


**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 to 2021-22**

**Annual Reporting for 2019-20
ELECTORAL COMMISSION OF QUEENSLAND**

Background

- ‘Our story, our future’ is the Queensland Government’s Multicultural Policy (the Policy) promoting an inclusive, harmonious and united community for Queensland.
- The Policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – (1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.
- The Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first [Multicultural Action Plan](#), and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.
- The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- Section 24 of the Act requires entities with actions in the Action Plan to report publicly on an annual basis. The report below fulfils this requirement for 2019-20 for the **Electoral Commission of Queensland**.

Notes

- The list of Government entities covered under ‘All agencies’ is provided on page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at www.dlgrma.qld.gov.au, (i) click on ‘Multicultural Affairs’, (ii) click on ‘Queensland Government Multicultural Policy and Action Plan’. All sub-actions, where relevant, for the **Electoral Commission of Queensland (ECQ)** have been listed in this template for ease of reporting.
- The Policy and Action Plan support priorities set out in the Government’s objectives for the community, Our Future State: Advancing Queensland’s Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start








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Priority area 1: Culturally responsive government

Outcomes:

- Improve knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Use diversity and customer experience data to inform and improve service design. 		Multiple agencies, including ECQ	2019–22		
<ul style="list-style-type: none"> • Utilise language and diversity data to guide development of educational and awareness materials ahead of major election events in 2020 to ensure the needs of electors from culturally diverse backgrounds are considered. 		ECQ	2019–22	On Track	<p>The ECQ reviewed and updated the <i>Multilingual Guide to Voting</i> to improve its accessibility for people with limited English proficiency or low literacy. The ECQ utilised diversity, immigration and interpreter service statistics to improve its presentation and to select languages the guide would be translated into.</p> <p>Additionally, to assist voters with limited English cast a formal ballot at the 2020 local government elections, 1500 posters, based on the <i>Multilingual Guide to Voting</i>, were produced in key languages. These posters were distributed to polling places where there is both a higher concentration of these languages spoken as a first language, coupled with lower levels of English proficiency.</p>
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 		All agencies	2019–22		
<ul style="list-style-type: none"> • Actively support staff to undertake cultural capability training focused on working with people from culturally diverse backgrounds. 		ECQ	2019–22	On Track	Cultural capability awareness training is a mandatory training requirement for ECQ staff.
Commit to increasing all forms of diversity on Queensland Government boards.		ECQ	2019–22	Yet to commence	









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Priority area 2: Inclusive, harmonious and united communities

Outcomes:

- 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

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. 		All agencies	2019–22		
<ul style="list-style-type: none"> • Update induction materials to include references to the Queensland Multicultural Policy and the Multicultural Queensland Charter. 		ECQ	2019–22	Completed	
<ul style="list-style-type: none"> • Promote the Multicultural Queensland Charter to staff through internal corporate communications such as the weekly newsletter. 		ECQ	2019–22	Completed	
<ul style="list-style-type: none"> • Consider the Multicultural Queensland Charter in planning for the 2020 State general election and the 2020 local government quadrennial elections, and subsequent by-elections, to ensure the needs of electors from culturally diverse backgrounds are addressed. 		ECQ	2019–22	On track	<p>The Assistant Electoral Commissioner attended a meeting and made a presentation to the Multicultural Queensland Advisory Council to discuss strategies to raise awareness about elections amongst culturally and linguistically diverse communities.</p> <p>The advertising and communication strategy for the 2020 local government elections and the 2020 State general election also targeted cultural and linguistically diverse communities.</p>
<ul style="list-style-type: none"> • Through the Commission's internal reference group, develop and oversee initiatives to apply the Multicultural Queensland Charter in the agency's core business and when delivering major electoral events.  		ECQ	2019–22	On track	<p>The ECQ created a community education workshop on democratic engagement to target culturally and linguistically diverse communities. This is due to be rolled out following the lifting of COVID-19 restrictions.</p> <p>The ECQ is collaborating with the Supreme Court Library of Queensland and Queensland Parliamentary Services to deliver a webinar series of teacher/educator professional development sessions, which will also be offered to community service providers who assist refugees and immigrants prepare for citizenship.</p>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign.		All agencies	2019–22	Yet to commence	

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Priority area 3: Economic opportunities

Outcomes:

- Queensland gets the most benefit from our diversity and global connections
- Individuals supported to participate in the economy

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Increase the diversity of Electoral Commission of Queensland's temporary workforce for major election events in 2020.		ECQ	2019–20	On track	<p>The ECQ developed a range of communications targeting people from culturally and linguistically diverse communities to apply for roles in the temporary election workforce.</p> <p>The ECQ has improved the quality of its diversity data on the temporary election workforce, which will support future activities.</p>