

Background

- 'Our story, our future' is the Queensland Government's multicultural policy promoting an inclusive, harmonious and united community for Queensland.
- The policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – (1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.
- The policy is being implemented through a three year Queensland Multicultural Action Plan 2016-17 – 2018-19.
- The policy and action plan are a requirement of the *Multicultural Recognition Act 2016* (the Act) and represent one of three key provisions of the Act, together with establishing the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- Section 24 of the Act requires entities with actions in the action plan to report publicly on an annual basis. The attached report fulfils this requirement for 2017-18 for **Queensland Police Service (QPS)**.

Priority area 1: Culturally responsive government

Outcome: Improved knowledge about customers' diversity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> • On track • Completed • Yet to commence • Ceased 	Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. <i>If action has ceased please include reason.</i>
Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers.	Multiple agencies:	2016-17	Ceased	The QPS collects information for legitimate law enforcement purposes only and will report no further on this action.
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	DCSYW DHPW DJAG	2016-19	Ceased	The QPS collects information for legitimate law enforcement purposes only and will report no further on this action.
Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met.	DoE DTMR QFES QH, including HHS QPS	2016-19	Ceased	The QPS collects information for legitimate law enforcement purposes only and will report no further on this action.

Outcome: A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status Legend: • On track • Completed • Yet to commence • Ceased	Achievements and outcomes Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. If action has ceased please include reason.
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	On track	<ul style="list-style-type: none"> • The Queensland police service conducts a range of targeted recruiting campaigns to encourage a diverse range of people to apply. • Two Culturally and Linguistically Diverse (CALD) Case Management Officers attend multicultural events throughout the state as well as presenting CALD information sessions. • A communications and media officer has recently been engaged to develop several strategies using social media platforms to increase engagement with CALD communities.
Increase diversity in the QPS by providing police recruit positions specifically for people from non-English speaking backgrounds at the QPS Academy through the Culturally and Linguistically Diverse Program.	QPS	2016–19	On track	<ul style="list-style-type: none"> • There have been two intakes during this reporting period for the Culturally and Linguistically Diverse Recruit Preparation Program, commencing at the QPS Academy, Oxley. <ol style="list-style-type: none"> 1. Intake 1 - 17 July 2017 – 23 recruits; and 2. Intake 2 - 8 May 2018 – 18 recruits. • A new recruitment marketing strategy 'My Story' has been developed and will be launched in the latter part of 2018. Where the 'That Could Be Me' campaign was aimed specifically at attracting female applicants to the QPS, the 'My Story' strategy will also focus on applicants from CALD and Aboriginal and Torres Strait Islander backgrounds.

Priority area 2: Inclusive, harmonious and united communities

Outcome: A respectful and inclusive narrative about diversity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
<p>Deliver an integrated public transport system that is safe and accessible to all members of the community and actively work in partnership with ADCQ and QPS to support this.</p>	<p>DTMR ADCQ QPS</p>	<p>2016–18</p>	<p>Legend:</p> <ul style="list-style-type: none"> • On track • Completed • Yet to commence • Ceased <p>Completed.</p> <p>The QPS continues to conduct ongoing public safety related activities for Queensland’s public transport system users.</p>	<p>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant. If action has ceased please include reason.</p> <p>The integrated transport system project “Safe and Inclusive Public Transport Project” (SIPTP) conducted in partnership with ADCQ and DTMR is now complete with the final meeting held on the 5 July 2018.</p> <p>The SIPTP team developed a generic training package that covers discrimination and vilification in the public transport area. The package contains information about the <i>Anti-Discrimination Act</i> and includes interactive learning opportunities for front line staff who work for public transport providers on how to deal with real life scenarios of anti- social behaviour, and support people subjected to it.</p> <p>The training package is being rolled out to Translink Senior Network Officers, Bus Safety Officers and Customer Liaison officers.</p> <p>The Queensland Police Rail Squad continue to undertake operational action aligned to proactive community engagement. Actions included:</p> <ul style="list-style-type: none"> • Participation in 843 operations for 2017-18 addressing community safety activities. • Operations focused on high-visibility and identifiable saturation into high volume passenger movements. • Proactive community engagement, including raising awareness of personal safety and property security through bi-monthly presentations to refugee groups. • Participation in inaugural Connected Women 2 program, delivering presentations to Islamic women’s association on safety on public transport. • Monitoring of over 9,000 closed circuit cameras relaying real time footage to a 24-hour staffed watch desk, which includes QPS officers. • Implemented an operational Mobile Police Facility to support future rail operations, deter

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				crime and increase high visibility policing presence across the rail network.