

Queensland Multicultural Policy & Queensland Multicultural Action Plan 2024-25 to 2026-27

2024-25 Annual Reporting

Trade and Investment Queensland

● Focus Area 2: 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 2	Progress/ status for 2024-25	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.	Delivered	<p>Through the development and implementation of the <i>Trade and Investment Queensland Equity and Diversity Plan 2024-2027</i> there has been a focus on improving equity and diversity employment for all peoples of diverse backgrounds. This has been achieved by the inclusion of mandatory training in First Nations, disability, cultural diversity, core inclusion, gender equity, generational diversity, LGBTIQ+ and appropriate workplace behaviour training modules.</p> <p>The inclusion of a cultural awareness information session in our new starter induction has proven to be a very positive step in creating understanding, acceptance and awareness for an already diverse workforce.</p> <p>TIQ has a diverse workforce with employees located in 23 locations around the world, and staff in Queensland representing cultural backgrounds from more than 43 countries. This factor ensures that for all workplace activity consideration must be given so that when presenting or providing internal communications, applying workplace practices and processes, linguistic and cultural backgrounds are considered and processes adopted as needed.</p> <p>Targeted communications and engagement plans that consider and support various formats and modes of delivery, including use of plain English, audio-visual resources and targeted and trusted communications (and interpreters) are all practices that have been adopted.</p>

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.	Delivered	<p>TIQ acknowledges there is more work to do in this area in consideration of the 2024 Working for Queensland results and many actions including the establishment and delivery of cultural capability training modules, the delivery of annual training for all executive and senior managers about cultural awareness, inclusive mindset and development relating to accessibility and inclusion, and programs and services are co-designed with Aboriginal and Torres Strait Islander peoples have been considered and adopted. We are optimistic the 2025 results will show marked improvement.</p> <p>This year TIQ has created opportunities for staff across the agency to connect with colleagues in Queensland and overseas. This has been achieved by recognising and celebrating Multicultural Queensland Month with multiple activities and recognition staff of achievements (e.g. World Expo in Osaka, hosting the Pacific Nations Export Conference, Global Trade and Investment missions and visits).</p>
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.	Delivered	The TIQ Board has representation from multiple countries and backgrounds, including members from local communities such as Gubbi Gubbi, Yuggera and Turrbal. 38 per cent of Board members are women. The TIQ First Nations Advisory Committee was formed in 2024, and includes mob from Meeanjin other country in the Yirrganydil region near Cairns.
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.	Delivered	Delivered through the <i>TIQ Equity and Diversity Report 2024/25</i> .
Deliver training to improve the cross-cultural capability of staff to better understand and meet the needs of culturally and linguistically diverse communities.	Delivered	Strategies are in place to review existing opportunities, including mentoring programs, openly engaging with leaders about how to support First Nations team members to participate in professional development, secondments or higher duties opportunities and promote career pathways programs.

● Focus Area 3: 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 3	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<i>Strengthen the energy workforce by establishing priority processing for the State Nominated Skilled Migration program for relevant energy workers under the Clean Energy Workforce Roadmap.</i>	Delivered	In 2024-25, Migration Queensland (MQ) established a category within the State Nominated Migration Program to attract overseas energy workers under action 4.2 of Queensland's Clean Energy Workforce Roadmap. Under this initiative, MQ nominated 83 of 365 overseas migrants to energy workers. These migrants had experience working in the energy sector, were skilled in occupations in critical shortage and important to supporting energy projects.

