

Disclosure of additional information

Information systems and recordkeeping

The QPS continued to improve compliance with its record keeping responsibilities under the *Public Records Act 2002*. Corporate Records Management completed an audit of stations and establishments across the state to identify records no longer required in compliance with the Service's Retention and Disposal Schedule. Ninety five police stations were visited recovering valuable storage space at each location. Records management training was also provided to staff of neighbouring stations.

In 2011-12, an Information Management Sub-Committee was established to assist the Information Steering Committee with strategic policy and standards of governance over all information holdings. The Sub-Committee will seek to improve service delivery to the community, improve organisational efficiency and effectiveness and facilitate compliance with legislative responsibilities.

The Information Management Project also commenced to review policies and processes and enhance the management of information assets. The primary objectives of the project include:

- implementation of an information management framework that is consistent, repeatable and ensures QPS information sources and assets have appropriate governance and policy applied
- promote an environment that facilitates access to the right digital information when required
- provide a level of confidence that QPS digital information is appropriately categorised, classified and handled in accordance with legislation, information management best practice, digital evidence standards and direct business value.

Consultancies

In the 2011-12 financial year the QPS engaged the services of two consultants:

- Mr Peter Forster, of The Consultancy Bureau, was engaged at a cost of \$84 480 (including GST).
Mr Forster undertook a review of communications and the service delivery response environment at Policelink and associated communication centres.
- Mr Frank Funder was engaged at a cost of \$27 500 (including GST).
Mr Funder was engaged as an actuary consultant to undertake an economic and financial analysis of QPS workers compensation performance.

Overseas travel

Details relating to personnel who travelled overseas during 2011-12 on official business or for professional development purposes are shown below:

Name of officer and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
July 2011				
Deanne Steele Plain Clothes Senior Constable	United States of America	Provide protective security for the Premier of Queensland	\$19 063	Nil
Aaron Cross Plain Clothes Senior Constable	China	Provide protective security for the Premier of Queensland	\$6 530	Nil
Ian Stewart Deputy Commissioner	United States of America	Attend a session of the 2011 National Executive Institute (NEI) Training hosted by the Federal Bureau of Investigation (FBI)	\$7 260	\$912 NEI Program, Leadership Development Institute, FBI Academy
Jeremy Novosel Detective Senior Sergeant	New Zealand	Deliver forensic exhibits for examination in relation to a murder investigation review	\$1 021	Nil
Marc Hogan Inspector	Indonesia	Facilitate the International Management of Serious Crime Course at the Jakarta Centre for Law Enforcement Cooperation	Nil	\$1 819 Australian Federal Police (AFP)
Paul Friedman Assistant Director	New Zealand	Attend meetings with the 2011 Standing Council on Police and Emergency Management (SCPEM), the Australia New Zealand Policing Advisory Agency (ANZPAA) Board, the Australasian Police Professional Standards Council (APPSC), the Inter-Governmental Committee of the Australian Crime Commission (IGC-ACC) and the Australian Institute of Police Management (AIPM)	\$2 051	Nil
Ross Barnett Deputy Commissioner			\$2 693	Nil
August 2011				
Peter Martin Assistant Commissioner	United States of America	Attend the Centre for Evidence-Based Crime Policy/Campbell Collaboration Joint Symposium at the George Mason University and official induction into Evidence-Based Policing Hall of Fame	\$661	\$2 729 George Mason University
Lisa Jacks Acting Senior Sergeant	Solomon Islands	Give evidence in the Solomon Islands Magistrates Court	Nil	\$2 508 AFP
September 2011				
Peter Roddick Detective Sergeant	New Zealand	Deliver forensic exhibits for examination in relation to a murder investigation review	\$1 180	Nil
Paul Griffiths Senior Project Officer	France	Attend the 29 th Meeting of the Interpol Specialist Group on Crimes Against Children	\$4 218	Nil

