

Responding to Diversity - Multicultural Queensland Policy

The Multicultural Queensland Policy is a whole-of-Government strategy designed to reinforce commitment to multiculturalism as a means of managing Queensland's cultural, linguistic and religious diversity. Central to this policy are the core principles of access, equity and participation, which seek to enhance social cohesion in an environment that values diversity while maintaining an overriding commitment to a democratic system of government.

Service strategies and actions that have promoted positive community engagement in 2003-04 include:

- Police Ethnic Advisory Group

During the year, members discussed the need to promote social harmony by expanding the Group's activities. The Group participated in a community forum on the theme "Effective Policing in a Multicultural Society" organised in partnership with the Multi-Faith Centre at Griffith University. In addition, the President of the Islamic Council of Queensland, a member of the Group, addressed the Service's Senior Executive Conference in February 2004.



Building partnerships with a multicultural society.

- Cultural Appreciation Project

This project is designed to develop the framework for education and training for all Service personnel in relation to Aboriginal and Torres Strait Islander cultures. The project is being developed with extensive consultation and partnership with Aboriginal and Torres Strait Islander communities.

- Indigenous Community/ Police Consultative Groups

These Consultative Groups, being established across the State, are designed to develop genuine partnerships between police and Aboriginal and Torres Strait Islander communities by providing local forums to discuss matters of mutual concern.

- Justice Entry Program

This is a six month traineeship program aimed at increasing the numbers of Aboriginal and Torres Strait Islander police officers. It provides participants with the necessary educational qualifications for entry into the recruit program (or entry into other justice related agencies).

- Ethnic Communities Council of Queensland

The Council sponsors the Cross-Cultural Awareness Award presented at each Induction Parade to the recruit who has demonstrated considerable understanding of, and sensitivity towards, issues pertaining to effective policing for cultural, linguistic and religious diversity. Members of multicultural communities are also included on the Commissioner's guest list at each Induction Parade.

- The Mosaic Fund

This Fund was established in 2003 to enhance police/community engagement through financial assistance and strategic support. The mission of the Mosaic Fund is to foster initiatives which embrace cultural diversity and encourage social harmony. Special attention is given to projects involving recent arrivals, emerging communities, youth and people living in remote areas.

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.

The Service has established a regional structure, with eight regions, to ensure organisational units work closely with local communities and are responsive to issues of community concern.

The Service remains committed to the delivery of high quality policing services in all Queensland communities and has established a number of programs and activities to improve service delivery in rural and regional areas including:

- one and two officer stations in 166 rural and remote centres across the State;
- continued support for the North Queensland Campus of the Queensland Police Academy at Townsville. This campus was established to encourage recruitment and retention of police officers in central and northern Queensland. Since it commenced operations, 419 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;
- creating 135 Police Liaison Officer positions across the State to promote positive rapport between police personnel and Indigenous and multicultural communities. The Service recently appointed a Police Liaison Officer State Development Officer;
- ongoing support for Police Citizens Youth Clubs and the Blue Light Associations across the State, which provide entertainment and activities for young people in rural and remote communities;
- continuing to upgrade police radio and communications with a particular focus on rural and remote areas of the State;
- 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; and
- the Stock Squad, together with the Department of Primary Industries, developed a Brands Database on the Internet, facilitating 24-hour access and information for the State's primary producers. In addition, Stock Squad Liaison groups continue to meet to discuss concerns and possible remedial actions, including various 'Stock Watch' messages.



Police Liaison Officers promote positive rapport between police and Indigenous and multicultural communities.

Responding to our Clients

The Service has a Client Service Charter disseminated for the information of the public. A copy of the Charter can be found in all police stations and on the Queensland Police Service website at www.police.qld.gov.au.

Feedback on our performance

The Service encourages feedback from the community on the performance of police officers and staff members. Feedback forms are included in the Client Service Charter.

The feedback helps the Service to improve service delivery and to promote effective, efficient and professional policing services.

In 2003-04, 137 Client Service Charter feedback forms were received. Of these, 80% of respondents were satisfied with the service provided. The remaining 20% indicated areas of service delivery identified as needing improvement.



Police Liaison Officers work in partnership with local communities.