



Queensland Police Service

Multicultural Action Plan

2023-2024



Acknowledgement

The Queensland Police Service respectfully acknowledges First Nations peoples as the Traditional Owners and Custodians of Queensland. We pay our respects to them, their cultures, and to their Elders, past, present and emerging.



Background

The Queensland Multicultural Action Plan 2022-2023 to 2023-2024 was implemented under requirements of the Queensland *Multicultural Recognition Act 2016* and the Queensland Multicultural Policy: *Our story, our future*.

The Multicultural Action Plan (MAP) sets out a whole-of-government approach for implementing Policy priorities in accordance with the *Multicultural Recognition Act 2016*. The MAP sets out a number of activities across priority areas for agencies to contribute to.

Section 24 of the *Multicultural Recognition Act 2016* requires Government entities who have committed to actions within the Multicultural Action Plan to report a summary of progress at the end of each financial year.

The QPS has committed to undertake twenty-nine (29) activities across five of the six Key Action Areas focusing on the following:

- Recruitment and workplace culture
- Culturally responsive services
- Cultural diversity data
- Interpreters and communication strategies
- Address Racism and discrimination, and promote inclusion.

See how the QPS is tracking via our annual [Multicultural Action Plan reporting](#)

Key Action 2: Recruitment and workplace culture

Outcomes:

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

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government Boards as attractive career options.

The Queensland Public Service facilitates this through culturally inclusive recruitment practices and workplace cultures.

Committed Activities

- The Queensland Police Service (QPS) will deliver the Multicultural Recruit Program, through the Queensland Police Service Academy, offering tailored induction, support and development of recruits from culturally and linguistically diverse backgrounds.
- 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.
- Implement initiatives to raise awareness about and address unconscious bias in recruitment.
- 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.
- Create partnerships with TAFE or Universities, particularly at Career Fairs or Employment Expos, to help increase exposure and awareness of Queensland Government job opportunities to young people from culturally and linguistically diverse backgrounds and encourage them to consider alternative career pathways.
- Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.
- Collect, analyse and report on data relating to culturally and linguistically diverse recruitment, employment, retention and career progression to leadership positions.

Key Action 3: Culturally responsive services

Outcomes:

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

Action

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an audit of critical areas of service delivery (funded or directly delivered).

Agencies will ensure the audit is informed by an understanding of customer needs and feedback where relevant, to identify and address any barriers to equitable access for the diverse customers we serve.

Committed Activities

- The Queensland Police Service will fill Police Liaison Officer positions on the basis of targeted cultural capabilities required to support culturally and linguistically diverse and First Nations clients and communities around Queensland.
- Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking feedback on access to services and how they can be improved.



Key Action 4: Cultural diversity data

Outcomes:

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

Action

The Queensland Government will collect, analyse and use cultural diversity data to improve service delivery and better meet customer needs.

*Cultural Diversity Data includes: country of birth, preferred language, whether an interpreter is required and ethnicity/cultural identity.

Committed Activities

- Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.
- Ensure the right systems are in place to collect diversity data.
- Improve understanding of current diversity data collection by undertaking an audit of existing data collection practices to identify what cultural diversity indicators are being collected and what is missing.
- Implement strategies to improve the collection of data such as embedding training for frontline staff on why this data is needed, how to collect it and explaining this to customers to encourage them to provide diversity information.



Key Action 5: Interpreters and communication strategies

Outcomes:

- Improve knowledge about customers' diversity.
- Culturally capable services and programs.
- A productive, culturally capable and diverse workforce.
- Queensland gets the most benefit from our diversity and global connections.
- Individuals are supported to participate in the economy.

Action

The Queensland Government will deliver culturally responsive services to culturally and linguistically diverse communities by providing access to interpreters and implementing multilingual and multi-modal communication strategies.

This will help ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner.

Committed Activities

- For agencies involved in front line services delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.
- Provide staff training on the Queensland Language Services Policy and how to work with interpreters.
- 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.
- 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 communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).

Key Action 6: Address racism and discrimination, and promote inclusion

Outcomes:

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

The Queensland Government will implement targeted initiatives to raise awareness about, and address, unconscious bias and will promote inclusion.

This will help ensure equitable and respectful opportunities and experience within the public service for the people from culturally and linguistically diverse backgrounds and a respectful experience for our customers.

Committed Activities

- The Queensland Police Service will continue to deliver the Culturally and Linguistically Diverse Consultative Group promoting inclusion, support and advocacy for culturally and linguistically diverse Queensland Police Service members and celebration of diversity within the workplace.
- Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.
- Uplift the cultural capability of agency staff, to help better understand and address barriers to inclusion for culturally and linguistically diverse colleagues and customers.
- 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.
- Address difficulties with the recording of racially motivated incidents.

Key Action 6: Address racism and discrimination, and promote inclusion (cont'd)

Committed Activities (continued)

- Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.
- Review agency policies and practices to eliminate systemic discrimination.
- Participate in the development of a new Federal Government National Anti-Racism framework and areas for inter-governmental cooperation and collaboration.
- Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.
- Build and strengthen partnerships with those committed to combatting racism and discrimination, such as the Diversity Council of Australia, the Australian Race Commissioner, and the Queensland Human Rights Commission.
- Develop mechanisms and initiatives that address the impact of racism on individuals and communities, such as through mental health support.