Name of officer and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
Robert Atkinson Commissioner	New Zealand	Attend meetings with the National Policing Senior Officers Group (NPSOG), the National Crime Statistics Unit (NCSU) and the ANZPAA Board	\$1 559	Nil
Paul Friedman Assistant Director			\$1 901	Nil
Ian Stewart Deputy Commissioner	United States of America	Attend a session of the 2011 NEI Training hosted by the FBI	\$6 528	\$745 NEI Program, Leadership Development Institute, FBI Academy
Jonathan Rouse Detective Inspector	Kenya	Attend the United Nations (UN) 6 th Annual Internet Governance Forum	\$394	\$5 164 UN Office on Drugs and Crime
October 2011				
Lisa Jacks Acting Senior Sergeant	Solomon Islands	Give evidence in the Solomon Islands Magistrates Court	Nil	\$908 AFP
Deborah Platz Superintendent	South Korea	Present at the LAWASIA Conference	Nil	\$6 000 (Estimate) LAWASIA
November 2011				
Peter Ravlich Detective Sergeant	New Zealand	Conduct training in online Investigations (Child Exploitation)	\$464	\$1 732 New Zealand Police
Steven Window Detective Senior Constable			\$740	\$1 732 New Zealand Police
Robert Atkinson Commissioner	New Zealand	Attend meetings with the 2011 SCPEM, the ANZPAA Board, the APPSC, the IGC-ACC and the AIPM	\$2 808	Nil
Paul Friedman Assistant Director			\$2 838	Nil
David Timms Detective Sergeant	Chile, United States of America	Provide protective security for the Premier of Queensland	\$11 774	Nil
Paul Blandford Plain Clothes Senior Constable	United States of America, Saint Kitts and Nevis	Provide protective security for the Premier of Queensland	\$6 913	Nil
Scott McAuslan Plain Clothes Constable	Chile, United States of America, Saint Kitts and Nevis	Provide protective security for the Premier of Queensland	\$22 066	Nil
Alistair Dawson Chief Superintendent	Korea	Observe the evaluation of the Korean Urban Search and Rescue Capability	Nil	\$7 257 Queensland Fire and Rescue Service
Jason Saunders Inspector	United States of America	Present at the American Society of Criminology Conference	\$245	\$5 100 Centre for Excellence for Police & Security
Peter Randall Senior Sergeant	New Zealand	Present to the New Zealand Armed Offenders Squad Conference	Nil	\$733 New Zealand Police
December 2011				
Paul Griffiths Senior Project Officer	South Africa	Train South African police in 'Image Analysis & Victim Identification' during Kid's Internet Safety Alliance (KINSA) training	\$162	\$4 100 KINSA

Name of officer and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
Cassandra Cross Acting Senior Policy Officer	United Kingdom, United States of America and Canada	Recipient of a Churchill Fellowship to undertake research on prevention and support of online fraud victims	Nil	\$25 000 (Estimate) Churchill Trust
Donna Sturgess Superintendent	New Zealand	Attend the Australia and New Zealand School of Government (ANZSOG) Masters Degree Intensive Course	\$1 125	\$320 (ANZSOG)
Rodney Kemp Detective Inspector	India	Extradite an Indian National	\$4 331	Nil
Jonathan Birt Detective Senior Constable			\$4 261	Nil
January 2012				
Maurice Carless Detective Superintendent	United States of America and Canada	Receive a 2011 Endeavour Executive Award Scholarship	Nil	\$23 461 Endeavour Executive Award Scholarship
February 2012				
Peter Dearing Detective Senior Sergeant	Mexico City	Extradite an alleged offender	\$6 571	Nil
George Marchesini Detective Inspector			\$6 571	Nil
Cameron Woodall Detective Senior Constable	United States of America	Attend the 2012 Child Protection System Instructors Update Course	\$4 108	Nil
Michael Musumeci Sergeant	United States of America	Present Project R.A.P.T.A.R (Reduce Accidents, Prevent Tragedy, Active Resources) at the American Traffic Safety Services Association Convention	Nil	\$10 000 (Estimate) 3M-Australasian College of Road Safety
Kym Charlton Executive Director	Morocco	To facilitate and participate as a panellist at the Global Initiative Combat Nuclear Terrorism Meeting	Nil	\$3 929 US Department of State
Shane Williams Inspector	New Zealand	Attend a memorial service for the Christchurch earthquake in 2011	\$1 200	Nil
Paul Stewart Assistant Commissioner	New Zealand	Attend a memorial service for the Christchurch earthquake in 2011 and meet with New Zealand Ministry of Justice and CrimTrac	\$1 375	Nil
Stephen Batterham Senior Sergeant	New Zealand	Attend Neighbourhood Watch Australasia (NHWA) meetings	\$750	\$470 NHWA
Alistair Dawson Chief Superintendent	Thailand	Attend, present and participate in an Emergency Communication and Information Management workshop	Nil	\$5 526 International Telecommunication Union
March 2012				
Peter Barron Assistant Commissioner	Solomon Islands	Participate in Exercise Boss Lift with the Australian Defence Force (ADF)	Nil	\$2 942
Gayle Hogan Chief Superintendent				\$2 542 ADF

