

**Queensland Multicultural Policy 'Our story, our future'**  
**Queensland Multicultural Action Plan 2022-24**

**Annual Reporting for 2022-23**  
**Queensland Police Service**

● **KEY ACTION 2: Recruitment and workplace culture**

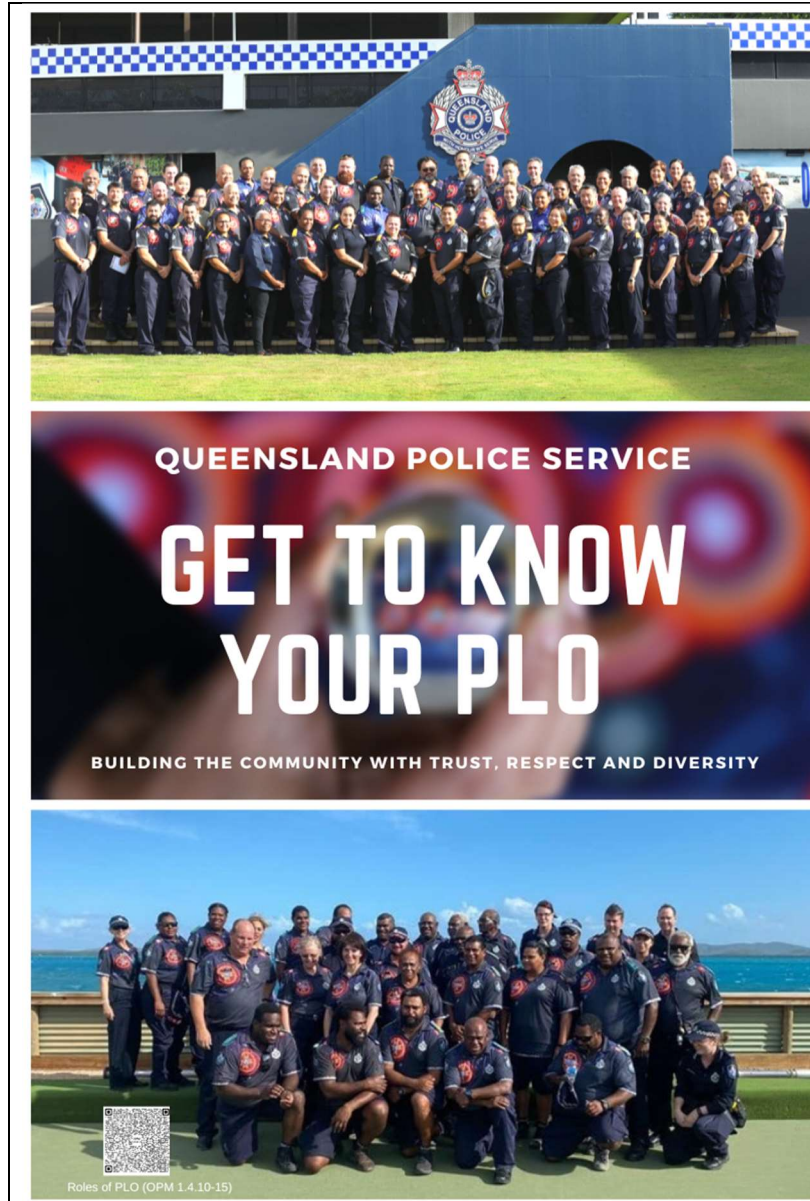
Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Queensland gets the most benefit from our diversity and global connections*
- *Individuals are supported to participate in the economy.*
- *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.*

Agency activities supporting <b>Key Action 2</b>	Progress status for 2022-23	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Deliver the Multicultural Recruit Program, through the Queensland Police Service Academy, offering tailored induction, support and development of recruits from CALD backgrounds.	On track	<p>The Queensland Police Service (QPS) continues to offer the Multicultural Recruit Program for police recruit applicants from culturally and linguistically diverse backgrounds.</p> <p>In Q4 2023, QPS will deliver a Pathway Program to support multicultural police recruit applicants through the recruitment process. This will be adapted from the First Nations Recruit Pathway Program developed and delivered in 2023.</p> <p>Recruits from culturally and linguistically diverse backgrounds commencing within the Recruit Training Program are offered targeted mentorship and support from the QPS Multicultural Inclusion Network.</p>

