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:



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 Legend: • On track • Completed • Yet to commence	Achieveme culturally a Please provide achievements data if availab
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities.	۵	All agencies	2019–22	3	
Organise staff activities to raise cultural awareness, such as a multicultural lunch day.	٦	TIQ	2019–22	Completed	TIQ is uniq With approx workforce la are drawn fi language. I proportion of TIQ holds a whether it is In 2019, fou with live stree For those in not possible ensure all s ^a Throughout including ma and cross-d year staff so and is inclus TIQ also ha councils (es markets). A Queensland and respect business an
Commit to increasing all forms of diversity on Queensland Government boards.	۵	All agencies	2019–22	On track	In October 2 the TIQ Boa Australia Ind to the TIQ E sector man

ents and outcomes for people from and linguistically diverse communities

de commentary e.g. 3-4 dot points of advice on ts and outcomes. Include qualitative and quantitative able/relevant.

ique within the Queensland Government.

eximately one third of the TIQ overseas locally engaged a large percentage of staff from cultures where English is not their first Its Brisbane office also has a significant of staff with diverse cultural backgrounds.

activities to build a collegiate workforce is social or for corporate purposes.

our all-staff workshops were held complete treaming so that all staff could participate. in time-zones where live participation was ble, the video files were made available to staff had access to the same information.

ut the year staff held several social activities morning teas and lunches to build morale advisional rapport. The self-funded end of social recognises the year's achievements lusive of all cultures.

has memberships with various business established in Queensland and in key As part of this strategic relationship, its nd and overseas based staff, acknowledge ect various national days and celebrate and people-to-people relationships.

r 2019, Mr Jim Varghese was appointed to bard. He is also the National Chair of the ndia Business Council and brings with him Broad, 30-years of experience in public nagement as well as giving the Board a

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: • On track • Completed • Yet to commence	Achievemer culturally ar Please provide achievements a data if available
					cultural pers International International Members of have made of Government COVID-19
Insert case studies or good news stories to highlight achievements relevant lf not relevant to your agency please insert NIL	ant to P	riority area 1:			

nents and outcomes for people from and linguistically diverse communities

ide commentary e.g. 3-4 dot points of advice on ats and outcomes. Include qualitative and quantitative able/relevant.

erspective. A member of the Council for nal Students Association sits on the nal Education and Training Advisory Group. of the <u>Queensland Student Advisory Panel</u> e crucial contributions to developing ent responses to the IET Sector during

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 Legend: • On track • Completed • Yet to commence	Achieveme culturally a Please provid achievements data if availab
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.	۵	All agencies	2019–22		
 Promote the Multicultural Queensland Charter through the agency's recruitment practices and communication materials to raise awareness amongst staff. 	٥	TIQ	2019–22	On track	TIQ HR pol
• 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.	۵	TIQ	2019–22	On track	incorporate Queensland
 Ensure that staff training, such as client services training, reflect the principles of the Multicultural Queensland Charter. 	٦	TIQ	2019–22	On track	Training wi Queensland TIQ deliver Engageme across the three audie corporate to attendees a
 Implement the Queensland Trade and Investment Strategy which supports the principles of the Multicultural Queensland Charter for a globally connected Queensland. 	۵	TIQ	2019–22	Completed	The Trade Education a implemente reviewed a business pl delivery me
Sign up and participate in the Australian Human Rights Commission (Racism. It stops with me campaign.	۵	All agencies	2019–22		
 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. 	٥	TIQ	2019–22	On track	All TIQ em discriminati code of cor employees

nents and outcomes for people from and linguistically diverse communities vide commentary e.g. 3-4 dot points of advice on nts and outcomes. Include qualitative and quantitative able/relevant. olicies are currently being reviewed. TIQ will te the principles of the Multicultural nd Charter where appropriate. vill reflect the principles of the Multicultural nd Charter where appropriate. ered training to its workforce on a new Client ent Model (CEM) which is being rolled out e organisation. Content was tailored for iences, client facing, managers and teams, in 76 modules for over 200 across TIQ. e and Investment and the International and Training Strategies are fully ted with the roll-out of specific initiatives and updated annually as part of the planning process to ensure TIQ's service neets contemporary business needs. nployees undertake annual bullying, ation and harassment training and annual onduct training. Through this training all es are made aware of their obligation to

	Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievemen culturally an
					Legend: • On track • Completed • Yet to commence	Please provide achievements a data if available
						demonstrate 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					

nents and outcomes for people from and linguistically diverse communities

de commentary e.g. 3-4 dot points of advice on ts and outcomes. Include qualitative and quantitative ble/relevant.

ate a high standard of workplace behaviour uct.

Priority area 3: Economic opportunities

Outcomes:

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

Work together to address the findings of the Deloitte Access Economics report Seizing the opportunity: Making the most of the skills and experience of migrants and refugees.	Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achieven culturally
Work together to address the findings of the Deloitte Access Economics report Seizing the opportunity: Making the most of the skills and experience of migrants and refugees.					On trackCompleted	achievemer
	Seizing the opportunity: Making the most of the skills and experience of	8	and TIQ	2019–22		for the bu em In Inf sp 10 • Th att co Se Qu Au Sp mi ca sa res

If not relevant to your agency please insert NIL

nents and outcomes for people from and linguistically diverse communities

vide commentary e.g. 3-4 dot points of advice on nts and outcomes. Include qualitative and quantitative able/relevant.

SMQ holds Settlement Information Seminars r business and skilled migrants to assist em to integrate into the Queensland usiness community and to find suitable nployment at the appropriate skills level. September 2019, BSMQ held a Settlement formation Seminar and Expo for Mandarin eaking business migrants-attracting over 10 business migrants.

he seminar was followed by an expo where endees had one-on-one personal onsultations with Banks, Business Brokers, enior Police Liaison Officers, Workplace ealth and Safety Queensland, the ueensland Chinese United Council, and the ustralia China Business Council. Irther Settlement Information Seminars for eakers other than Mandarin and skilled igrants scheduled for March/April 2020 were incelled due to COVID public health and fety concerns. These events will be scheduled in FY20-21 when it is possible. SMQ also collaborated with DLGRMA on a oject to obtain funding for skills utilisation for igrants and refugees in Queensland in ebruary 2020.