

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019-20 – 2021-22

Annual Reporting for 2020-21
QUEENSLAND POLICE SERVICE

Background

- 'Our story, our future' is the Queensland Government's Multicultural Policy (the 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 2019-20 to 2021-22 (the Action Plan).
- The Policy and Action Plan are a requirement of the *Multicultural Recognition Act 2016* (the Act).
- Section 24 of the Act requires entities with actions in the Action Plan to report publicly on an annual basis. The report below fulfils this requirement for 2020-21 for the **Queensland Police Service**.

Notes

- See page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#) for a list of Government entities covered under 'All agencies'.
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#). All sub-actions, where relevant, for the **Queensland Police Service** have been listed in this template for ease of reporting.
- For the purposes of this report, all references to **diversity** within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.
- The Policy and Action Plan support priorities set out in the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start

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Priority area 1: Culturally responsive government

Outcomes:

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

| Action | AQP | Responsible agency | Timeframe | Progress status for 2020-21 | Achievements and outcomes for people from culturally and linguistically diverse communities |
|--|---|--------------------|-----------|---|---|
| Increase cultural understanding and capability of staff by providing access to events, training and development opportunities.  |  | All agencies | 2019–22 | | |
| <ul style="list-style-type: none"> • Release and promote the use of the multicultural responsiveness online learning products aimed at increasing cultural capability of staff across the agency. |  | QPS | 2019–22 | COMPLETED - for duration of Action Plan | <p>The Queensland Police Service (QPS) suite of online learning products include a range of material to build organisational cultural capability including:</p> <p><i>Diversity in Australian Society: Race Relations</i> – a study of race relations, as they apply to community diversity. It explores the cultural diversity within the Australian and Queensland context, and how this impacts on the work of QPS officers.</p> <p><i>Multicultural Responsiveness</i> - assist QPS members to work and interact more effectively with people from culturally-specific communities by providing them with relevant information about cross-cultural issues, an understanding and appreciation of cultural diversity and knowledge, skills and behaviours necessary in being both culturally capable and culturally responsive.</p> <p><i>SBS Inclusion Program</i> – specific modules on cultural and linguistic diversity in the community This program is designed to give all workers core skills and knowledge around inclusion in general, and specifically around different diversity dimensions - gender, age, disability, LGBTIQ+, Aboriginal and Torres Strait Islander, and cultural diversity. The cultural diversity module is designed to improve participants understanding of cultural diversity in the workplace and encourage the conditions and culture that will enable culturally diverse employees to thrive in the workplace.</p> |
| Commit to increasing all forms of diversity on Queensland Government boards. |  | All agencies | 2019–22 | ON TRACK - meaningful activity has begun | The QPS Board of Management, comprising the Commissioner of Police and four Deputy Commissioners, and the QPS Executive Leadership Team, comprising all senior executive officers, increasingly reflects the diversity of the QPS membership from which appointment to these roles are made. |

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Priority area 2: Inclusive, harmonious and united communities

Outcomes:

- 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

| Action | AQP | Responsible agency | Timeframe | Progress status for 2020-21 | Achievements and outcomes for people from culturally and linguistically diverse communities |
|--|---|--------------------|-----------|---|---|
| Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.  |  | All agencies | 2019–22 | | |
| <ul style="list-style-type: none"> • Raise awareness among staff about the Multicultural Queensland Charter and how it applies to their work, such as by including information about the Multicultural Queensland Charter in the induction booklet. |  | QPS | 2019–22 | ON TRACK - meaningful activity has begun | <p>The QPS continues to prioritise the delivery of healthy, safe and inclusive workplaces with a diverse workforce that reflects the community it serves.</p> <p>The QPS First Nations and Multicultural Affairs Unit (FNMAU), established in November 2020, contributes to this strategic objective through prioritising <i>increasing cultural capability</i> and <i>supporting and driving cultural inclusion</i> across the organisation. An important aspect of operationalising these priorities is to ensure the culturally and linguistically diverse staff are represented and engaged in decision making processes on policies, processes, strategies and other matters impacting them.</p> <p>The QPS has an established Police Ethnic Advisory Group to represent community voices in policing responses and a Culturally and Linguistically Diverse Consultative Group to ensure the voices of our ethnically diverse workforce are considered, consulted or engaged in internal decision-making processes. These two groups assist the QPS to develop initiatives such as increasing awareness about the Multicultural Queensland Charter amongst the QPS workforce and how it applies to their work. This builds on current references to the charter in QPS in-service training as outlined in Priority Area 1.</p> <p>Information on significant multicultural dates, events and initiatives are regularly posted on the QPS internal communications platform. This included:</p> <p><i>Harmony Week</i> in March with the theme 'Service celebrates cultural diversity'.</p> <p>For the QPS launch of Harmony Week, Queensland Safety Support - a volunteer organisation, established in 2017 by the Chinese Community Crime Prevention Consultative Committee – together with QPS Chinese speaking police liaison officers</p> |

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|--|---|--|-----------|---|---|
| | | | | | <p>distributed crime prevention and disruption messages to the Chinese speaking community in Chinese.</p> <p>In April 2021, the QPS celebrated Senior Constable Brenda Lee receiving her Moko Kauae traditional Maori tattooing – a strong and sacred symbol of integrity, Māori identity and prestige, as well as a reflection of whakapapa and history. Brenda passed custodianship of the Korowai to the QPS Commissioner at a ceremony in August.</p> <p>In recognition that culturally and linguistically diverse community members face greater complexities identifying domestic violence and cultural beliefs which can create barriers to reporting domestic and family violence (DFV), the QPS continues to engage with and raise awareness of organisations that work with police in enhancing community safety. In May, QPS members attended a DFV awareness event hosted by the Gold Coast People of Indian Origin to empower their community, to prevent, identify and assist police to disrupt DFV.</p> <p>'Coppas on the couch' – is an external engagement initiative available to the community via social media. In May 2021, Senior Police Liaison Officer Nao Hirano spoke with Ms Noriko Norris from the Japanese Society of the Gold Coast to assist members of the Australian Japanese community to understand more about DFV.</p> <p>The participation of QPS members at multicultural celebrations is recognised via QPS internal and external communication platforms. In June, the 18th anniversary of World Arts & Multi-Culture Inc (WAMCI) saw QPS senior officers and police liaison officers celebrating the important role First Nations and multicultural art exhibitions and performances have in strengthening wellbeing and mental health in our communities.</p> |
| <p>Sign up and participate in the Australian Human Rights Commission <i>Racism. It Stops With Me</i> campaign¹.</p> |  |  All agencies | 2019–22 | <p>COMPLETED - for duration of Action Plan</p> | <p>The <i>Racism. It Stops With Me</i> campaign is actively promoted in QPS communications via regular posts by the QPS First Nations and Multicultural Affairs Unit on the internal communications platform.</p> <p>In January 2021, the QPS Commissioner launched the strategy internally encouraging all QPS members to show their support, attracting over 5,000 views.</p> <p>The QPS badge appears alongside the campaign logo as an internal screensaver with the strategy's official communication packs, online resource and QPS designed posters. The posters incorporate the campaign logo, QPS badge and imagery of QPS members from diverse ranks and backgrounds and are made available to all QPS districts/regions and commands. The QPS will continue to promote this important strategy in 2021-22.</p> |

¹ Specific sub-actions, where nominated by agencies, can be viewed on the web version of the *Queensland Multicultural Action Plan 2019–20 to 2021–22*.

