

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

**Annual Reporting for 2021-22
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 2021-22 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.

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

Annual Reporting for 2021-22
QUEENSLAND POLICE SERVICE

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	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities <small>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
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 Product aimed at increasing cultural capability of staff across the agency. 	QPS	2019–22	COMPLETED - for duration of Action Plan	<p>The Queensland Police Service enhances cultural capability of the organisation through the delivery of formal and informal training and awareness products and activities using multiple methods, modes and communication platforms.</p> <p>The <i>Multicultural Responsiveness</i> Online Learning Product is available to all QPS members and is designed to assist QPS members work and interact effectively with people from culturally and linguistically diverse backgrounds.</p> <p>The QPS also offers the SBS Inclusion Online Learning Product which is available to all QPS members. This program provides seven specific inclusion modules surrounding culture, gender, age, Aboriginal and Torres Strait Islander, disability, LGBTIQ+ and core inclusion topics. This training program is being rolled out over a three year period with each module becoming compulsory for all QPS members by the end of the three year period.</p> <p>In addition to formal training, QPS delivers other cultural awareness products and initiatives to contribute to ongoing enhancement of organisational cultural capability. This includes:</p> <ul style="list-style-type: none"> ○ Using internal communication platforms, share information and awareness and celebrate culturally specific topics, events and dates. ○ Use of computer screen saver messaging during culturally significant times and dates to inform and enhance awareness.

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

**Annual Reporting for 2021-22
QUEENSLAND POLICE SERVICE**

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
				<ul style="list-style-type: none"> ○ Development of specific information brochures in consultation with community and QPS Police Liaison Officers to support specific cultural communities.
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	COMPLETED - for duration of Action Plan	The QPS Board of Management comprises the Commissioner of Police, four Deputy Commissioners and two external members. The QPS' commitment to increasing diversity on boards is reflected in the diversity of gender, experience, and skills of its Board of Management membership.

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

Annual Reporting for 2021-22
QUEENSLAND POLICE SERVICE

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	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities <small>Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</small>
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 their work, such as by including information about the Multicultural Queensland Charter in the induction booklet. 	QPS	2019–22	COMPLETED - for duration of Action Plan	<p>The Multicultural Queensland Charter and its application to the workforce is also embedded in specific training products including the QPS Multicultural Responsiveness Online Learning Product.</p> <p>Through the establishment of the First Nations and Multicultural Affairs Unit in November 2020, the QPS strives toward increasing cultural capability and supporting and driving cultural inclusion across the organisation.</p> <p>Throughout the state, the QPS engages in and contributes to a range of cultural reference groups and advisory groups, providing platforms for two-way dialogue and feedback.</p> <p>The QPS also maintains the Culturally and Linguistically Diverse Advisory Group ensuring the voices of the QPS' multicultural and multifaith members are heard and considered in decision making processes.</p> <p>The participation of QPS members at multicultural celebrations, significant dates and events is recognised and supported via QPS internal and external communication platforms.</p> <p>Annually, the QPS recognises the importance and strength of partnerships with the broader Muslim community through coordination of the QPS Iftar dinner. This event brings together approximately 200 community members, partner agencies and police to share a meal and celebrate during the holy month of Ramadan.</p> <p>During Multicultural Queensland Month, the QPS emphasises and recognises the value of Queensland's rich and diverse faith communities through hosting the annual</p>

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

**Annual Reporting for 2021-22
QUEENSLAND POLICE SERVICE**

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary (e.g.: 3-4 dot points of advice) on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
				<p>QPS Multifaith Dinner. Smaller multifaith and multicultural dinners and events are hosted by police Districts around Queensland during the Multicultural Queensland Month of August also.</p> <p>The QPS continues to increase roll out of Police Liaison Officer positions throughout Queensland. Police Liaison Officers from First Nations and Multicultural backgrounds significantly contribute to enhancing community engagement and awareness and enhancing organisational cultural capability through strengthening community relationships between QPS and community.</p> <p>An example of the valued work undertaken by QPS Police Liaison Officers was highlighted in June 2022, through the presentation of appreciation awards to all QPS Chinese-speaking PLOs at the Chinese Community Crime Prevention Consultative Committee 15th Anniversary celebrations.</p>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ .	 All agencies	2019–22	COMPLETED - for duration of Action Plan	<p>During 2021, the QPS Commissioner officially launched the <i>Racism. It stops with me</i> campaign strategy internally, encouraging all QPS members to show their support. The QPS has developed branded posters and communications packs with clear campaign messaging sharing images of QPS members from diverse backgrounds, ranks and roles. The posters have been distributed across the organisation and continue to be displayed and promoted around the state. Messaging around the campaign has been shared and continues to be shared via the QPS internal communication platforms.</p> <p><i>The Racism. It stops with me campaign</i>, has been shared extensively by commissioned officers and executive leadership across the organisation demonstrating clear messaging from organisational leadership that racism is not and will not be tolerated.</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*.

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

Annual Reporting for 2021-22
QUEENSLAND POLICE SERVICE



QPS hosts the annual Iftar dinner in celebration and acknowledgement of the holy month of Ramadan