

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

2024-25 Annual Reporting

Electoral Commission of Queensland

## 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 (DFSDESCS)	●	●		●
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 (DNRMMRRD)		●	●	●
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 (DWATSIPM)	●	●		●
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)	●	●		●

## ● Focus Area 1: Deliver Culturally Responsive Services

The Queensland Government remains committed to ensuring all government initiatives and services, including funded services, are culturally responsive, accessible and inclusive of all people across Queensland.

Agency actions supporting Focus Area 1	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Assess delivery of elections for culturally and linguistically diverse Queensland electors, to inform improvements in the areas of service delivery, employment and training opportunities, and awareness and participation, informed by research and engagement with the sector.	<b>Delivered</b>	<p>The ECQ's Multilingual Guide to Voting supports electors from culturally and linguistically diverse backgrounds, new Australian citizens and people with low literacy to participate in elections. The guide is made available online and at all polling places in Queensland and provides an overview of the voting process using easy-read principles for language, layout and design.</p> <p>An updated version of the guide was prepared for the 2024 elections and included translations in 25 languages other than English and a poster to help alert electors to the availability of the resource inside polling booths. The poster includes a QR code to direct voters to an online version of the guide. A total of 7,512 guides and posters were dispatched to polling places for the elections. Of those surveyed, 45 per cent said they were either satisfied or very satisfied with the guide.</p> <p>Language Loop is ECQ's translation and interpreting provider. Language Loop services are made available to all voters during Queensland elections. Information about Language Loop services was distributed to all election staff and polling places during the 2024 State general election.</p> <p>Further information about Language Loop translation and interpreting services is available on the ECQ website.</p>

### Case studies or good news stories to highlight achievements relevant to Focus Area 1:

N/A – No Case Studies for Focus Area 1, noting Case Studies are not mandatory but opportunities to showcase agency highlights or good news stories in relation to this action/s if available.

## ● **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 <b>Focus Area 2</b>	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Implement strategies to attract, recruit and train a culturally and linguistically diverse election workforce.	<b>Delivered</b>	In June 2025, the ECQ released a mandatory First Nations training course for all employees to promote cultural awareness and inclusivity.  ECQ will review its current recruitment and selection practices to embed inclusivity and diversity across recruitment panels and talent pools.
<b>All Agencies Action</b> – 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.	<b>Delivered</b>	The ECQ is proud of its culturally and linguistically diverse workforce.  We are currently meeting the 12% whole-of-government target for employees who speak a language other than English at home.  The 2024 Working for Queensland Survey for the ECQ indicated that 16% of staff were born overseas, and 13% of staff speak a language other than English at home.  The ECQ will continue to support its culturally and linguistically diverse workforce in line with its Strategic Workforce Plan.
<b>All Agencies Action</b> – 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.	<b>Delivered</b>	The 2024 Working for Queensland Survey results highlight the ECQ's cultural and linguistic diversity with 31% of ECQ staff indicating they are from an ethnic or cultural background, this result is inclusive of staff members that chose the option 'prefer not to say'.  In 2025 the ECQ's Workforce Management Committee, Human Resources team and Senior Management Team committed to establish programs of work that include building the ECQ's cultural awareness.

Agency actions supporting <b>Focus Area 2</b>	Progress/ status for 2024-25	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		<p>The ECQ celebrates and promotes diversity and encourages employees to recognise cultural, religious and national days celebrated within Australia and across the world. During 2024-25 the ECQ recognised the following significant events:</p> <ul style="list-style-type: none"> <li>• Harmony Day</li> <li>• Lunar New Year</li> <li>• Ramadan</li> <li>• International Day for the Elimination of Racial Discrimination</li> <li>• World Refugee Day</li> <li>• National Reconciliation Week, and</li> <li>• NAIDOC Week.</li> </ul>
<b>All Agencies Action</b> – Using the <i>Diversity and Inclusion on Boards Toolkit</i> , implement targeted actions to increase the cultural and linguistic diversity of representation on Queensland Government boards.	<b>Not delivered</b>	The ECQ is currently exploring options to implement targeted actions to increase the cultural and linguistic diversity of its boards, and will provide further updates against this action in 2025-26.
<b>All Agencies Action</b> – 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.	<b>Delivered</b>	The ECQ provided 2024-25 data on the cultural and linguistic diversity of boards under its remit to DPC in July 2025 to support Government to monitor and report on the diversity of Queensland Government bodies.

**Case studies or good news stories to highlight achievements relevant to **Focus Area 2**:**

*N/A – No Case Studies for Focus Area 2, noting Case Studies are not mandatory but opportunities to showcase agency highlights or good news stories in relation to this action/s if available.*

## ● 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>N/A - The Electoral Commission of Queensland does not have any actions under Focus Area 3.</i>	<b>Choose a final status</b>	<i>N/A – The Electoral Commission of Queensland does not have any actions under Focus Area 3.</i>

### **Case studies or good news stories to highlight achievements relevant to Focus Area 3:**

*N/A – The Electoral Commission of Queensland does not have any actions under Focus Area 3.*

## ● 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
<b>All Agencies Action</b> – 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.	<b>Delivered</b>	<p>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.</p> <p>The ECQ also mandates completion of the SBS Inclusion First Nations series as part of onboarding and annual mandatory training. This series has been designed to improve understanding of First Nations people and provide staff with the necessary tools to actively promote diversity.</p> <p>The ECQ is continuing to explore other topics within the SBS Inclusion series for inclusion in its mandatory training suite.</p>

### Case studies or good news stories to highlight achievements relevant to Focus Area 4:

*N/A – No Case Studies for Focus Area 4, noting Case Studies are not mandatory but opportunities to showcase agency highlights or good news stories in relation to this action/s if available.*