Name of officer and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
Matthew Columbus Detective Senior Constable	New Zealand	Transport an exhibit to be forensically analysed in relation to a murder investigation	\$1 682	Nil
Desmond Lacy Superintendent	United States of America	Attend the FBI National Academy Associates Conference	Nil	\$2 529 FBI
Graeme Farlow Detective Sergeant	New Zealand	Collect forensic exhibits relating to a murder investigation	\$1 390	Nil
Gary Campbell Senior Sergeant	United States of America	To give evidence in a murder trial	\$2 166	\$2 763
Kevin Gehringer Detective Senior Constable			\$2 486	\$2 763 Attorney General for the State of Alabama
Ian Stewart Deputy Commissioner	New Zealand	Attend and present at the Logistics Of Natural Disaster Recovery Conference	\$155	\$1 546 Chartered Institute of Logistics and Transport, New Zealand
Ross Barnett Deputy Commissioner	United States of America	Attend a session of the 2012 NEI Training hosted by the FBI	\$6 790	\$119 NEI Program, Leadership Development Institute, FBI Academy
Andrew Massingham Detective Inspector	Fiji	Conduct further enquiries into a murder investigation	\$2 280	Nil
Shannon Trainor Senior Sergeant			\$2 114	
John Leitch Sergeant			\$2 089	
Arveen Singh Plain Clothes Senior Constable			\$2 296	
Andrew Simkus Solutions Architect	United States of America	Attend the Hewlett Packard Networking Customer Advisory Board	\$105	\$3 220 (Estimate) Hewlett Packard Networking
Allan Hales Inspector	Holland and the United Kingdom	Attend the 21 st Intertraffic Conference at Amsterdam and visit the United Kingdom Association of Chief Police Officers and Home Office	\$7 679	Nil
April 2012				
Peter Martin Assistant Commissioner	United States of America	Present at the 2012 International Conference for Police and Law Enforcement Executives and attend the Los Angeles Police Department and Leadership in Counter-Terrorism Conference	\$6 248	\$900 (Estimate) American Professional Management Services
Karl Seekee Sergeant	United States of America	Conduct a pre-delivery inspection for the purchase of an armoured vehicle	Nil	\$9 599 Attorney-Generals Department
James Whitehead Senior Sergeant	Solomon Islands	Provide search and rescue training to the Royal Solomon Island Police	Nil	\$5 768 Australian Federal Police

Name of officer and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
May 2012				
Brendan Keleher Inspector	United States of America	Attend the National Automated Fingerprint Identification System Efficiency Focus Group Meeting	\$1 241	\$5 500 (Estimate) Morpho Safran, Australia
Stephen Gollschewski Assistant Commissioner	Canada	Attend the Niche Technology User Group Conference	\$4 790	Nil
Nicole Doogan Project Manager			\$5 780	
Brian Wilkins Detective Superintendent	United States of America	Attend the Harvard Kennedy School of Executive Education	Nil	\$7 694 Telstra Australasian Police Scholarship
June 2012				
Dean Beaumont Senior Constable	Indonesia	Support the Australian Bomb Data Centre	\$1 105	\$3 118 AFP
Peter Ravlich Detective Sergeant	Lima, Peru	Attend the FBI Innocent Images International Task Force Conference	\$366	\$5 166 (Estimate) FBI
Cheryl Scanlon Inspector	United States of America	Attend the Federal Bureau of Investigation National Academy 249 th Session	\$6 280	\$7 000 (Estimate) FBI
Garry Watts Detective Inspector	Indonesia	Attend the Australian Federal Police Indonesian National Police Outlaw Motor Cycle Gang Forum	\$175	\$4 950 AFP
Brian Hay Detective Superintendent	Solomon Islands	Attend as part of the Royal Solomon Islands Police Force Leadership Development Program	Nil	\$3 750 Australian Institute of Police Management
Totals			\$190 578	\$182 014

