

Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2023-24
Queensland Police Service

● **KEY ACTION 2: Recruitment and workplace culture**

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level 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.*

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Deliver the Multicultural Recruit Program, through the Queensland Police Service Academy, offering tailored induction, support, and development of recruits from CALD backgrounds.	Delivered	<p>The QPS delivered a Pathway program to support Multicultural Police Recruits.</p> <p>The QPS delivered 2 Multicultural Recruit Preparation Pathways (MRPP) programs. The first program commenced in March 2024 with 10 participants and the second commenced in August with 17 participants (including more than 10 cultures).</p> <p>The program provided mentorship to the participants during the 6-week program.</p>
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.	Delivered	<p>The QPS continues to employ Police Liaison Officers (PLO) from multicultural and First Nations backgrounds state-wide. The State PLO Coordination Unit has developed a recruitment strategy including recruitment framework, statewide communication framework and induction process packages to assist district level recruitment. PLO employment has increased by 18 new PLOs since October 2023.</p> <p>QPS continues to deliver PLO recruitment forums in various locations throughout the state. These forums provided advice and information surrounding the PLO role as well as dedicated support</p>

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		<p>surrounding the application process. The forums provided the opportunity for potential applicants to receive specific advice around their application and the recruitment process prior to making application for the role. The forums resulted in talented individuals from a range of cultural backgrounds being employed as PLOs across these districts.</p> <p>The QPS led and delivered a joint initiative (with Australian Federal Police and Queensland Corrective Services) known as "Get Prepared" over 6 weeks from 17/04/24 to 23/05/24.</p> <p>The course targeted multicultural community members seeking employment in public safety careers and resulted in.</p> <ul style="list-style-type: none"> • 13 participants from 10 different countries (speaking 22 languages) graduating • individual career coaching and mentoring • 17 job applications across 3 organisations in a variety of roles (sworn and non-sworn). • <i>Applications ongoing.</i> <p>The QPS continues the international recruiting strategy aimed at enhancing diversity of international recruit applicants with policing experience which has led to over 103 successful applications.</p>
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	Delivered	The Central Panels Unit and the Talent Acquisition Group, which provide recruitment training to sworn officers and staff members respectively across the QPS, include awareness sessions on both conscious and unconscious bias. This training includes defining unconscious and conscious bias, calling out their links to diversity and highlighting strategies to mitigate and minimise the impact of bias.
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.	Not delivered	<p>Sworn Members - The QPS supports creating a diverse and inclusive workforce. The recruitment and appointment of police officers is pursuant to the <i>Police Service Administration Act 1990</i>.</p> <p>Staff Member positions - QPS's Human Resources Division (HRD) conducts panel training which includes discussions about diversity and the benefits of a diverse workforce, and inclusive, targeted and identified recruitment.</p> <p>HRD also adjusted the recruitment processes to reduce barriers and attract diverse applicant pools. This includes adjusting application processes and advertising through different platforms.</p>

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>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.</p>	<p>Delivered</p>	<p>The QPS is dedicated to strengthening its recruitment initiatives by actively connecting with prospective candidates through in-person interactions, career fairs, and sporting events with a focus on First Nations individuals and applicants from culturally and linguistically diverse backgrounds.</p> <p>Additionally, the QPS supports community organisations and agencies in hosting career expos, sporting event, fairs, and events that promote awareness of recruitment opportunities.</p> <p>Furthermore, the QPS continues to host Open Day Expos at the Queensland Police Academy in Brisbane and Townsville, highlighting the wide range of career opportunities available within the organisation. The Townsville event attracted over 700 persons in attendance and Brisbane seeing over 4,600.</p>
<p>Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.</p>	<p>Delivered</p>	<p>The QPS continued to promote and raise awareness around the use of interpreter's services, Police Liaison Officers (PLOs), and multilingual personnel.</p> <p>Educational products and resources have been integrated into the Recruit Training Program and is accessible for completion by all QPS members, especially those who work directly with the community. Continuous improvement of interpreter services is ongoing.</p> <p>Additionally, cultural capability training is provided to recruit intakes during academy training, consisting of one day dedicated to multicultural education and two days focused on First Nations perspectives. PLOs are engaged to assist in the delivery of this training to build awareness of the PLO roles within the service and the community.</p>
<p>Collect, analyse, and report on data relating to culturally and linguistically diverse recruitment, employment, retention, and career progression to leadership positions.</p>	<p>Not delivered</p>	<p>The QPS has developed a Strategic Workforce Plan 2023-2027 which identifies the current workforce profiles and gaps. This included the following diversity groups:</p> <ul style="list-style-type: none"> • First Nations • CALD • Non-operational staff members with a disability • Women in leadership <p>This has led to a diversity recruitment, professional development and retention strategy.</p> <p>Additionally, the QPS has undertaken work to collect CALD and First Nations data of the PLOs throughout the state.</p> <p>During the reporting period, QPS undertook an equity and diversity audit of its workforce. This audit will be undertaken annually and provides an opportunity for the QPS to monitor progress and identify</p>