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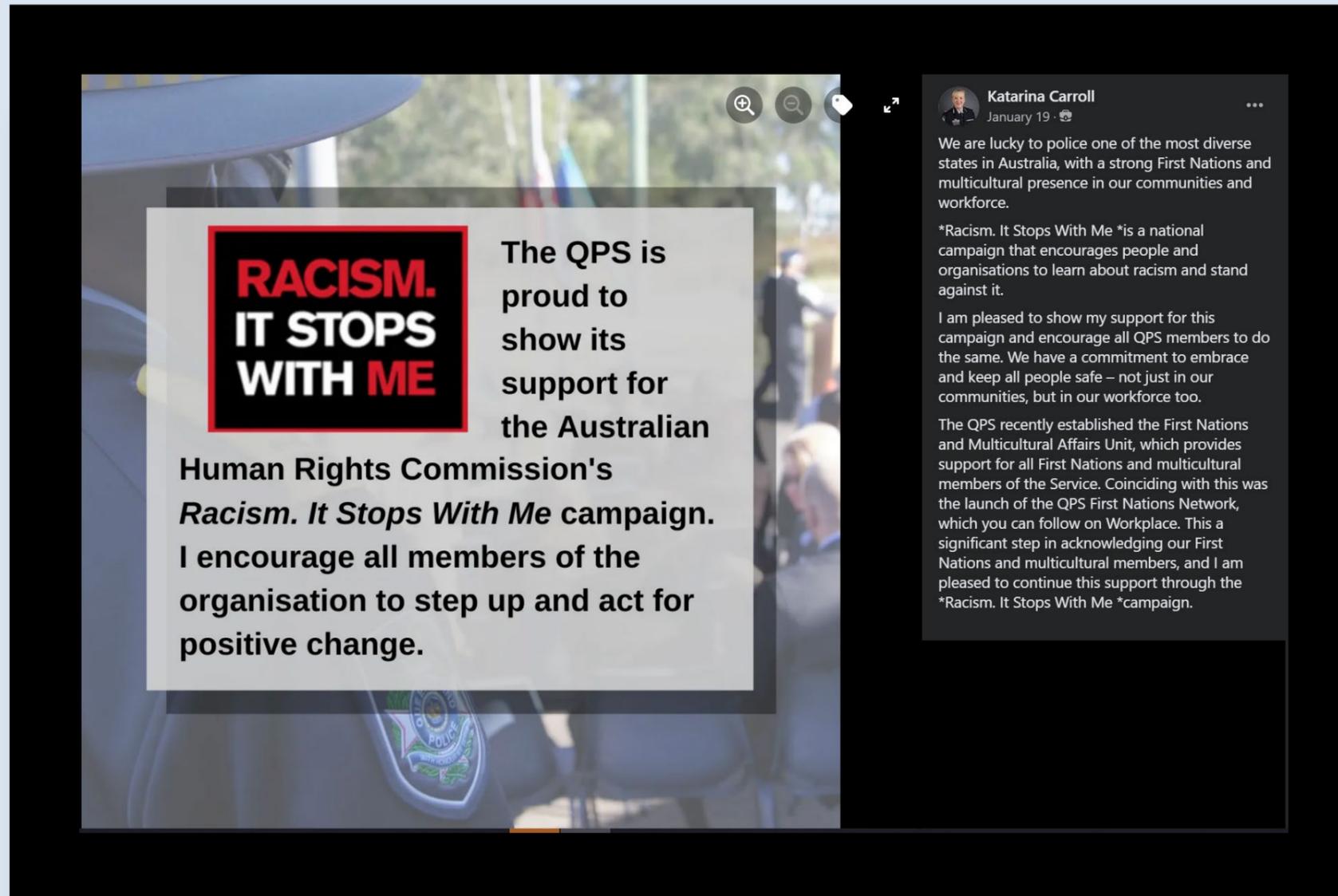
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'Coppas on the couch' with Senior Police Liaison Officer Nao Hirano and Ms Noriko Norris from the Japanese Society of the Gold Coast.

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The *Racism. It Stops With Me* campaign promoted on the internal communications platform.