

● **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 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>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.</p>	<p><b>On track</b></p>	<p>The Tropical North Queensland Business Migration Investment Showcase, carried out by Migration Queensland in conjunction with TIQ Cairns office and Regional Development Australia Tropical North (RDATN) was conducted from 5-8 June 2023. Nine business migrants and six migration agents participated in the program which showcased investment projects and visits across Cairns Regional Council, Douglas Shire Council, Mareeba Shire Council and Tablelands Regional Council. A follow up survey will be undertaken to track outcomes of the roadshow.</p> <p>Migration Queensland, in collaboration with Logan City Council, coordinated a tour for business migrants and migration agents on 17 April 2023, to explore emerging business and investment opportunities in the Logan region. Delegates were welcomed by the Mayor of Logan, Councillor Darren Power and senior executives from the Logan Office of Economic Development and escorted on a guided tour of Logan City’s manufacturing, logistics, retail and commercial precincts. Thirty-two business migrants and nine migration agents attended the event, representing China, Hong Kong, Taiwan, Vietnam, Europe and Latin America. Further engagement and collaboration with Logan City Council will be undertaken to track outcomes of the event.</p>

● **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 <b>Key Action 2</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Increase cultural diversity and understanding through key awareness initiatives	<b>On Track</b>	<p>TIQ's Queensland workforce comprises people 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 18 international locations, a large percentage of employees are drawn from cultures where English is not their first language. 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> <p>Additionally, TIQ works in partnership with training practitioners such as AsiaLink 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 <b>Key Action 4</b>	Progress status for 2022-23	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><b>On track</b></p>	<p>As part of the Queensland Public Sector reform, TIQ are in the process of creating an Equity, Diversity and Inclusion Strategy, which will include setting cultural diversity targets, undertaking annual audits, and identifying best practice to capture diversity data across a global organisation. 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 work towards identifying and developing additional mechanisms to capture data from a holistic perspective across a global organisation, to improve service delivery and customer needs.</p> <p>TIQ has been exploring amendments to its Customer Relationship Management system (Salesforce), to identify the preferred language of clients, 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 <b>Key Action 5</b>	Progress status for 2022-23	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.	<b>On track</b>	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: <ul style="list-style-type: none"> <li>● Information on Queensland study opportunities, accommodation and locations are delivered to prospective, current and past international students, who may choose to share with their respective networks. Information and engagement supports international students to make informed choices about study and life in Queensland via a channel that works for them.</li> <li>● Communications and engagement activities with prospective, current and past skilled migrant workers and migration agents, supporting skilled workers to transition to living and working in Queensland.</li> <li>● Prospective and current international investors are supported to source information regarding Queensland and Australia's business environment, meaning they are comfortable with doing business in Queensland.</li> </ul>

● **KEY ACTION 6: Address racism and 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 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity	<b>On track</b>	<p>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.</p> <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 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.</p>

<b>Agency activities supporting Key Action 6</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>
<p>Review agency policies and practices to eliminate systemic discrimination.</p>	<p><b>On track</b></p>	<p>TIQ's application guide on SmartJobs 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>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.</p> <p>TIQ completed a review of its current policies and procedures in 2022-23, with updated draft versions to be 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>