


Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2020-21
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 Policy is being implemented through a three-year Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan).
- The Policy and Action Plan are a requirement of the *Multicultural Recognition Act 2016* (the Act).
- 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 2020-21 for the **Electoral Commission of Queensland**.

Notes

- See page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#) for a list of Government entities covered under 'All agencies'.
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#). All sub-actions, where relevant, for the **Electoral Commission of Queensland** have been listed in this template for ease of reporting.
- For the purposes of this report, all references to **diversity** within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.
- 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:

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

Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities <small>Please provide commentary (e.g. 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
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	COMPLETED - for duration of Action Plan	<p>The ECQ reviewed and updated the Multilingual Guide to Voting to improve its accessibility for people with limited English proficiency or low literacy prior to the 2020 elections. 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 Multilingual Guide to Voting, State general election, and subsequent local and state by-elections, over 2000+ posters, based on the Multilingual Guide to Voting, 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. This was particularly pertinent for the Stretton by-election, as this is one of Queensland's most multicultural electorates.</p> <p>Also for the Stretton by-election, the ECQ disseminated over 150 information emails to Stretton's diverse community organisations with information about the election, links to the Multilingual Guide to Voting, and printable files and relevant information.</p>

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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	COMPLETED - for duration of Action Plan	Cultural capability awareness training is a mandatory training requirement for ECQ staff.
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	COMPLETED - for duration of Action Plan	The ECQ is committed to increasing all forms of diversity on Queensland Government boards. For the Local Government Change Commission, the ECQ welcomes appointments, made by the Queensland Government, of appropriately qualified casual commissioners from all cultures, races and genders.







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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 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities <small>Please provide commentary (e.g. 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
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 - for duration of Action Plan	
<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 - for duration of Action Plan	
<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 Election, and subsequent by-elections, to ensure the needs of electors from culturally diverse backgrounds are addressed. 		ECQ	2019–22	COMPLETED - for duration of Action Plan	<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 - meaningful activity has begun	<p>The ECQ is continuing to develop electoral education and awareness resources for culturally and linguistically diverse communities to complement the Multilingual Guide to Voting. The ECQ will consult key multicultural stakeholder organisations to inform the development and distribution of these resources.</p> <p>The ECQ continues to review its web content to make this simpler and more accessible. As part of this process, the Accessibility page has been rewritten and redesigned, including the addition</p>

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					of election information translated into 19 languages.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ . 		All agencies	2019–22	YET TO COMMENCE - no meaningful activity has begun	

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 2020-21	Achievements and outcomes for people from culturally and linguistically diverse communities <small>Please provide commentary (e.g. 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
Increase the diversity of Electoral Commission of Queensland's temporary workforce for major election events in 2020.		ECQ	2019–22	COMPLETED - for duration of Action Plan	<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> <p>Based on the data collected through information provided by applicants, 5.53 per cent of election staff who worked in a temporary election role at the March 2020 local government elections identified as being from a non-English speaking background. Encouragingly, this figure increased to 6.96 per cent for the October 2020 State general election.</p>

¹ Specific sub-actions, where nominated by agencies, can be viewed on the web version of the *Queensland Multicultural Action Plan 2019–20 to 2021–22*.