Waste management and recycling policy for buildings and civil infrastructure

The Queensland Police Service supports the government's vision of a low-waste Queensland and the goals of *Queensland's Waste Reduction and Recycling Strategy 2010-2020* of reducing waste and optimising recovery and recycling. The Department of Housing and Public Works managed the delivery of major capital works refurbishment and construction projects in 2011-12 on behalf of the Queensland Police Service.

Contract documentation for each project includes provisions regarding the contractor's obligations in meeting requirements under the Waste Reduction and Recycling Strategy 2010-2020. Monitoring and reporting of these standards is maintained by the Department of Housing and Public Works.

Carbon emissions

The QPS is committed to playing its part to reduce the level of greenhouse gas emissions associated with Queensland Government departments when they deliver government services to the community.

The Queensland Government has previously established minimum greenhouse gas emissions reporting requirements for departments covering their main greenhouse gas emitting business activities; namely those linked to (i) vehicle use, (ii) electricity consumption and (iii) air travel. These activities are sources of both direct and indirect greenhouse gas emissions, which are reported as carbon dioxide equivalent emissions.

Due to data collection limitations in previous years, the reporting period has been the twelve-month period from 1 April of the preceding year to 31 March of the year for which the annual report was prepared. Some of the past data collection limitations have now been addressed.

The Department of Housing and Public Works have recommended that as a once-off exercise, this annual report include emissions data for the period 1 April 2011 to 30 June 2011. This will enable a transition for the reporting period to a standard financial year.

The data for the two periods is presented in each section of the table below as two adjacent figures; namely data for the twelve-month period 1 July 2011 to 30 June 2012 (in bold), followed by data for the three-month period 1 April 2011 to 30 June 2011 (in brackets).

Reporting of greenhouse gas emissions by departments is limited due to the complexity of the operational boundaries within the public sector, especially in situations where internal government shared services providers are used. While the best available data has been used, in some instances estimates have had to be reported due to the shortcomings of data collection processes or systems. For example, in those government-owned office buildings where there are multiple government agency tenants and the electricity usage cannot be solely attributed to any one particular agency, the electricity usage by the tenant agencies may be distributed proportionally based on the floor area they occupy.

Importantly, any attempted comparison of emission levels with those of previous periods must first ensure that all the relevant parameters are exactly the same, and relevant emissions information has not been affected by changes such as differences in the configuration and make-up of the department's building portfolio; changes to building functionality and/or occupancy levels; or changes to the emissions conversion factors (which are determined and published annually by the Australian Government).

The following table outlines the emissions relating to QPS for (a) the twelve-month period 1 July 2011 to 30 June 2012 (shown in bold), and (b) for the preceding three-month period 1 April 2011 to 30 June 2011 (shown in brackets) which falls outside the 12-month reporting period of 2011-12.

