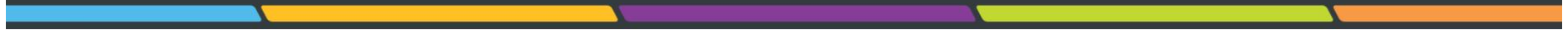


Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2022-23
Electoral Commission of Queensland



● **KEY ACTION 2: Recruitment and workplace culture**

| Agency activities supporting Key Action 2 | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
|--|--|---|
| 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. | On track – to be delivered in phases leading up to December 2023 | <p>For the 2024 local government elections, the ECQ has identified three key target groups to diversify the Temporary Election Staff workforce:</p> <ol style="list-style-type: none"> 1. People of culturally and linguistically diverse backgrounds 2. First Nations Queenslanders 3. Rural and remote communities. <p>In consultation with the ECQ communication team, the Public Sector Commission's diversity and inclusion team and ECQ's First Nations Engagement Officer, strategies are in place to reach the identified groups.</p> <p>The ECQ is currently in the final process of reviewing its strategies, updating election services requirements and creating campaign materials (posters, scripts, stakeholder kits, media releases, social media tiles etc) to target these groups.</p> |
| 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. | Complete | <p>The ECQ Returning Officer Recruitment Framework has been updated to include measures to support Temporary Election Staff development, giving high performing staff the pathway to develop into a Returning Officer.</p> <p>Temporary Election Staff who are identified to be in the key diversity groups are sourced via existing Returning Officers and personnel details outlined in their ECQ staff profiles.</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. | Complete | <p>The ECQ Temporary Election Staff role description has been updated to encourage diverse audiences to apply. Reasonable adjustments and additional supports are included in the updated role description.</p> <p>Returning Officers will be trained and are required to follow the Temporary Election Staff selection process that is to recruit the eligible persons best suited for the role. This includes cultural capability and creating a diverse workforce that reflects the electorate's diversity.</p> |

● **KEY ACTION 5: Interpreters and communication strategies**

| Agency activities supporting Key Action 5 | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
|---|--|--|
| For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services. | Not commenced – to be reviewed | The availability of the ECQ's translation provider, Language Loop, will be promoted to all Temporary Election Staff. Information regarding the ECQ's 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. | On track – to be delivered during training between October and December 2023 | Returning Officers are provided with their electorate's population diversity profile based on the Queensland Government Statistician's Office data. 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. Returning Officer training information is currently under review. The ECQ Learning and Development team is working with the ECQ's Communication team on strategies to assist with communication at the polling booth between electors and Temporary Election Staff. Handbooks are also under development. |
| Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers. | On track - to be delivered during training between October and December 2023 | The Returning Officer training has been prepared to include the element 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. |
| 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 | On track | Using the diversity data available from the Queensland Government Statistician's Office, the ECQ has identified particular diversity groups and regions across Queensland to increase Temporary Election Staff diversity. Key stakeholder networks for First Nations, culturally and linguistically diverse, disability, seniors and youth will be utilised to promote Temporary Election Staff employment opportunities. The ECQ delivered a how-to-vote workshop for first time migrant voters and new citizens in partnership with Logan Settlement Services and the Multicultural Council of Queensland in July |

| Agency activities supporting Key Action 5 | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
|--|--|---|
| <p>communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).</p> | | <p>2023. Additionally, the ECQ donated approximately 200 stocks of the <i>Multilingual Guide to Voting</i> to Logan Settlement Services for ongoing educational purposes.</p> <p>The ECQ has developed a new Voter Information Card template designs to support Queenslanders from culturally and linguistically diverse backgrounds and people with low literacy to better access information about voting in elections. These templates will soon be market tested ahead of use at the 2024 local government elections.</p> |
| <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.</p> | <p>Complete (Ongoing)</p> | <p>All communication and engagement plans developed by the ECQ consider the needs of culturally and linguistically diverse Queenslanders.</p> |

● **KEY ACTION 6: Address racism and discrimination, and promote inclusion**

| Agency activities supporting Key Action 6 | Progress status for 2022-23 | Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i> |
|--|-----------------------------------|--|
| 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. | Ongoing | 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. | Ongoing | <p>The ECQ head office staff and Temporary Election Staff policies are reflective of the changes arising from the new <i>Public Sector Act 2022</i> (the Act). Policies have been reviewed to align with the following priorities of the Act:</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 terms and conditions of employment.</p> <p>For ECQ staff, policies will be reviewed and updated progressively.</p> <p>The Act provides a legislative framework around equity, diversity, respect and inclusion that will be implemented with each of these policy reviews.</p> <p>Diversity and inclusion face-to-face training was also provided to ECQ staff in 2022.</p> |
| Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers | Ongoing | <p>Work currently being undertaken with the First Nations Engagement Strategy for the 2024 elections will be leveraged to also assist in the uplift of cultural capability of staff in relation to culturally and linguistically diverse communities.</p> <p>The ECQ will investigate the approaches taken by other electoral commissions to determine what other approaches can be applied.</p> |