

Business Queensland Connect



August 2024

Celebrating multicultural Queensland month

To celebrate [Multicultural Queensland Month](#) this August, we're recognising our successful multicultural small business sector and the rich tapestry of backgrounds, skills and experiences that enrich our state and make it a great place to live, work and play.



Did you know migrant small business owners represent one quarter of the state's \$131 billion small business sector (Australian Bureau of Statistics, 2021)?

This significant contribution enhances Queensland with much more than economic value, it adds to the social and cultural fabric of our communities. By supporting multicultural communities and businesses we improve the lives of all Queenslanders.

To help you start, grow and thrive in a Queensland small business, tap into these programs and events:

- [Interpreter services](#)
- [Language support](#)
- [Business mentoring](#)
- [Planning your workforce](#)
- [Diverse Queensland Workforce Program](#)
- [Back to Work program](#)
- [Multicultural small business expo](#)
- [Multicultural career and jobs expo](#)



From Bosnia to Brisbane: a journey of resilience and success

Arriving in Australia from war-torn Bosnia in the early 2000s, Adela Kiveric faced the daunting challenge of leaving behind everything familiar. "Leaving friends, family, culture, and moving to a place where you don't know anybody, don't know how things work, and worst of all, don't know the

language was very challenging," Adela shared.

Despite these obstacles, Adela views the move as the best decision she ever made. Today, she owns Brisbane-based Rethink Psychology, founded in 2020, where her life experiences enhance her understanding, empathy, and compassion for clients.

Her business journey was enhanced by taking part in the Queensland Government's free [Mentoring for Growth](#) program, which she found incredibly helpful and motivational. "The mentors helped me prioritise and take calculated risks. Their support was invaluable," Adela added.

Adela encourages others to engage in the program as mentors or mentees for reliable and relevant guidance. For more information, visit business.qld.gov.au/mentoring.



Support for businesses who employ culturally and linguistically diverse people

The [Back to Work](#) program eligibility has been expanded to include culturally and linguistically diverse (CALD) people who have been unemployed for at least 8 weeks.

With \$20,000 in funding from the [Youth Boost payment](#), Vocational Partnerships Group (VPG) hired Temani who identifies as being from a culturally diverse background.

Employers can get a clear understanding of the benefits of a [culturally diverse workforce](#) through one of the many free Back to Work [short courses](#).

Discover more about Back to Work or download our [promotional kit](#) to help spread the word, or visit [Back to Work | Business Queensland](#)

Image: Temani Budden-Quirk.



Helping refugees and migrants get into work

The [Diverse Queensland Workforce Program](#) is helping migrants, refugees, and international students find jobs across Queensland with incredible success. Almost 80% of these job seekers secured a job with 67% finding full-time employment.

Ready-to-work participants can access free employment and training services at one-stop-shops or hubs operating in regional and metropolitan areas. Employers can get involved by contacting their local funded organisation.

This initiative is powered by the [Good people. Good jobs: Queensland Workforce Strategy 2022-2032](#), which is celebrating two years in action.

To contact your local organisation, visit qld.gov.au/diverseworkforce.

Image: Charly Nganji and Shane Kerr of Primary Connect



Business Queensland Connect the podcast – new episode is live!

[Business Queensland Connect - the podcast](#) brings you topics and stories designed specifically for small and medium businesses across Queensland.

Our latest podcast episode features Alana Kennedy (*featured image*). Alana is Founder and CEO of [Ochre Sun](#), a 100% Indigenous-owned and driven skin care company who manufacture beauty products infused with ethically sourced Indigenous botanicals. Alana is a proud descendant of the Waanyi and Kalkadoon tribes of Northwest Queensland. Alana discusses all things business, along with her mission to increase awareness of her Indigenous culture, support Indigenous growers and protect the supply chain.

[Watch on YouTube](#) or [Spotify](#) and remember to hit subscribe!



Multicultural Small Business Expo

Are you part of the Australian multicultural community and thinking about starting your own business?

Are you in the early phases of growing your small business or launching your product and services and looking for tailored business support?

The Multicultural Small Business Expo is your free one-stop-shop for information and support to launch, operate and grow a successful business in Queensland.

Organised by the Department of Employment, Small Business and Training's Metropolitan region, the expo will be held on Wednesday 28 August from 8:30 am to 1:30 pm at the Newmarket Multicultural Community Centre in Brisbane.

For full details and to register your attendance, visit business.qld.gov.au/events



Driving a diverse, inclusive workplace

Thanks to the [Industry Workforce Advisor](#) (IWA) program, a small business north of Brisbane expanded while staying true to its values. Kerry Turner, owner of [Murri's on the Move](#)—a First Nations-led driving school—struggled with hiring and lacked a HR framework.