Activity	Greenhouse Gas Emissions in tonnes of CO ₂ -e			Explanatory Notes
	GROSS emissions	LESS offsets	NET emissions	
Vehicle usage				
• QFleet leased & department owned vehicles	25 266 (6 077)	6 446 (2 750)	18 820 (3 327)	1
• Hired vehicles	65.78 (13.52)	33.91 (13.52)	31.87 (0.00)	2
Electricity consumption	56 760 (12 396)		56 760 (12 396)	
• Government-owned buildings	54 346 (11 899)		54 346 (11 899)	3
• Leased privately-owned buildings	2 414 (497)		2 414 (497)	4
Air travel	1282.63 (468.58)	819.93 (468.58)	462.70 (0.00)	
• Domestic air travel on commercial airlines	1137.70 (406.65)	726.55 (406.65)	411.15 (0.00)	5
• International air travel on commercial airlines	144.93 (61.93)	93.38 (61.93)	51.55 (0.00)	5
Totals	83 374.41 (18955.1)	7299.84 (3232.1)	76074.57 (15723)	

Explanatory Notes:

1. These emissions are those attributable to fuel usage in government vehicles, including vehicles owned by this department, as well as any it leases from QFleet. The Queensland Government Chief Procurement Office has provided departments with available fuel procurement data to enable the departments to calculate their emissions. All emissions reported represent emissions associated with four primary fuel types: unleaded petrol, diesel, liquefied petroleum gas (LPG) and E10. The emissions offsets relate to the national Greenhouse Friendly™ certified carbon offsets purchased for those government vehicles that did not comply with the minimum Greenhouse Vehicle Guide (GVG) ratings. Vehicle emissions offsetting was undertaken by this department until 31 December 2011.

2. The hire car vehicle emissions figures are attributable to Avis Australia vehicles booked under the Standing Offer Arrangement for vehicle hire managed by the Queensland Government Chief Procurement Office. The emissions have been calculated by Avis Australia. The emission offsets figure relates to purchased national Greenhouse Friendly™ certified carbon offsets.
3. Emissions related to electricity consumption in Government-owned buildings are calculated based on available building-related electricity consumption records. The emissions reported are limited to those linked to the electricity consumed by this department in buildings it owns, or in space it leases within other government buildings. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary. For example, in those government office buildings that do not have separate electricity sub-metering for departmental tenants, the electricity consumption and associated emissions have been apportioned 45% to the landlord, and 55% to the tenants – in line with historical benchmarking. Emissions have been calculated by converting relevant electricity consumption using the Scope 2 conversion factor of 0.88 kg CO₂-e/kWh as published in the *National Greenhouse and Energy Reporting (Measurement) Amendment Determination 2011 (No.1)*.
4. Emissions related to electricity consumption in leased privately-owned buildings are based on available building-related electricity consumption records (Note: The data provided will not include emissions where the occupant of the private-owned building pays an electricity retailer directly). The emissions reported are limited to those linked to the electricity consumed by this department in space leased within buildings other than government-owned (i.e. in privately-owned buildings). Electricity usage has been calculated or estimated using actual electricity records or lease charges received from landlords. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary.
5. Air travel includes all flights recorded by the Queensland Government Chief Procurement Office (QGCPO), specifically:
 - International air travel on commercial airlines; and
 - Domestic air travel on commercial airlines.

These emissions are calculated by QGCPO using the kilometres flown from data provided by the relevant commercial airline and applying a methodology based on International Civil Aviation Organisation criteria. This methodology uses an averaged consumption of fuel per passenger for flights, which can then be converted into tonnes of CO₂.

The emission offsets figure for air travel relates to purchased national Greenhouse Friendly™ certified carbon offsets.

Initiatives for women

Ongoing support was again provided by the QPS for a range of strategies and initiatives providing developmental opportunities and improving the quality of life of our female employees. Examples include:

- Women's Network – which conducted a variety of career development, mentoring and networking activities in every region and command;
- Leadership and Mentoring Program (LaMP) for Women – 23 women successfully completed the 2011 program;
- Supporting Women in Remote Locations (SWIRL) – a distance mentoring program implemented in Northern and Southern Regions to date;
- Jim O'Sullivan Achievement Award - awarded yearly in recognition of initiatives which enhance the standing of women in the Queensland Police Service; and
- International Women's Day Luncheon – designed as a celebration of the achievements of women, it provides opportunities to be inspired by successful women in management or community roles, as well as to showcase the musical talents of our local schools and/or indigenous groups.