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		<p>and analyse opportunities to further promote, support and progress equity and diversity within the QPS. These opportunities have been incorporated into the QPS Equity, Diversity and Inclusion Plan.</p> <p>The QPS equity and diversity audit process analyses data across a range of sources including our Working for Queensland survey results, Aurion workforce data, Queensland Public Sector respect in the workplace survey results, police recruit applicant data, SmartJobs staff member applicant data, and QPS flexible work and separations data.</p> <p>During the audit period (1 October 2022 to 30 September 2023):</p> <ul style="list-style-type: none"> • 14.0% of police recruit applicants identified as CALD with English as a second language • 33.2% identified as being born overseas. 20.8% of applicants for staff member positions identified as CALD with English as a second language. <p>With improvements in QPS employee equity and diversity reporting, there has been an increase in the proportion of employees who identify as speaking a language other than English at home and/or having been born overseas from 2.3% as at 1 July 2023 to 6.3% as at 30 June 2024. These rates still reflect significant under reporting with only 40.5% of QPS employees having responded to the new CALD employee equity and diversity questions added in 2020. We can see this in our 2023 Working for Queensland results which showed that 16% of QPS employees were born overseas, and 8.0% identified as speaking a language other than English at home.</p> <p>Gaps in our employee equity and diversity reporting does impact on our ability to report on trends in retention and career progression.</p> <p>The QPS continues to communicate the importance of employees updating their equity and diversity information in Aurion ESS so the QPS can accurately capture the diversity of the workforce and put actions in place to create an equitable, diverse and inclusive service where everyone feels safe, respected and included.</p> <p>The QPS has been active in supporting the Queensland Human Rights Commission QPS Diversity and Inclusion Review providing information and workforce data for analysis and review. The focus of the review is the recruitment and retention of women, First Nations, and culturally diverse police.</p>

Case studies or good news stories to highlight achievements relevant to *Key Action 2 (Recruitment and workplace culture)*:



'Get Prepared' Program

The '**Get Prepared** (for a career in Public Safety)' program was a six week program delivered at Gould Adams Community Centre at Slacks Creek. The program was delivered in April and May with 13 graduates from 10 different countries. The program was delivered in partnership with Australian Federal Police (AFP), QLD Corrective Services (QCS) and Multicultural Australia. The key objectives of the initiative were to inform, develop and encourage CALD community members to seek out opportunities across each organisation.

Key activities during the program included

- Goal setting
- Team building
- First Aid
- Organisational support
- Aussie slang and culture
- Government job applications and
- Site visits to QPS, AFP and QCS training venues.

Mentors encouraged and supported participants during the course as they completed classroom sessions and role play scenarios, gaining better understanding of public safety organisations.

Program participants also undertook fitness training and swimming lessons, in preparation for specific recruitment requirements. For some participants it was the first time they had been in a pool.

Since graduation additional mentor support is being provided as participants take the next step in seeking employment.

To date a total of 17 job applications have been made across the three organisations in a variety of roles (sworn and non-sworn).

● **KEY ACTION 3: Culturally responsive services**

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). As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings, and highlights.</i>
Police Liaison Officer positions will be filled based on targeted cultural capabilities required to support culturally and linguistically diverse clients and communities around Queensland.	Delivered	<p>The QPS continues to employ Police Liaison Officers (PLO) from multicultural and First Nations backgrounds state-wide. The State PLO Coordination Unit has developed a recruitment strategy which includes recruitment framework, statewide communication framework and induction process packages to assist district level recruitment. PLO employment has increased by 18 new PLOs since October 2023.</p> <p>The QPS has successfully implemented recruitment strategies for PLO roles by providing direct marketing and attraction initiatives through increased accessibility, alternative application pathways, town hall recruitment seminars and avenues for direct customer care and support.</p> <p>Due to the success of these strategies, work is currently underway with our partners to develop and deliver a standardised recruitment process for all targeted and identified PLO roles. This concept will better align the QPS to promote equity and diversity, support and improve our services and provide opportunities to deliver locally led initiatives to attract potential applicants through connected and engaged recruitment processes.</p>
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	Delivered	In January 2024, the Police Multicultural Advisory Group (PMAG) was established and comprises 12 community leaders of various faith and cultural backgrounds. The PMAG is an advisory body to the QPS, designed to make recommendations intended to improve key policing activities, responses and practices which impact multicultural people and communities in Queensland.

