

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

2024-25 Annual Reporting

Trade and Investment Queensland



Key Information

Multicultural Affairs Queensland, through the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, is responsible for the *Multicultural Recognition Act 2016* (the Act).

The Queensland Multicultural Policy and [Queensland Multicultural Action Plan 2024-25 to 2026-27](#) (the Action Plan) have been established in compliance with the Act to provide a framework for achieving positive outcomes for Queenslanders from culturally and linguistically diverse backgrounds.

Section 24 of the Act requires Queensland Government agencies responsible for actions under the Action Plan to publicly report on their progress on an annual basis.

This reporting template has been prepared to support agencies to fulfill this legislative reporting requirement.

Multicultural Affairs Queensland requests that your agency:

- Carefully review the scope of reporting, agency commitments, and instructions below to assist them in completing reporting in line with the requirements under the Act.
- **Publish the report on your agency's website** by no later than **30 September 2025** and email a hyperlink and copy of final report to MAQ.PIR@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, which refers to people from a migrant or refugee background (which can include second or third generation migrants), people seeking asylum, and Australian South Sea Islander peoples¹.

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 2024-25 to 2026-27

Each agency has committed to progressing actions in one or more of the Action Plan's four Focus Areas. The table below indicates which of the Focus Areas your agency has commitment under, and therefore must report against in this template.

N.B. Agency acronyms in this table have been updated compared to those used in the Action Plan to reflect recent Machinery of Government changes.

Agency	Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4
Department of the Premier and Cabinet (DPC)		●		●
Queensland Treasury (QT)	●	●		●
Corrective Services (QCS)	●	●		●
Department of Customer Services, Open Data and Small and Family Business (DCSODSFB)		●	●	●
Education (DoE)	●	●	●	●
Department of Environment, Tourism, Science and Innovation (DETSI)	●	●	●	●
Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS)	●	●		●
Queensland Fire Department (QFD)	●	●		●
Queensland Health (QH)	●	●	●	●
Department of Housing and Public Works	●	●		●
Department of Justice (DoJ)	●	●		●
Department of Local Government, Water and Volunteers (DLGWV)		●		●
Department of Natural Resources and Mines, Manufacturing and Regional and Rural Development (DNRMRRD)		●	●	●
Queensland Police Service (QPS)	●	●		●
Department of Primary Industries (DPI)		●		●
Public Sector Commission (PSC)	●	●		●
Department of Sport, Racing and Olympic and Paralympic Games (DSROPG)		●		●
Department of State Development, Infrastructure and Planning (DSDIP)		●		●
Department of Trade, Employment and Training	●	●	●	●
Department of Transport and Main Roads	●	●		●
Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (DWATSPM)	●	●		●
Department of Youth Justice and Victim	●	●		●
Queensland Reconstruction Authority (QRA)	●	●		●

Agency	Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4
Health and Wellbeing Queensland (HWQ)	●	●		●
Trade and Investment Queensland (TIQ)		●	●	●
TAFE QLD	●	●	●	●
Residential Tenancies Authority (RTA)	●	●		●
Queensland Mental Health Commission (QMHC)	●	●		●
Queensland Human Rights Commission (QHRC)	●	●		●
Legal Aid Queensland (LAQ)		●		●
Electoral Commission of Queensland (ECQ)	●	●		●

Annual Reporting Instructions

A Reporting Template has been pre-populated with your agency's actions/commitments under each Focus Area. Please complete each table to report your agency's progress, as follows:

1. Review the **Agency Commitments table** on pages 3-4 (above) to confirm which of the Focus Areas your agency is required to report against. Agencies should also review the **Example Report** prepared by Multicultural Affairs Queensland. This document provides guidance on how to complete the template, including the level of detail required.
2. Review the **actions** that have been pre-populated in the table for each Focus Area. These are the specific actions your agency committed to and must report on under the 2024-25 to 2026-27 Action Plan. Note that some actions are listed as 'All Agencies', which means even if your agency is not listed specifically for an action, where this exists, your agency has committed to these whole-of-government actions and must report against progress.
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. It also includes where lead responsibility for actions may have moved to another department due to Machinery of Government Changes and progress was unable to be delivered or delayed. Please provide a brief description of why the activity was not delivered under the 'Outcomes' column.*
4. Enter **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 action or activity/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); and
 - Any **qualitative or quantitative evidence** demonstrating outcomes of your activities, particularly in terms of the benefits obtained for culturally and linguistically diverse people. This could include positive feedback received from stakeholders or evidence of how an activity brought people together, contributed positively towards social cohesion or helped create a sense of belonging.
5. In the final section for each Focus Area, add any **case studies, images or highlights** that may be helpful to promote your agency's work or highlight lessons learnt.
6. Once completed, please **finalise your report** by:

- Ensuring the title page and all headers reflect your agency's name;
- Deleting the key information, 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 complete, in line with the guidance provided;
- Completing (or deleting) the box for case studies or lessons learnt at the end of each section; and
- 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 Australia South Sea Islander peoples.

7. **Publish the final report on your agency's website by 30 September 2025. Please also provide a final copy and a link to your published report to MAQ.PIR@maq.qld.gov.au.**

● **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
<p>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.</p>	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>

<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.</p>	<p>Delivered</p>	<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 activites 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>
<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.</p>	<p>Delivered</p>	<p>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.</p>
<p>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.</p>	<p>Delivered</p>	<p>Delivered through the <i>TIQ Equity and Diversity Report 2024/25</i>.</p>
<p>Deliver training to improve the cross-cultural capability of staff to better understand and meet the needs of culturally and linguistically diverse communities.</p>	<p>Delivered</p>	<p>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.</p>

● **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
<p><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></p>	<p>Not delivered</p>	<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>
<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></p>	<p>Delivered</p>	<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
<p>All Agencies Action – 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.</p>	<p>Delivered</p>	<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>