

**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2022-24**

Annual Reporting for 2023-24
Electoral Commission of Queensland

Agency commitments for 2022-24

Each agency has committed to undertaking activities in one or more of the Action Plan’s six Key Action Areas. The table below indicates which of the Key Action Areas your agency has committed to and will therefore be required to report on in this template.

Note this table has been updated from the version on page 14 of the Action Plan to reflect the recent machinery of government (MOG) changes.¹













Agency	Key action 1	Key action 2	Key action 3	Key action 4	Key action 5	Key action 6
DEC	●	●			●	●
DoR	●	●			●	●
DSDI	●	●			●	●
DRDMW		●	●		●	●
DTS		●		●	●	●
DoE		●	●	●	●	●
DESI	●	●				●
DJAG	●	●	●	●	●	●
DPC	●	●			●	●
QPS		●	●	●	●	●
QT	●	●		●	●	●
DAF	●	●	●		●	●
DESBT	●	●	●	●	●	●
DTMR		●	●	●	●	●
PSC		●		●		
QCS		●	●	●	●	●
QFD		●		●	●	●
QH		●	●	●	●	●
ECQ		●			●	●
LAQ		●	●	●	●	●
QHRC		●		●	●	
QMHC	●	●	●	●	●	●
RTA		●	●	●		●
TIQ	●	●		●	●	●
TAFE QLD		●	●		●	●
DCSSDS	●	●	●	●	●	●

¹ Following MOG changes in December 2023, Action Plan commitments have been reviewed and allocated across departments accordingly.

Queensland Multicultural Action Plan 2022-24

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DTATSIPCA						
DHLGPPW						
DYJ						

● **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 Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and other employment opportunities such as Graduate Programs.	Delivered	<p>The Electoral Commission Queensland (ECQ) identified people of culturally and linguistically diverse backgrounds as one of three key target groups for employment to diversify the temporary election staff workforce for the March 2024 local government elections.</p> <p>Targeted state-wide and regional communications were delivered to promote the availability of election employment opportunities for culturally and linguistically diverse communities. This included sending stakeholder kits to culturally and linguistically diverse and First Nations community organisations promoting election employment opportunities. Returning Officers were also provided with training for equity and diversity in recruitment.</p> <p>Following a review of temporary election staffing at the local government elections, the ECQ is focusing its recruitment for the October 2024 State general election on four key target groups:</p> <ol style="list-style-type: none"> 1. People of culturally and linguistically diverse backgrounds 2. First Nations Queenslanders 3. Rural and remote communities 4. People with diverse abilities.