Agency actions supporting Focus Area 3	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p><i>Through the SWAO, develop and deliver strategies to attract a skilled and talented workforce to meet Queensland labour market needs.</i></p>	<p>Delivered</p>	<p>Employer awareness</p> <p>In 2024-25, the Skilled Workforce Attraction Office (SWAO) delivered seminars to over 200 international students and 165 organisations at events in Brisbane, Logan, the Gold Coast, Townsville, and Cairns. Presentations helped demystify the skilled migration system and support employers' consideration of utilising skilled visas to address skills shortages. Post-event survey results showed that 90–100% of organisations found the presentations useful, and 79–91% felt at least somewhat confident in hiring international graduates or skilled migrants. Additionally, 72–95% reported that the information increased their likelihood of considering such candidates for future roles.</p> <p>Supporting international talent in Queensland</p> <p>The SWAO partnered with TAFE Queensland to hold a construction event in June 2024, showcasing how international students can contribute to Queensland's growing construction sector. Key stakeholders provided insights to more than 60 international students, to help launch their careers locally. A post-event survey demonstrated 14% felt more confident engaging with employers and 19% gained better understanding of employment pathways. Attendees gave highly positive feedback on the event's value.</p> <p>In 2024-25, the SWAO designed four 'Welcome to Queensland' online modules to support highly skilled offshore migrants to settle successfully in the state. Informed by migrant experiences and feedback, the modules will provide targeted, educational information for newly arriving skilled migrants across four key themes: pre-arrival, housing, employment and community, once launched in late 2025.</p> <p>Attracting international talent to Queensland</p> <p>The SWAO has developed a communications strategy to support Queensland's attraction of international talent in key sectors. The first campaign will focus on construction, aiming to attract skilled workers from target markets in 2025 with a focus on having a great career and life.</p> <p>In January 2025, the SWAO delivered a webinar to over 80 workers in the UK and Ireland, who are skilled in construction, health, engineering, education and professional services. Following the session, 90% of attendees indicated they were more likely or much more likely to choose Queensland as their preferred destination.</p>

Agency actions supporting Focus Area 3	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<i>Undertake Export and Investment roadshows for Migration Queensland business visa holders and migration agents/immigration lawyers to facilitate investment in a Queensland regional area in conjunction with Mayors, local councils, and businesses.</i>	Not delivered	<p>The 2024–25 Federal Budget announced the official closure of the Business Innovation and Investment Program (BIIP) to new applicants from 1 July 2024. MQ continues to assess and endorse existing BIIP visa holders when they are applying for permanent residency.</p> <p>A reduced nomination allocation for Queensland’s skilled migration program in 2024-25 negatively impacted budget and resourcing of MQ, including capacity to deliver BIIP roadshows.</p>
<i>Continue to deliver the Queensland International Education and Training Strategy 2022-2027 to support the international student experience and enable employability opportunities.</i>	Delivered	<p>More than 800 international students, graduates, Queensland employers and stakeholders engaged with Study Queensland’s ‘Talent-Ed’ employability program in 2024-25. This program not only increases the employability skills of international students, but works with Queensland employers to raise awareness of the benefits and how to hire international talent, ensuring the Queensland jobs landscape is receptive and ready to embrace international talent. There are three pillars of the program: education, engagement and experience. Activities include online self-paced modules, employer awareness and networking events between students/graduates and employers/industry and innovation challenges for students to gain vital local workplace experience that will increase their skills and competitiveness in the Queensland jobs landscape. Outcomes of the program include:</p> <ul style="list-style-type: none"> • 90% of students reported an increase in career readiness • 99% students reported increase in communications skills • 95% students reported improvement in teamwork skills • 90% students reported improvement in problem-solving skills • Student confidence engaging with employers rose from 6.8 to 8.5 • Employer confidence in hiring international talent rose from 5.89 to 7.16 • 100% employers recommend the program to other employers. <p>Employers more likely to engage international students through work integrated learning programs.</p>

● Focus Area 4: 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 4	Progress/ status for 2024- 25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
All Agencies Action – <i>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.</i>	Delivered	<p>TIQ's Working for Queensland (WfQ) results for 2024 had a slightly reduced response rate of 72%. In the "Keeping You Well" category, 85% of employees understand their obligations to health, safety and wellbeing, increasing by 1% on 2023. Areas for improvement included, better promotion opportunities and professional development. TIQ employee safety and wellbeing has been priority area for all senior leaders, including responding and acting to address behaviours and culture.</p> <p>Internal policies and procedures are under review to ensure currency and alignment with the Public Sector Act and Directives and education and awareness sessions for all staff are about to commence for late 2025/26. These policies include (but not limited to):</p> <ul style="list-style-type: none">• Employee individual grievances - raising and handling grievances• Sexual misconduct prevention and response• Workplace bullying, harassment, discrimination and violence. <p>Values, culture, discrimination and racism expectations are contained in the TIQ employee induction program and reinforced in internal communications and staff forums.</p>