

Responding to Diversity – Multicultural Queensland Policy

The Multicultural Queensland Policy is a whole-of-government strategy. It is designed to reinforce the Queensland Government's commitment to the promotion of multiculturalism in Queensland as a means of managing a culturally diverse society. Central to this policy is the core principles of access, participation and cohesion. The policy aims to achieve social cohesion through an environment where diverse cultures are recognised and valued while maintaining an overriding commitment to the principles underlying our society.



Liaison helps build safer and more supportive communities

Some Service strategies and actions that have promoted positive community engagement in 2002–03 include:

- **Police Ethnic Advisory Group (PEAG)**
This group, which meets six times a year, provides assistance to the Service on issues pertaining to the effective management of cultural, linguistic and religious diversity. PEAG's substantial contribution to the development of the information booklet *'You, the Law and Society'*, printed in four languages, has been acknowledged in the publication of *'A Guide to the Role of Police in Australia'* which is available in eight languages and is also available on CD-ROM.
- **A Practical Reference to Religious Diversity for Operational Police and Emergency Services – 2nd Edition**
Launched in February 2003, the Reference provides information on religiously determined behaviours that may pose challenges to operational police personnel who are required to perform their duties with competence and sensitivity.
- **The Mosaic Fund**
The Australasian Police Multicultural Advisory Bureau established the Mosaic Fund in 2003 to enhance police/community relations and to provide financial support for partnerships with diverse communities.
- **Police Liaison Officers**
The PLO initiative has been extended to include officers from culturally diverse communities and now includes three officers with identified links to the Australian South Sea Islander Community. A State Development Officer has been appointed to coordinate the work of the 126 PLOs in partnership with Cross Cultural Liaison Officers throughout the State.
- **The Opening Doors Project**
This initiative is being implemented by the Service in partnership with the Logan City Multicultural Neighbourhood Centre. A total of 33 workshops have included topics on road safety, security for the elderly and domestic violence awareness. The workshops have also highlighted the importance of interagency cooperation in the community that has in excess of 160 recognised cultural groups.



Building partnerships for the future.

Rural and Regional Queensland

Queensland's geographic diversity presents challenges for the equitable delivery of policing services in the various metropolitan, regional, rural and remote areas of the State. In response, the Service has established a regionalised structure to ensure organisational units work closely with local communities and are responsive to issues of community concern.

The requirements of policing in rural and regional areas of the State are taken into account when decisions are made about the allocation of resources. The Service remains committed to the delivery of high quality policing services in all Queensland communities and, to this end, has instigated a number of programs and activities to improve service delivery in rural and regional areas including:

- one and two officer stations in 168 rural and remote centres statewide;
- continued support for the North Queensland Campus of the Queensland Police Academy at Townsville which was established to encourage recruitment and retention of police officers in central and northern Queensland. Since it commenced operations, 382 recruits have successfully completed their training at Townsville, with the majority of these officers remaining in the northern part of the State;
- operation of Queensland Government Agent Program Offices in police stations at Bedourie, Boulia, Birdsville, Jundah, Isisford, Windorah and Thargomindah, giving these communities access to a broad range of government information and services;
- ongoing support for Police Citizens Youth Clubs and the Blue Light Associations statewide, providing entertainment and activities for young people in rural communities.
- continued upgrading of police radio and communications facilities and capabilities with a particular focus on rural and remote areas of the State; and
- ongoing support for the Rural Watch program which is compiled of small rural groups which are encouraged to improve the safety and security of their families and other neighbourhood residents.

Responding to our Clients

In July 2002, the Commissioner officially launched the QPS Client Service Charter designed to set a high standard of service delivery to the community. The Charter incorporates Client Service Standards and enhances the Service's commitment to professional and accountable policing services for Queensland.

Over 9,000 personnel have now completed a computer-based training package providing information on client service standards, client expectations, and procedures for handling complaints and client feedback.

Feedback on our performance

The Service encourages feedback from the community on the performance of police officers and staff members as part of the Charter and Standards monitoring and review process. The feedback assists us to improve service delivery and determine strategies to promote effective, efficient and professional services. In 2002–03, 137 client service feedback forms were received showing 80% of respondents were happy with the service provided. The remaining 20% indicated areas of service delivery they considered needed improvement.

A copy of the Charter can be found in all police stations and on the QPS web site at www.police.qld.gov.au.