<b>Agency activities supporting Key Action 2</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
<p>Ensure targeted recruitment or career development initiatives are undertaken in partnership with community including, for example, where agencies are focusing on attracting applicants from specific cultural groups for positions.</p>	<p>On track</p>	<p>The QPS continues to employ Police Liaison Officers (PLO) from multicultural and First Nations backgrounds state-wide. Recognising that applying for a job within a government recruitment application framework can be challenging for applicants from non-English speaking backgrounds, a number of police districts including Logan, South Brisbane and Darling Downs Districts delivered career forums for targeted PLO applicants. These forums provided advice and information surrounding the PLO role as well as dedicated support surrounding the application process. The forums provided the opportunity for potential applicants to receive specific advice around their application and the recruitment process prior to making application for the role. The forums resulted in talented individuals from a range of cultural backgrounds being employed as PLOs across these districts.</p> <p>In 2023, the QPS launched an international recruiting strategy aimed at enhancing diversity of international recruit applicants with policing experience.</p>
<p>Implement initiatives to raise awareness about and address unconscious bias in recruitment.</p>	<p>Delayed</p>	<p>Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.</p>
<p>Revise recruitment and selection processes such as highlighting agency's recognition of the benefits of a diverse workforce and inclusive workplace in job descriptions to encourage culturally diverse talent to apply, addressing the impact of unconscious bias and considering the 'two in the pool' approach to shortlisting.</p>	<p>Delayed</p>	<p>Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.</p>
<p>Create partnerships with TAFE or Universities, particularly at Career Fairs or Employment Expos, to help increase exposure and awareness of Queensland Government job opportunities to young people from culturally and linguistically diverse backgrounds and encourage them to consider alternative career pathways.</p>	<p>On track</p>	<p>The QPS continue to deliver targeted recruitment towards First Nations and culturally and linguistically diverse applicants through face-to-face engagements, career fairs and sporting events.</p> <p>In July 2023, QPS hosted an Academy open day expo, showcasing the extensive career opportunities available. The open day was promoted with a wide range of community leaders to encourage potential applicants to explore QPS as a career pathway.</p>

<b>Agency activities supporting Key Action 2</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.	On track	In 2023, the QPS developed and promoted a targeted 5MILE (online) educational product creating awareness around the engagement of interpreters, PLOs and multilingual workers. This product has been embedded in Recruit Training and is available for completion by all QPS members, particularly those who engage directly with the community.
Collect, analyse and report on data relating to culturally and linguistically diverse recruitment, employment, retention and career progression to leadership positions.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
<b>Case studies or good news stories to highlight achievements relevant to Key Action 2 (Recruitment and workplace culture):</b>		
<p>During 2023, the QPS promoted the value of the diversity and cultural knowledge and skills of PLOs across Queensland. 'Get to know your PLO' has been developed to create awareness around the roles and responsibilities of PLOs as well as to showcase the individuals and workforce as cultural assets to the QPS.</p> <p>In 2023 the QPS launched an international recruiting strategy aimed at enhancing diversity of international recruit applicants with policing experience.</p> <p><u><a href="https://www.qld.gov.au/news/queensland-lures-international-police-talent-under-new-agreement">Queensland lures international police talent under new agreement - Queensland Police News (mypolice.qld.gov.au)</a></u></p>		



### ● **KEY ACTION 3: Culturally responsive services**

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting <b>Key Action 3</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Police Liaison Officer positions will be filled on the basis of targeted cultural capabilities required to support culturally and linguistically diverse clients and communities around Queensland.	On track	<p>An additional 65 PLO positions have been delivered across Queensland as a result of government election commitment. Districts continue to work with local First Nations and multicultural communities and leaders to identify gaps in services to communities and to subsequently employ PLOs with cultural knowledge and skills to respond to those communities.</p> <p>More than 160 PLOs support the establishment and maintenance of relationships between First Nations and multicultural communities across Queensland. This number is steadily growing with targeted recruitment efforts being engaged across each police district where vacant positions exist.</p> <p>In 2023, the QPS reviewed the roles and responsibilities of PLOs within the Operational Procedures Manual. This was conducted in consultation with PLOs and other stakeholders state-wide. Following this, an awareness campaign sharing the knowledge, skills and roles of PLOs was shared across the organisation via online platforms. This campaign is ongoing.</p>
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.

## ● **KEY ACTION 4: Cultural diversity data**

The Queensland Government will collect, analyse, and use **cultural diversity data** to improve service delivery and better meet customer needs. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting <b>Key Action 4</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Introduce a new Australian South Sea Islander indicator across government datasets and client information forms.	On track	The QPS has updated employee HR data to collect specific information surrounding cultural backgrounds and identity. This data includes the Australian South Sea Islander indicator.
Ensure the right systems are in place to collect diversity data.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
Improve understanding of current diversity data collection by undertaking an audit of existing data collection practices to identify what cultural diversity indicators are being collected and what is missing.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
Implement strategies to improve the collection of data such as embedding training for frontline staff on why this data is needed, how to collect it and explaining this to customers to encourage	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.

Agency activities supporting <b>Key Action 4</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
them to provide diversity information.		

## ● **KEY ACTION 5: Interpreters and communication strategies**

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Queensland gets the most benefit from our diversity and global connections*
- *Individuals are supported to participate in the economy.*

Agency activities supporting <b>Key Action 5</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.	On track	The QPS supports the whole of government Standing Offer Arrangement (SOA) for the provision of interpreter and translation services and has provided representation on the working group to establish the next SOA for Queensland Government.