Language support for multicultural small businesses

For non-English speakers, [Business Queensland](#) provides small business information in the following languages:

- (عربي) Arabic
- Chinese Simplified (简体中文)

Through the IWA program, Kerry connected with Transport and Logistics expert Angela Mottram. Together, they audited the business, developed HR policies, and created a comprehensive workforce plan. Kerry also secured a \$5000 Human Resources Support Grant through the [Workforce Connect Fund](#).

As a result, Kerry hired two First Nations employees: a driving instructor and an administrative assistant, who is completing a marketing certificate sponsored by Murri's on the Move.

“Workforce planning has been fantastic for the business, and Angela is a powerhouse. This support meant we could carry out business as usual, adding no extra stress to our existing staff.”

This initiative is powered by the [Good people. Good jobs: Queensland Workforce Strategy 2022-2032](#).

[Read the full story](#) or reach out to an [Industry Workforce Advisor](#) today to enhance your workforce potential!

- Chinese Traditional (繁體中文)
- Japanese (日本語)
- Korean (한국어)
- Kurmanji Kurdish (Kurmançî)
- Somali
- Swahili (Kiswahili)
- Thai (ไทย)
- Vietnamese (Tiếng Việt)

Offering support through [small business services and programs](#), business [mentoring](#), helpful [videos](#), [wellness coaches](#), [financial counsellors](#), [mental health and wellbeing](#) support, and support for [women in business](#).

If you are a multicultural business starting out or need assistance, there are range of non-English speaking supports available at [Business Queensland | Languages](#).



Cooking up multicultural small business pathways

Nine graduates put their new commercial culinary skills to the test at the Townsville Islamic Society's International Food Festival held in March 2024, thanks to the Department of Employment, Small Business and Training North Queensland office's [Growing Migrant and Refugee Food Business Program](#).

Outdoor food markets are vibrant gatherings that showcase an array of spices, flavours, and cultures. Plus, the impact of programs like this extends far beyond delicious cuisines. Migrants wanting to start a business in Australia can find the rules and regulations differ from their countries of origin and starting a business is multi-layered.

To help you make your business dream a reality, visit [Business Launchpad](#) for guidance on the regulations related to starting and running a business. Also, your [local Department of Employment, Small Business and Training office](#) can help you with information on programs, initiatives, and support.



Empowering voices for bilingual and bicultural workers

A recent workshop held by the Queensland Care Consortium showcased efforts to create secure career paths and improve health outcomes for people from different cultural and linguistically diverse (CALD) communities.

Research shows that having too few bicultural and bilingual health workers can impact health outcomes for migrants and refugees because of language barriers and the lack of culturally-relevant services.

To boost careers and health outcomes for CALD communities, Ethnic Communities Council of Queensland and True Relationships have teamed up to train and increase awareness of the importance of skilled bicultural and bilingual workers.

The initiative is backed by the Queensland Care Consortium, funded by the Queensland Government through Jobs Queensland and powered by the [Good people. Good jobs: Queensland Workforce Strategy 2022–2032](#), celebrating two years of impactful action.

Discover more [Queensland Care Consortium initiatives](#).



Multicultural expo boosts training and local jobs for diverse communities

Southeast Queensland's highly anticipated Multicultural Career and Job Expo is on again at the Logan Entertainment Centre on Thursday 15 August 2024, from 10am to 1pm.

In 2023, the annual job-matching expo supported more than 300 of the region's migrants and refugees. In 2024, nearly 1,000 job seekers are expected to attend with more than 60 exhibitors and employers eager to fill real job vacancies.

The Queensland Jobs and Skills team from the Department of Employment, Small Business and Training will be on-site to help job seekers identify suitable training pathways.

Interested job seekers should register, bring a resume, and arrive professionally dressed ready for an interview. Language support will be available if needed.

[Get more details on the Multicultural Career and Job Expo or find a career expo near you.](#)



Invest in a diverse workforce during National Skills Week, 19-25 August

Investing in employee vocational training is a strategic move that yields substantial benefits for businesses, especially within a multicultural workforce.

By providing vocational education and skills development, companies can enhance productivity, innovation, and job satisfaction across diverse teams.

Training programs ensure all employees are equipped with the latest industry skills, fostering an inclusive environment where everyone can thrive. Invest in training today and secure a successful, resilient future for your multicultural business.

There are multiple programs offering financial incentives to employers investing in vocational training for their workforce. For further details visit qld.gov.au/employerfunding.

Image: 2024 Queensland Training Awards Darling Downs and South West Vocational Student of the Year Dallas Sykes, training a staff member at Gimbal Group Services.



Queensland: rich in resources, ready for tomorrow

As a global powerhouse in critical minerals, including rich deposits of copper, cobalt, nickel, graphite, silica, tungsten, and lithium, Queensland is partnering with local and international investors, industry, and communities to position itself as a top investment destination.