● **KEY ACTION 4: Cultural diversity data**

The Queensland Government will collect, analyse, and use **cultural diversity data** to improve service delivery and better meet customer needs. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 4	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	Delivered	The QPS has updated employee HR data to collect specific information surrounding cultural backgrounds and identity. This data includes the Australian South Sea Islander indicator. Additionally, the QPS has undertaken work to collect CALD and First Nations data of the PLO's throughout the state.
Ensure the right systems are in place to collect diversity data.	Not delivered	The QPS continues to collect employment HR data through ESS systems. Further improvements are planned. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
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.	Not delivered	The QPS continues to collect employee HR data through ESS systems. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.

Agency activities supporting Key Action 4	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
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.	Delivered	The QPS has delivered awareness to members in relation to the currency of cultural diversity data within ESS systems.

● KEY ACTION 5: Interpreters and communication strategies

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved 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.*

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.	Delivered	The QPS continues supports the whole of government Standing Offer Arrangement (SOA) for the provision of interpreter and translation services and has provided representation on the working group to establish the next SOA for Queensland Government.
Provide staff training on the Queensland Language Services Policy and how to work with interpreters.	Delivered	The QPS has developed and delivered an online educational product outlining processes and requirements of engaging interpreters. This training product continues to be embedded in Recruit Training cultural training days. The product will be embedded in other training days for frontline members to enhance awareness of interpreter engagement.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
<p>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.</p>	<p>Delivered</p>	<p>The QPS has developed and delivered an online educational product outlining processes and requirements of engaging interpreters. This training product has been embedded in Recruit Training cultural training days.</p> <p>Cultural capability training is provided to recruit intakes during academy training, consisting of one day dedicated to multicultural education and two days focused on First Nations perspectives. PLOs are engaged to assist the delivery of this training to build awareness of the PLO roles within the service and the Community.</p> <p>The product will be embedded in other training days for frontline members to enhance awareness of interpreter engagement.</p>
<p>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).</p>	<p>Delivered</p>	<p>The QPS continues to develop resources for use by frontline staff to assist in identifying language needs of clients.</p> <p>Language posters have been distributed around the state for display in police stations to assist community members identify language and dialect requirements.</p>

● **KEY ACTION 6: Address racism, discrimination, and promote inclusion.**

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved 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.*