Agency activities supporting Key Action 5	Progress status for 2022-23	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Provide staff training on the Queensland Language Services Policy and how to work with interpreters.	On track	<p>The QPS has developed and delivered an online educational product outlining processes and requirements of engaging interpreters. This training product has been embedded in Recruit Training cultural training days.</p> <p>The product will be embedded in other training days for frontline members to enhance awareness of interpreter engagement.</p>
Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers.	On track	<p>The QPS has developed and delivered an online educational product outlining processes and requirements of engaging interpreters. This training product has been embedded in Recruit Training cultural training days.</p> <p>The product will be embedded in other training days for frontline members to enhance awareness of interpreter engagement.</p>
Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people experience difficulties communicating in English, the provision of multilingual information and communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).	On track	The QPS have developed language posters for use by frontline staff to assist in identifying language needs of clients. Language posters have been distributed around the state for display in police stations to assist community members identify language and dialect requirements.



## ● **KEY ACTION 6: Address racism and discrimination, and promote inclusion**

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting <b>Key Action 6</b>	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Continued delivery of the Culturally and Linguistically Diverse Consultative Group promoting inclusion, support and advocacy for culturally and linguistically diverse QPS members and celebration of diversity within the workplace.	On track	The QPS continues to engage the Culturally and Linguistically Diverse Consultative Group (CALD CG) to provide advice and legitimacy to internal policies, actions and strategies that impact the QPS' multicultural workforce. The 2023 CALD CG consists of 16 QPS employees representing multiple cultures, ethnicities, faiths, language, roles, ranks, positions and locations state-wide. The CALD CG meet bi-monthly to drive cultural inclusion within the QPS.
Provide anti-racism training for all staff, including what it is, and how to prevent and respond to it.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities.  Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.

<b>Agency activities supporting Key Action 6</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	On track	<p>The QPS has commenced three days of cultural capability training for police recruits to enhance cultural awareness and cultural responsiveness of frontline police.</p> <p>Additionally, the QPS has delivered two separate Cultural Responsiveness workshops with external providers to Peer Support Officers and QPS mentors. These latter workshops were an initiative of the QPS CALD CG to enhance the cultural responsiveness of support systems within the QPS.</p>
Senior Executives provide clear messages affirming the agency's commitment to zero-tolerance to racism and discrimination and encouraging anti-racism initiatives in their agency.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
Address difficulties with the recording of racially motivated incidents.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
Introduce new ways to increase inter-cultural connections, respect and understanding by involving people from culturally and linguistically diverse backgrounds in agency planning, consultation, and decision-making processes.	On track	The QPS has established a framework for the Police Multicultural Advisory Group (PMAG) which will provide advice on matters impacting policing responses to multicultural Queenslanders. The QPS has called for nominations for expressions of interest from community members to contribute to this state-level advisory group. The PMAG will contribute to a Hate Crimes Scrutiny Panel in an effort to collaboratively report and respond to hate crimes in Queensland.
Ensure agency media campaigns and good news stories leverage off opportunities to promote the benefits of cultural diversity.	On track	<p>The QPS promotes cultural diversity through a range of online and media platforms demonstrating good work and inclusive practice within and the QPS.</p> <p>Throughout 2023, QPS delivered the QPS Iftar Dinner, QPS Multicultural Dinner and Harmony Week celebrations. Each of these large events provided opportunity to build relationships and extend friendships across multicultural and multifaith Queensland communities.</p>

<b>Agency activities supporting Key Action 6</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Review agency policies and practices to eliminate systemic discrimination.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
Participate in the development of a new Federal Government National Anti-Racism framework and areas for inter-governmental cooperation and collaboration.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.
Build and strengthen partnerships with those committed to combatting racism and discrimination, such as the Diversity Council of Australia, the Australian Race Commissioner, and the Queensland Human Rights Commission.	On track	The QPS maintains membership with the Diversity Council of Australia, drawing on resources and research articles to inform culturally responsive practices.  The QPS also maintains strong relationships with the Ethnic Communities Council of Australia and Multicultural Australia through forums, training opportunities and engagements.
Develop mechanisms and initiatives that address the impact of racism on individuals and communities, such as through mental health support.	Delayed	Nil outcomes achieved to date. This body of work has not yet been completed as the QPS is still developing a Multicultural Action Plan. Consultation is to be undertaken with key internal stakeholders who will be responsible for the key activities. Resourcing implications and competing priorities have affected the delivery of outcomes for this activity.

***Case studies or good news stories to highlight achievements relevant to **Key Action 6** (Addressing racism and promoting inclusion):***

Every opportunity is taken to showcase actions and initiatives that promote cultural diversity within the QPS and the broader Queensland community. These include:

[The Taste of Harmony - Queensland Police News \(mypolice.qld.gov.au\)](#)

[CALD Consultative Group's first meeting of 2023 - Queensland Police News \(mypolice.qld.gov.au\)](#)