

Our Our Clients

Responding to Diversity - Multicultural Queensland - a world of difference

The new multicultural policy: *Multicultural Queensland - a world of difference* is a blueprint on how best to manage diversity and maximise the benefits it offers. Underpinning the policy are the core principles of access, equity and participation. These principles enhance social justice and cohesion and raise awareness and respect for difference.

The implementation of the policy within the Service is monitored by the Cultural Advisory Unit, Office of the Commissioner.

To ensure Whole-of-Government coordination in the planning, implementation and evaluation of the policy, the Service is represented on the Interdepartmental Committee on Multicultural Affairs and on working groups that advise on evaluation and best practice strategies, the needs of African and Pacific Islander communities, and immigration and settlement issues.

Service projects and initiatives undertaken in 2004-05 to promote positive community engagement include:

- *Police Ethnic Advisory Group (PEAG)*

During the year, PEAG met on six occasions. Issues raised at these meetings were subsequently addressed by the Cultural Advisory Unit, Cross Cultural Liaison Officers and Police Liaison Officers throughout the State.

At the invitation of the Islamic Society, PEAG's April 2005 meeting was held at the Society's premises at Darra. It included a presentation on Islam by the Imam and was followed by an informal dialogue and lunch.

- *Research Project - Pacific Island Communities*

A final year university student and member of the Tongan Community is working with the Cultural Advisory Unit to assess the challenges facing young people from Pacific Island Communities.

This work is consistent with Government policy to promote social justice and equity for disadvantaged non-English speaking communities, women and young people from culturally and linguistically diverse backgrounds and newly arrived migrants and refugees.



- *Sudanese Community*

A successful community-policing initiative with Sudanese people living in South Brisbane is focusing on increased community ownership and participation as well as supporting young people through youth awards.

- *Japanese Community Safety Meetings*

In 2004, the Consul-General of Japan, in conjunction with the Service, initiated meetings in Brisbane and the Gold Coast to discuss safety and security concerns for Japanese nationals. A working group established at the inaugural meeting has agreed to meet twice a year.

- *Zone Policing in Multicultural Communities*

A Zone Policing trial is being conducted within the suburb of Darra. Its primary purpose is to enhance acceptance and trust and to increase liaison between police and members of the Vietnamese community.

- *Use of Interpreters*

A database containing the names and contact details of multilingual staff (both police officers and staff members) has been established and is regularly updated by the Cultural Advisory Unit, Office of the Commissioner, to assist in meeting requests for assistance.

- *Indigenous Driver's Licensing Program*

This Program targets people in isolated, remote areas and Indigenous communities throughout the State and Torres Strait Islands. The Program was further enhanced in 2004-05 through problem-oriented partnership policing funding which resulted in the Program being delivered in more remote areas, particularly in Cape York.

The Program has effectively engaged target communities and included consultation with other Government agencies, especially during the design and development phases.



- *Cultural Appreciation Project*

This Project has been developed to provide education and training for Service employees in relation to Aboriginal and Torres Strait Islander cultures. Updated training material is now available for all Service personnel, including community specific information resources which have been developed in partnership with Aboriginal and Torres Strait Islander communities. Specific material is being developed to assist personnel working in sections and units within the Service who regularly interact with members of Indigenous communities.

- *Indigenous Community/ Police Consultative Groups (ICPCG)*

To date, 16 ICPCGs have been established throughout the State. They form the basis for

positive interaction between police and Aboriginal and Torres Strait Islander communities. They are designed to develop genuine partnerships between police by providing local forums to discuss matters of mutual concern. The ICPCGs provide scope for participants to present and receive information that assists in problem solving activities.

- *Justice Entry Program (JEP)*

The Justice Entry Program at the Queensland Police Service Academy delivers a Certificate IV in Justice (Aboriginal people and Torres Strait Islander people) qualification. The Program develops participants for successful entry to the Police Recruit Operational Vocational Education (PROVE) Program as well as other justice related areas. Presently 10 Indigenous trainees are undertaking the program (seven male and three female) aged between 21 and 37 years.

- *Ethnic Communities Council of Qld (ECCQ)*

The ECCQ continues to sponsor the Cross-Cultural Awareness Award presented at each induction parade to the recruit best able to demonstrate an understanding of, and sensitivity towards, effective policing for diversity. Representatives from multicultural communities are included on the Commissioner's guest list at each parade.

- *The Mosaic Fund*

Operational policing continues to benefit from this Fund which was established to enhance police/community engagement through financial assistance and strategic support.

Recipients for 2004-05 included:

1. *The Safety Stand Project*

This project included a series of workshops to introduce refugee and humanitarian entrants from the Horn of Africa and the Middle East to Australian laws, community safety and the role and function of policing.

2. *Anti-Discrimination - "Making a Meal of it" Project*

This project, conducted by Police Liaison Officers and representatives from diverse communities, addresses discrimination issues in primary schools.

3. *Community Harmony Project*

This project fosters out of school hours, weekend and holiday activities for young people living in close proximity to a park complex. Local police and council representatives are coordinating Police Citizen Youth Club involvement and input from sporting bodies in the areas involved.

4. *Police-Community "Building Trust" Project*

This project focuses on strategies that build trust between police and young people from diverse racial, religious and linguistic backgrounds. Young people design and print a bi-monthly newsletter.

Rural and Regional Queensland

The Service is committed to the equitable delivery of policing service in metropolitan, regional, rural and remote areas of Queensland. The Service is structured into eight regions, with 29 districts working closely together with local communities to address issues of community concern.

The Service is committed to delivering policing in all Queensland communities and has established a number of programs and activities specific to rural and regional areas including:

- one and two officer stations in 165 rural and remote centres across the State;
- establishment of the North Queensland Campus of the Queensland Police Service Academy at Townsville to encourage recruitment and retention of police officers in central and northern

Queensland. A total of 498 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;
- employing Police Liaison Officers (PLO) across the State to promote positive rapport between police personnel and Indigenous and multicultural communities. There are currently 138 PLO positions;
- 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 comprised of small rural groups which are encouraged to improve the safety and security of their families and other neighbourhood residents; and
- provision of training to all Service Stock Squads in relation to the National Livestock Identification System which became compulsory throughout Australia on 1 July 2005. This training was provided with assistance from the Department of Primary Industries and will ensure Service Stock Squads can effectively monitor compliance with the new system.



Responding to our clients

The Service has a Client Service Charter which has been publicly released and broadly disseminated. 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 community feedback on the performance of our officers and staff members. This feedback assists in the continual improvement of service delivery to the Queensland community.

During 2004-05, 33 Client Service Charter feedback forms were received. The Charter includes a formal feedback mechanism for members of the public to comment on police performance and their level of satisfaction with police services. In addition, members of the public also provided feedback through letters, emails or by telephone.

A Client Service Record is completed when a member of the public provides a favourable comment about the conduct or action of a member of the Service. During the reporting period, approximately 1,137 favourable comments were received. The Service is committed to reviewing its client service feedback protocols in line with the Strategic Plan and community needs.