In 2011 a Senior Women's Forum was conducted with the theme of 'Conquering Challenges, Creating Opportunities – Ability, Engagement and Aspiration to Rise and Succeed', which offered participants an opportunity to network and gain invaluable knowledge from men and women who had demonstrated their capacity to inspire others and who are experts in their chosen fields. The Forum also provided an excellent opportunity for participants to partake in open discussion with other senior members and to discuss contemporary issues faced by employees of the QPS, other Queensland Government departments and the community.

To further enhance the shared learning environment of the Senior Women's Forum, seven senior female police officers from Pacific Nations of Vanuatu, Papua New Guinea, Tonga,

Solomon Islands and Samoa were invited to participate, enabled with the support of the Australian Federal Police.

The *Work-Life Balance Strategy* is a Queensland Government initiative aimed at addressing issues with the attraction and retention of employees by improving the uptake of work-life balance policies for the Queensland public and private sectors.

The QPS has been investigating more flexible ways of undertaking work, and telecommuting is one of the options included in the work-life balance framework.

A new policy designed to provide clear and consistent guidelines on how to establish telecommuting arrangements has been developed.

Two other initiatives continue to operate to expand members' ability to achieve a work-life balance and to actively reduce attrition in the short and long term are the Part-Time and Job SWAP Noticeboards.

The Part-Time Noticeboard informs officers about part-time roles that may be available, inform supervisors and managers of existing part-time work arrangements and to assist with decision making around local personnel and workforce management issues.

The Job SWAP Noticeboard has been initiated to allow police officers to identify another member they may be eligible to swap locations with. At this stage the Job SWAP Noticeboard is restricted to First Year Constables whose confirmation is expected within four months and Constables and Senior Constables who are not occupying specialist or gazetted positions.

Both initiatives continue to assist members to identify and apply for positions and arrangements, which allow them to achieve a better work life balance.

Another initiative, the Pregnancy Information Package is available on-line and provides an easy to understand guide to legislation, policy and procedure for pregnant employees, employees adopting, partners, supervisors and managers.

Recruitment strategies continued to be cognisant of equity issues and are designed to optimise engagement of female employees.

The QPS as part of its enterprise bargaining conditions established the Child and Family Issues Committees (CAFI) at the local regional levels reviewing part time employment applications. In addition, the QPS Determination 2010 introduced a QPS Part Time Committee to support and re-enforce the CAFI committee network as well as development of part time employment policies with emphasis on family and work-life balance issues. The Part Time Committee comprises representatives of management and both unions.

Compliance with the *Carers (Recognition) Act 2008*

The QPS is committed to supporting people with disabilities and provides strategies through the Disability Service Plan. The plan is available to all QPS employees and is also available to people with a disability, their families and carer's on the Internet. Additionally, the QPS delivers induction training to new staff recognising the *CR Act* and raising awareness and respect for carers in the community.

Carers Charter principles	Departmental services and/or activities in 2011-12
The state recognises the effort and dedication of carers in our community and that carers provide a vital service.	The QPS does not currently have any formal recognition (e.g. awards) of carers in the community.
Carers deserve the respect of our community and should be supported within their community by all levels of government, institutions and organisations.	An information fact sheet 'Queensland Police Service Disability Service Plan' outlines the challenges carers face and is available to all members on the QPS intranet. The QPS 'Disability Service Plan' states that it will prioritise improving access to information about QPS procedures for people with a disability, their families and carers.
The views and needs of carers must be taken into account together with the views, needs and best interests of the people they care for when making policy decisions.	Through the Disability Service Plan the QPS is committed to consulting people with disabilities, their families and carers about QPS procedures. To ensure the QPS provides the best quality services to people with a disability, a Disability Services Survey has been developed to determine the level of satisfaction of policing services for people with a disability, their families