As the use of renewable energy technologies accelerate, including wind turbines, solar panels and storage batteries, the demand for critical minerals is soaring.

The newly launched [Queensland Critical Minerals Prospectus](#) offers detailed insights into investment ready projects at various stages.

Additionally, the [Critical Minerals Investor Hub](#) is an interactive platform for exploring opportunities, connecting with companies, and streamlining your investment journey.

Discover more at resources.qld.gov.au.



Empowering local entrepreneurs with free rental space

The Office of the Queensland Small Business Commissioner (QSBC) and Renew Australia's [Regional Place Activation Program](#) will see property owners with vacant commercial spaces connect with local creative small businesses and entrepreneurs looking for rent-free access.

The overarching goal is to foster the growth of local small businesses and cultivate more vibrant and active precincts in towns with populations below 50,000.

Place activation is a pivotal strategy for enhancing community and cultural connections while boosting economic vitality. It enables small businesses from diverse cultural backgrounds to take an active role in the heart of their towns, uniting communities, and businesses.

By attracting diverse crowds, increasing foot traffic, and encouraging support for local enterprises, this initiative aims to help small businesses thrive.

To find out more about this program and other initiatives, visit: qsbcc.qld.gov.au.



Dispute topic fact sheets in language

The Office of the Queensland Small Business Commissioner (QSBC) has created fact sheets covering some of [the most common dispute topics](#) faced by small businesses.

These fact sheets provide valuable information, key considerations, and practical tips to help resolve disputes. To make this information accessible to a wider audience, the QSBC has translated their top 10 fact sheets into

- [Simplified Chinese](#)
- [Thai](#)
- [Vietnamese](#)
- [Japanese](#).

For more information on the services the QSBC provides, visit qsbc.qld.gov.au.



Tourism sector: \$2,500 rebate for digital improvements

The Queensland Tourism Industry Council (QTIC) and the Queensland Government are providing a rebate of up to \$2,500 to tourism operators to innovate and support the uptake of new digital tools.

Expressions of interest for the [Tourism Business Digital Adaption Program](#) are now open. Expected outcomes of the rebates include:

- funding to improve digital abilities
- online resources and webinars
- support from digital experts
- free trials of digital products.

The rebates may cover the upgrading of websites and implementing online booking systems to integrating seamless payment gateways and customer relationship tools. Suppliers are encouraged to get involved.

Awards



Employers shine at the 2024 Queensland Training Awards

Following seven amazing regional finals, 19 employers are among the [84 finalists for the 2024 Queensland Training Awards State Final](#) on 7 September at the Brisbane Convention and Exhibition Centre.

Congratulations to each of the winners recognised as the Large, Medium or Small Employer of the Year in their regions. Combined they represent many diverse sectors of the economy that are proud to support the development of skilled workers in Queensland.

These employers will be joined by other finalists across apprentice, trainee, vocational student, teacher and trainer, training provider, community training initiatives and industry collaborations categories.

[Purchase a ticket or a table](#) to celebrate these exceptional organisations and inspiring individuals and find out who will take home each category.

Image: Tropical North Queensland Large Employer Winner, Quicksilver Group's Simone Pires and India Strong.

Events

[First Nations Languages Research Workshop](#)

The First Nations Languages Research Workshop aims to support communities and language workers to revitalise these important languages across Queensland.

Join Gamilaroi man and skilled language researcher Des Crump, and experienced Queensland State Archive staff for a four-day workshop to be held at the [Queensland State Archives](#) from 12-15 November 2024.

The workshop is best suited to Aboriginal and Torres Strait Islander communities and language workers.

Participants will be introduced to language research in archival collections and will have the opportunity to explore Queensland's largest archival collection, discovering connections between language, culture, country, and family.

[Learn more and apply](#) by **5pm Monday 2 September 2024**.



Grants

Small Business Exceptional Assistance Grant - Tropical Cyclone Jasper and Southeast Queensland's severe storms.

Many Queensland small businesses faced significant disruptions and losses due to Tropical Cyclone Jasper and Southeast Queensland's severe storms in late 2023 and early 2024.

Co-funded by the Australian Government, the Queensland Government is offering grants up to



\$20,000 through the [Small Business Exceptional Assistance Grant](#).

Eligible small businesses can use the grant to re-establish operations and improve disaster resilience from employee wages to essential costs and professional services.

You need to demonstrate you experienced significant operational impact due to the disaster and employ less than 20 employees. Importantly, a co-contribution from businesses is not required.

You can also access free financial and wellness coaches through the [Small Business Support Network](#).

Applications close **31 October 2024**.

The Queensland Government respectfully acknowledges the Traditional Owners of the lands and seas from across Queensland.

We pay our respects to Elders past, present and emerging for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander people across the state.



This email was sent by the Department of Employment, Small Business and Training
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For more information:
Visit business.qld.gov.au or call 1300 654 687

