once completed, please finalise your report by:
 - Ensuring all headers in this document reflect your agency's name.
 - Deleting the introduction, scope, and instructions sections of this template.
 - Checking that all actions have a final status, in line with guidance provided above.
 - Checking the Outcomes Achieved section is completed, in line with the guidance provided.
 - Completing (or deleting) the box for case studies or lessons learnt at the end of each section.
 - Ensuring all activities being reported on relate to outcomes for people from culturally and linguistically diverse backgrounds, *specifically people from a migrant or refugee background, people seeking asylum or Australian South Sea Islander peoples.*
7. **Publish** the final report on your agency's website by **30 September 2024**. Please also provide a final copy and a link to your published report to MAQ.Secretariat@maq.qld.gov.au.



● **KEY ACTION 1: Economic participation**

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following outcomes:

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

Agency activities supporting Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Undertake Export and Investment roadshows for Migration Queensland business visa holders and migration agents/immigration lawyers in a Queensland regional area – in conjunction with Mayors, local councils, and businesses – to facilitate investment.	Delivered	Highlights included the development of the Pacific Trade Strategy, which connects Queensland businesses with Pacific nations, and the Pacific. Similarly, the TIQ India Sprint Strategy, featuring roadshow videos and collaboration with external agencies to enhance social media outreach across regional Queensland.

● **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.
Increase cultural diversity and understanding through key awareness initiatives	Delivered	<p>TIQ's Queensland workforce comprises of multiple cultural backgrounds, with over 20 different languages spoken by TIQ employees.</p> <p>TIQ is unique within the QLD Government. With approximately one-third of TIQ's workforce locally engaged across 21 international locations, a large percentage of employees are drawn from cultures where English is not their first language, with a survey response at 33% in 2023-2024.</p> <p>As such, TIQ's local and internationally based employees acknowledge and respect various national days and celebrate intercultural business and people-to-people relationships</p> <p>Through the core work of TIQ, all employees are exposed to the multicultural nature of international trade and investment. Their interaction with TIQ's international offices and/or global markets increases knowledge and understanding of cultural diversity and cultural customs.</p>

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>Additionally, TIQ works in partnership with training practitioners such as Asia Link, SBS & DFAT to provide cultural awareness programs which provide a better understanding of best practices when working with colleagues and clients of different cultures.</p>

● **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.
<p>Improve understanding of current diversity data collection by undertaking an audit of existing data collection practices to identify what cultural diversity indicators are being collected and what is missing.</p>	<p>Delivered</p>	<p>As part of the Queensland Public Sector reform, TIQ created and published their first Equity, Diversity, and Inclusion Strategy, and 2024-27 Action Plan which sets cultural diversity targets, undertaking annual audits, and identifying best practice to capture diversity data across a global organisation.</p> <p>At present, the data being collected is on a voluntary basis through TIQ's onboarding process or through TIQ's Working for Queensland engagement survey. The new strategy will continue to work towards identifying and developing additional mechanisms to capture data from a holistic perspective across a global organisation.</p> <p>TIQ continues to explore amendments to its Customer Relationship Management system (Salesforce), to identify the preferred language of clients, linking with a in market business development manager (BDM) and whether an interpreter is required.</p>

● **KEY ACTION 5: Interpreters and communication strategies**

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

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Develop targeted communication and engagement plans that consider multiple formats and modes of delivery, including use of Plain English and audio-visual resources, and targeted and trusted communication channels utilised by diverse communities.	Delivered	<p>TIQ delivers communication and engagement activities using multiple formats and modes to reach multicultural audiences in Queensland and international locations. Feedback and learnings are captured and fed into subsequent activities. Examples of outcomes include:</p> <ul style="list-style-type: none"> • Information on Queensland study opportunities, accommodation and locations are delivered to prospective, current, and past international students, through TIQ Business Development Managers (BDM) who may choose to share with their respective networks. Information and engagement support international students to make informed choices about study and life in Queensland via a channel that works for them. • Communications and engagement activities with prospective, current, and past skilled migrant workers and migration agents, supporting skilled workers to transition living and working in Queensland. • Skilled migrant forums have focused on identifying the challenges faced by newcomers in Queensland, Australia, while exploring online training resources to enhance their preparedness for arrival and successful settlement.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> Prospective and current international investors are provided with comprehensive resources to better understand Queensland and Australia's business environment. This initiative ensures that they are well-informed and confident in their decision to engage in business within Queensland.

● **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.
Ensure agency media campaigns	Delivered	TIQ's media campaigns highlight the benefits of cultural diversity, i.e. through trade, international students, and skilled migrant workers. This is to support the integration of these cohorts into the community.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
and good news stories leverage off opportunities to promote the benefits of cultural diversity.		<p>The media and communications team also seeks diversity when pitching stories on clients to media and/or the Minister's office.</p> <p>Ministerial statements to Parliament and speeches provided to senior staff and the Minister include acknowledgment of a subject or group's cultural background where appropriate to the audience.</p> <p>TIQ successfully implemented multicultural initiatives by ensuring media campaigns and positive narratives highlight the advantages of cultural diversity.</p> <p>TIQ initiated the introduction of a new First Nations Exporter category for the Queensland Export Awards – the first state in Australia to have a dedicated category for Aboriginal and Torres Strait Islander owned and led businesses to be awarded at the 2024 Export Awards.</p>
Review agency policies and practices to eliminate systemic discrimination.	Not delivered	<p>TIQ's domestic application guide on Smart Jobs notes that 'TIQ values cultural capability, is an equal opportunity employer, and supports a healthy working environment. People from diverse background including non-English speaking backgrounds, people with a disability, women, and Aboriginal and Torres Strait Islander people are encouraged to apply.'</p> <p>TIQ's international advertisement and application process is done in consultation with local market specialists and in line with cultural processes, some of which are in dual language.</p> <p>As part of TIQ's onboarding process, all new employees are to complete training which provides awareness and understanding of the non-tolerated behaviours, including bias, racism, and discrimination. On an annual basis all TIQ employees repeat the training. Employees also complete 8 SBS inclusion training modules which are repeated every 24 months.</p> <p>TIQ current policies and procedures in 2023-24, with draft versions were not published in the first half of 2023-24. TIQ's Anti-Workplace Bullying, Discrimination and Sexual Harassment Policy states that all persons must comply with TIQ's values and ethical framework, set out in TIQ's Code of Conduct, which includes ensuring that their conduct reflects their commitment to maintaining a discrimination and harassment free, inclusive workplace.</p> <p>A further review of policies and procedures is currently being conducted as part of the Queensland Public Sector reform, aligned with the updated Public Sector Act and Industrial Relations Act. As updates to Directives continue throughout the next 12 months, TIQ aims to ensure all policies, practices and processes are renewed accordingly.</p>