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		Communities identified with having lower expression of interest numbers for the local government elections for these groups have been targeted in early advertising of employment opportunities for the State general election.
Ensure targeted recruitment or career development initiatives are undertaken in partnership with community including, for example, where agencies are focusing on attracting applicants from specific cultural groups for positions.	Delivered	<p>A post-election review of the Returning Officer workforce was conducted following the local government elections. The review resulted in a more comprehensive Returning Officer performance evaluation process being implemented to assist in the development of existing Returning Officers and identification of skills gaps (including cultural skills) as a future focus for recruitment.</p> <p>The ECQ Returning Officer Recruitment Framework includes measures to support the development of temporary election staff, giving high performing staff the pathway to develop into a Returning Officer. These measures will also apply to temporary election staff for the October 2024 State general election.</p>
Revise recruitment and selection processes such as highlighting agency's recognition of the benefits of a diverse workforce and inclusive workplace in job descriptions to encourage culturally diverse talent to apply, addressing the impact of unconscious bias and considering the 'two in the pool' approach to shortlisting.	Delivered	<p>The ECQ's temporary election staff role description was updated prior to the March 2024 local government elections to encourage diverse audiences to apply. This amended role description will be used for future recruitment and includes reasonable adjustments and additional support measures.</p> <p>Returning Officers received training to reinforce the use of updated selection processes to recruit eligible persons that are best suited for the role. This includes consideration of cultural capability and creating a diverse workforce that reflects the electorate's diversity.</p> <p>These new initiatives will also apply to recruitment of temporary election staff for the October 2024 State general election.</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 Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
For agencies involved in front line service delivery, support the whole of-government Standing Offer Arrangement for the provision of interpreting and translation services.	Delivered	Language Loop, ECQ's translation provider is available to any voters requiring these services during elections. Information regarding service availability was distributed during the March 2024 local government elections and will continue to be promoted to all Temporary Election Staff to assist voters for the October 2024 State general election. Further information about Language Loop translation and interpreting services is available on the ECQ website.
Provide staff training on the Queensland Language Services Policy and how to work with interpreters.	Delivered	Returning Officers were provided with their electorate's population diversity profile based on Queensland Government Statistician's Office data at the March 2024 local government elections. As part of culturally appropriate recruitment, the Returning Officer recruitment process screens candidates to ensure that they have the relevant cultural and community capabilities for the area they are working in.
Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and	Delivered	Training provided to Returning Officers at Queensland elections continues to include the elements of inclusivity in the areas of: <ul style="list-style-type: none"> • Temporary Election Staff recruitment • reasonable adjustment • working with people of diverse cultures and background, and • providing culturally sensitive and cultural appropriate services to voters.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
communicating this with funded nongovernment service providers.		
Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people experience difficulties communicating in English, the provision of multilingual information and communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).	Delivered	<p>The ECQ's <i>Multilingual Guide to Voting</i> provides information on the voting process, translated into 25 languages. The guide was updated prior to the March 2024 local government elections and published on the ECQ website, with printed copies made available for voters at polling places.</p> <p>An updated poster with QR code and translated statements to ask for help in one of the 25 languages will also be displayed in polling places for the October 2024 State general election. A stakeholder kit will also be sent to culturally and linguistically diverse community organisation to promote awareness of the election and access to the guide. Social media posts will be published on ECQ social media channels to promote the guide in the lead up to the election.</p> <p>A HTML accessible 'Easy read guide to voting' will be developed for the 2024 State general election which will also promote the <i>Multilingual Guide to Voting</i> for voters from a culturally and linguistically diverse background.</p> <p>A voter information card will be sent to all enrolled voters by mail and by email (for those who have registered their email on the electoral roll). This card aims to help make the roll mark off quicker and simpler at polling places. The card has been simplified using plain English for the local government elections.</p> <p>Voters who have registered their mobile phone number on the electoral roll will also receive an SMS to advise them that early voting has opened. If they have not voted by election day, they will receive another reminder SMS on the morning of election day.</p>
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.	Delivered	<p>All communication and engagement plans developed by the ECQ consider the needs of culturally and linguistically diverse Queenslanders.</p> <p>This has included actions aimed at engaging culturally and linguistically diverse communities to provide information about participating in the 2024 elections.</p>

● **KEY ACTION 6: Address racism, 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 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Senior Executives provide clear messages affirming the agency's commitment to zero-tolerance to racism and discrimination and encouraging anti-racism initiatives in their agency.	Delivered	The ECQ promotes Multicultural Queensland Month, the Multicultural Action Plan, and a commitment to anti-racism efforts to all its staff through internal communication channels.
Review agency policies and practices to eliminate systemic discrimination.	Delivered	<p>The ECQ's staffing policies are being reviewed and updated progressively and are aligned with the priorities of the <i>Public Sector Act 2022</i>:</p> <ul style="list-style-type: none"> • to create a public sector that supports the government's focus to reframe its relationship with Aboriginal peoples and Torres Strait Islander peoples, and • to create a public sector that ensures fairness in the employment relationship, and fair treatment of employees. <p>The requirement for Temporary Election Staff to be compliant with the Act's priorities are outlined in the terms and conditions of employment.</p>
Uplift the cultural capability of agency staff, to help them	Delivered	Work currently being undertaken to implement the First Nations Engagement Strategy will be leveraged to assist in the uplift of cultural capability of staff in relation to culturally and linguistically diverse communities for the 2024 elections.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
better understand their culturally and linguistically diverse colleagues and customers		The ECQ will investigate the approaches taken by other electoral commissions to determine what other approaches can be applied.