

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 Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first [Multicultural Action Plan](#), and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.
- The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- 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 2019-20 for **Trade and Investment Queensland**.

Notes

- The list of Government entities covered under 'All agencies' is provided on page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at www.dlgrma.qld.gov.au, (i) click on 'Multicultural Affairs', (ii) click on 'Queensland Government Multicultural Policy and Action Plan'. All sub-actions, where relevant, for **Trade and Investment Queensland (TIQ)** have been listed in this template for ease of reporting.
- The Policy and Action Plan support priorities set out in the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start

Priority area 1: Culturally responsive government

Outcomes:

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

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
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"> • Organise staff activities to raise cultural awareness, such as a multicultural lunch day. 		TIQ	2019–22	Completed	<p>TIQ is unique within the Queensland Government. With approximately one third of the TIQ overseas workforce locally engaged a large percentage of staff are drawn from cultures where English is not their first language. Its 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 social or for corporate purposes.</p> <p>In 2019, four all-staff workshops were held complete with 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 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, its Queensland 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	On track	In October 2019, Mr Jim Varghese was appointed to the TIQ Board. He is also the National Chair of the Australia India Business Council and brings with him to the TIQ Board, 30-years of experience in public sector management as well as giving the Board a

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: • On track • Completed • Yet to commence	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.
					cultural perspective. A member of the Council for International Students Association sits on the International Education and Training Advisory Group. Members of the Queensland Student Advisory Panel have made crucial contributions to developing Government responses to the IET Sector during COVID-19
<p>Insert case studies or good news stories to highlight achievements relevant to Priority area 1: If not relevant to your agency please insert NIL</p>					

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 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
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"> • Promote the Multicultural Queensland Charter through the agency's recruitment practices and communication materials to raise awareness amongst staff. 		TIQ	2019–22	On track	TIQ HR policies are currently being reviewed. TIQ will incorporate the principles of the Multicultural Queensland Charter where appropriate.
<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	On track	
<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	On track	Training will reflect the principles of the Multicultural Queensland Charter where appropriate. TIQ delivered training to its workforce on a new Client Engagement Model (CEM) which is being rolled out across the organisation. Content was tailored for three audiences, client facing, managers and corporate teams, in 76 modules for over 200 attendees across TIQ.
<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	The Trade and Investment and the International Education and Training Strategies 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.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		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	On track	All TIQ employees undertake annual bullying, discrimination and harassment training and annual code of conduct training. Through this training all employees are made aware of their obligation to

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence 	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.
					demonstrate a high standard of workplace behaviour and conduct.

Insert case studies or good news stories to highlight achievements relevant to Priority area 2:
 If not relevant to your agency please insert NIL