Carers Charter principles	Departmental services and/or activities in 2011-12
	and carers within the community. Feedback from this survey will assist the QPS improve the delivery of policing services to persons with a disability, their families and carers. Results from the survey will be published in the QPS Disability Service Plan and also published on the QPS website.
The importance of carers' work means the role of carers should be recognised by including carers, or their representative bodies, in the assessment, planning, delivery and review of services affecting carers.	Groups and/or bodies representing carers, people with disabilities and other key stakeholders are consulted as appropriate in the development or review of QPS HR related policy.
Complaints made by carers in relation to services that impact on them must be given careful consideration.	The QPS is committed to providing mechanisms for people with disabilities, their families and carer's to lodge a complaint. These include providing different modes of delivering a complaint, such as orally and through interpreters and advocates. Complaints from carers (or other members of the public) of misconduct or breaches of discipline by employees of the QPS are recorded by the Ethical Standards Command and are investigated appropriately to determine what action is required in the circumstances.
Carers should be recognised for their unique knowledge and experience and as individuals with their own needs.	The QPS provides carer's leave to both police officers and staff members, which provides flexibility in assisting carers to meet their commitments.
The relationship between a carer and the person they care for should be respected and honoured.	This is an overall principle, which is not specifically relevant to the QPS.
Children and young people who are carers should be specifically supported by all of our community.	The QPS does not provide these types of services.
The caring responsibilities of children and young people should be minimised.	The QPS does not provide these types of services.
Carers need access to a wide range of responsive and affordable services to support them and their decision making in their role as a carer.	Departmental information and services are available in formats that can be easily accessed by all members of the QPS, including carers.
Remote and rurally based carers face additional difficulties caused by isolation.	Departmental information and services are available in formats that can be easily accessed by all members of the QPS, including carers.

Aboriginal and Torres Strait Islander matters (The Queensland Government Reconciliation Action Plan 2009-2012)

The Queensland Government Reconciliation Action Plan 2009-2012 (RAP) – implementation progress	
Initiative	National Aboriginal and Torres Strait Islander reforms
Action	The Queensland Government will work actively with Aboriginal and Torres Strait Islander peoples to achieve the Council of Australian Governments' national Closing the Gap targets and strategies, including the key areas of early childhood, schooling, housing, health and economic participation.
Queensland Police Service implementation progress in 2010-11	The QPS continues to work with communities and stakeholders in developing strategies to address the key areas of community safety and child protection and development, and more specifically, reduction in harms related to alcohol and substance misuse and child protection issues. The QPS also works in conjunction with the Queensland Community Police Youth Welfare Association, Education Queensland and other government and non government agencies towards addressing crime prevention, youth development and community safety through PCYCs, schools and community justice groups.
Initiative	Annual agency planning and reporting
Action	All Queensland Government agencies will incorporate relevant reconciliation actions in their annual business plans and report on the progress of the implementation of the Queensland Government Reconciliation Action Plan 2009-2012 as part of their annual reports.
Queensland Police Service implementation	The QPS develops annual <i>Aboriginal and Torres Strait Islander Action Plans</i> . Through these annual Action Plans, the QPS promotes the tenets of reconciliation and seeks to achieve reconciliation outcomes through practical measures. This includes strengthening partnerships, crime prevention,

The Queensland Government Reconciliation Action Plan 2009-2012 (RAP) – implementation progress	
progress in 2010-11	<p>promoting equity and diversity, improving skills (cultural awareness training) and ensuring accountability.</p> <p>Strengthening partnerships and crime prevention</p> <p>The QPS strengthens relationships and promotes crime prevention through:</p> <ul style="list-style-type: none"> • consultation mechanisms including the Indigenous/Police Review and Reference Group and Indigenous Community and Police Consultative Groups • participation in policy, program and project formulation, both internal and external • the Police Liaison Officer and Cross Cultural Liaison Officer schemes • attendance by personnel at significant functions and events. <p>The Indigenous/Police Review and Reference Group and Indigenous Community and locally based Consultative mechanisms provide forums for raising police-related issues in a spirit of cooperation and partnership and .constructively addressing relevant issues.</p> <p>Through Police Liaison Officers, Cross Cultural Liaison Officers and other specialist officers, the QPS is able to provide continuous support for relevant pro-active and reactive programs to address identified challenges.</p> <p>Promoting equity and diversity</p> <p>The QPS provides opportunities for Indigenous people to gain employment with the Service through the Police Liaison Officer scheme and the Justice Entry Program (JEP).</p> <p>The Employee Relations Unit within the Human Resources Division administers policies and provides opportunities for the employment and development of Indigenous personnel within the QPS. The Cultural Advisory Unit overviews legislation and policies relating to Aboriginal and Torres Strait Islander issues to ensure ongoing relevance.</p> <p>Improving skills</p> <p>The QPS provides ongoing training and development opportunities for all members to develop their understanding and respect for Aboriginal and Torres Strait Islander cultures and issues. The Cultural Appreciation Project (CAPro) aims to improve police knowledge and communication with Aboriginal and Torres Strait Islander peoples and communities, thereby assisting in the provision of more effective policing responses in these areas.</p> <p>Ensuring accountability</p> <p>The QPS continues to support, assist in the development, and report progress on whole of government programs designed to address identified Aboriginal and Torres Strait Islander related challenges.</p>