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Continued delivery of the Culturally and Linguistically Diverse Consultative Group promoting inclusion, support, and advocacy for culturally and linguistically diverse QPS members and celebration of diversity within the workplace.	Delivered	The QPS continues to engage the Culturally and Linguistically Diverse Consultative Group (CALD CG) to provide advice and legitimacy to internal policies, actions and strategies that impact the QPS’s multicultural workforce. The 2023-24 CALD CG consists of 16 QPS employees representing multiple cultures, ethnicities, faiths, language, roles, ranks, positions, and locations state-wide. The CALD CG meet bi-monthly to drive cultural inclusion within the QPS. Plans to continue CALD CG with the advertising of the 2025-2026 CALD CG group to be undertaken October 2024.
Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.	Not delivered	Nil outcomes achieved to date. This body of work has not yet been completed. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. The QPS has delivered Cultural responsiveness training to the Ethical Standard Command which incorporated awareness of anti-racism and unconscious bias awareness.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	Delivered	<p>The QPS continues to deliver 3 days of cultural capability training for police recruits to enhance cultural awareness and cultural responsiveness of frontline police.</p> <p>The QPS has delivered Cultural responsiveness training to the Ethical Standard Command which incorporated awareness of anti-racism and unconscious bias awareness.</p> <p>The QPS delivered a 3 day statewide PLO and TSIPLO conference which incorporated cultural capability uplift and personal development to 65 attendees.</p>
Senior Executives provide clear messages affirming the agency's commitment to zero-tolerance to racism and discrimination and encouraging antiracism initiatives in their agency.	Not delivered	The QLD Police Service has engaged the Human Rights Commission to undertake an organisational review to increase diversity and inclusion within the QPS. The QPS Diversity and Inclusion Review focuses on recruitment and retention of women, First Nations, and culturally diverse police. The consultation phase of the review closed on 1 May 2024 with outcomes to be delivered in October 2024.
Address difficulties with the recording of racially motivated incidents.	Not delivered	The QPS has developed awareness products to enhance the knowledge surrounding the serious vilification and hate crimes.
Introduce new ways to increase intercultural connections, respect and understanding by involving people from culturally and linguistically diverse backgrounds in agency planning, consultation, and decision-making processes.	Delivered	<p>In January 2024, the Police Multicultural Advisory Group (PMAG) was established, comprising 12 community leaders of various faith and cultural backgrounds.</p> <p>The PMAG is an advisory body to the QPS, designed to make recommendations intended to improve key policing activities, responses and practices which impact multicultural people and communities in Queensland. The PMAG meet bi-monthly with key responsibilities and scope to contribute to:</p> <ul style="list-style-type: none"> • the development of internal and external organisational policing strategies to enhance QPS engagement with and response to culturally, linguistically and faith diverse individuals and communities • informed discussions with culturally, linguistically and faith diverse individuals, communities and key stakeholders including through local decision-making bodies in their respective capability • act in the best interests of multicultural communities • contribute to a Hate Crimes Scrutiny Panel.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	Delivered	<p>The QPS continues to promote cultural diversity through a range of online and media platforms demonstrating good work and inclusive practice within the QPS.</p> <p>In 2024, QPS delivered the QPS Iftar Dinner, QPS Multi-Faith and Multicultural Dinner and Harmony Week celebrations. Each of these large events provided opportunities to build relationships and extend friendships across multicultural and multifaith Queensland communities.</p>
Review agency policies and practices to eliminate systemic discrimination.	Not delivered	<p>The QLD Police Service has engaged the Human Rights Commission to undertake an organisational review to increase diversity and inclusion within the QPS. The QPS Diversity and Inclusion Review focuses on recruitment and retention of women, First Nations, and culturally diverse police. The consultation phase of the review closed on 1 May 2024 with outcomes to be delivered in October 2024.</p>
Participate in the development of a new Federal Government National Anti-Racism framework and areas for inter-governmental cooperation and collaboration.	Not delivered	<p>This body of work has not yet been completed. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.</p>
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.	Delivered	<p>Cultural capability training is provided to recruit intakes during academy training, consisting of 1 day dedicated to multicultural education and two days focused on First Nations perspectives. PLOs are engaged to assist the delivery of this training to build awareness of the PLO roles within the service and the Community.</p>
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.	Delivered	<p>The QPS maintains membership with the Diversity Council of Australia, drawing on resources and research articles to inform culturally responsive practices.</p> <p>The QPS also maintains strong relationships with the Ethnic Communities Council of Australia and Multicultural Australia through forums, training opportunities and engagements.</p> <p>The QPS has established a framework for the PMAG which will provide advice on matters impacting policing responses to multicultural Queenslanders. The QPS also continues to foster relationships with various community and police reference groups held at district level.</p>
Develop mechanisms and initiatives that address the impact of racism on	Delivered	<p>Peer Support Officer (PSO) Specialist Support Training has been developed, piloted, and then delivered (full-day, in-person) across 6 locations, with 70 PSOs trained in specialist social and wellbeing support for QPS staff in complaint matters of racism, sexism and misogyny.</p>

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds
individuals and communities, such as through mental health support.		<p>Six more PSOs are registered to attend the next training session in the last quarter of 2024.</p> <p>By October 2024, 7 full-day sessions will have been completed.</p> <p>Overwhelmingly positive feedback was obtained from attendees via post-attendance survey.</p> <p>The Senior Support Coordinator (SSC) or Principal Health Clinician (PHC) roles, which were made permanent in the QPS, engages in ongoing consultation and liaison with the First Nations Division regarding this support.</p> <p>Ongoing mental health and wellbeing support, intervention and case management are provided to complainants and witnesses involved in racism matters that are reported to the Senior Support Coordinator (SSC) or Principal Health Clinician (PHC) and escalated to Ethical Standards Command for investigation</p>