Queensland Multicultural Policy – Queensland Multicultural Action Plan: 2011-14

Queensland Multicultural Action Plan 2011-14 – Whole-of-Government core outcomes		
Core outcome	Performance indicators	Measure
Improved cultural competence of staff	Number of staff that have participated in cultural competence training annually	817
	Number of staff that have participated in cultural competence training as a percent of the total number of department staff for the year	5.4%
Improved access to interpreters for clients when accessing services	Amount spent annually on interpreters engaged by department and government funded non-government organisations	\$204 517
	Number of interpreters engaged annually by the department and government funded non-government organisations	Interpreters were used 1407 times
Improved communication and engagement with culturally and linguistically diverse (CALD) communities and/or organisations	Number of key information publications translated into languages other than English, annually	4
	Number of languages in which publications are available	Number of languages varies between 5 and 8 for the four key information publications

Queensland Multicultural Action Plan 2011-14 – Whole-of-Government core outcomes		
	Number of information sessions or workshops held for people from culturally and linguistically diverse backgrounds	Not available. See progress report below
	Number of culturally and linguistically diverse groups, peak bodies and other stakeholders consulted or engaged annually on the development or implementation of department projects, services, policies and programs	Not available. See progress report below
Improved recruitment and retention strategies for staff from CALD backgrounds	Number and percentage of staff indicating they are from a non-English speaking background	Police <u>NESB1*</u> 297 (2.78%)
		Staff 234 (5.30%)
		Police <u>NESB2*</u> 542 (5.07%)
		Staff 262 (5.93%)
	Number of complaints about racial discrimination within the department	3

* NESB1 Non-English speaking background - immigrants
NESB2 Non-English speaking background - children of immigrants

Number of information sessions or workshops held for people from culturally and linguistically diverse backgrounds

Regionally based sessions are conducted as required and possible. These sessions are conducted through a broad range of officers to international university students, refugees in detention centres and to smaller locally based groups on topics of interest. Not all interactions are centrally recorded. For example there were over 100 interactions with international students in 2011-2012, the majority of which were to groups of between 10-100 students, with a smaller number of one-to-one sessions.

Number of culturally and linguistically diverse groups, peak bodies and other stakeholders consulted or engaged annually on the development or implementation of department projects, services, policies and programs

Bodies consulted include:

- Police Ethnic Advisory Group;
- Regional multicultural advisory groups including those at Logan, Toowoomba, Rockhampton, Townsville and Cairns;
- Chinese Community Crime Prevention Consultative Committee (CCCPC);
- Police & African Consultative Committee;
- The Indian, Vietnamese and Pacific Islander communities in the Brisbane area;
- In addition the QPS attends at regular meetings with peak bodies including the Ethnic Communities Council of Queensland (ECCQ), Multicultural Development Association (MDA), and the Interdepartmental Committee on Multicultural issues.

The QPS also continued a commitment to national partnerships with key bodies including the Council of Australian Governments (COAG), the Standing Council on Police and Emergency Management (SCPEM), Australia New Zealand Policing Advisory Agency (ANZPAA) and agencies such as Department of Immigration and Citizenship (DIAC) and the Australian Federal Police (AFP).