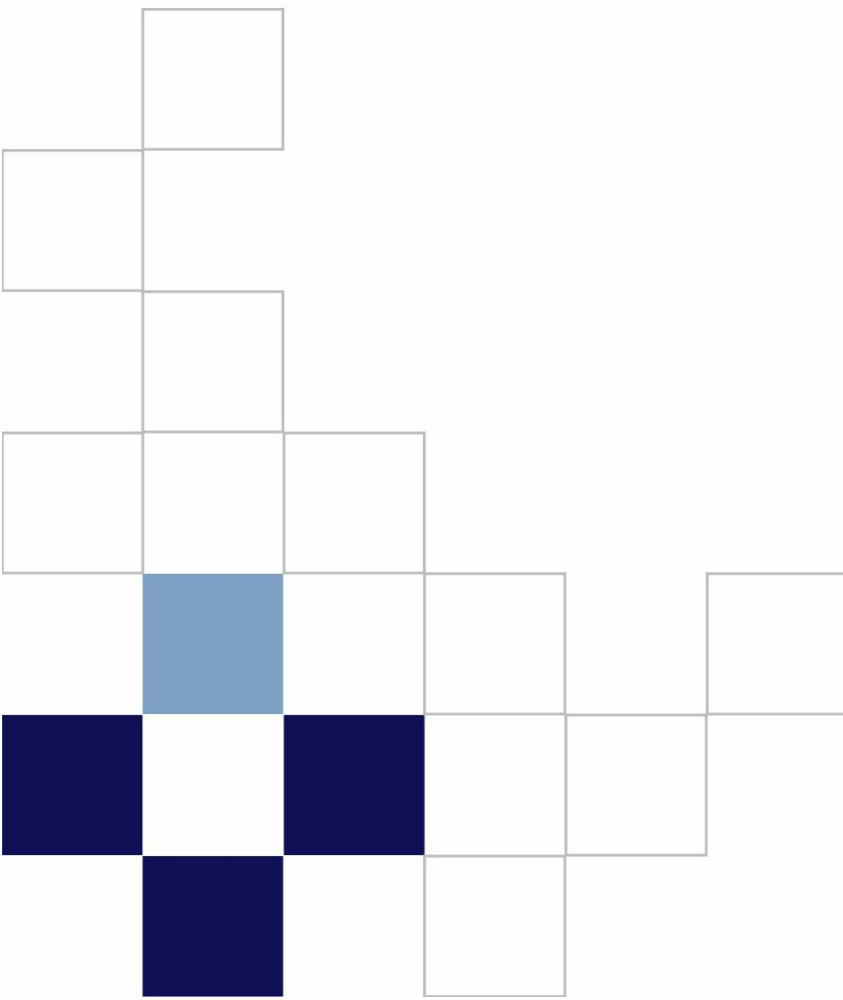


Queensland Police Service

MULTICULTURAL ACTION PLAN

2024-2027



COMMISSIONER'S FOREWORD



Steve Gollschewski APM
Commissioner

Our vision is a Queensland Police Service (QPS) led by the principles of integrity, insight, and innovation, to create a safer, more secure Queensland through world-class policing services that have integrity at their core, are community-focused and technologically advanced.

In doing so, this vision includes an inclusive and diverse QPS where our workforce, services, policies and programs are culturally responsive, and people of all cultures, languages and faith feel safe, included and empowered.

The QPS is committed to enhancing our cultural capability to improve relationships and achieve positive outcomes for First Nations and culturally and linguistically diverse (CALD) communities.

The QPS Multicultural Action Plan 2024-27 reinforces this commitment and provides a framework of the meaningful steps the QPS is taking across 2024-2027 to achieve cultural change and improvement for our CALD workforce and communities, including the delivery of culturally responsive services, diversity, inclusion and social cohesion.

ACKNOWLEDGEMENT

The QPS respectfully acknowledges First Nations peoples as the Traditional Owners and Custodians of Queensland. We pay our respect to them, their cultures, and to their Elders, past, present and emerging.



BACKGROUND

In late 2024, the fourth [Queensland Multicultural Action Plan 2024-25 to 2026-27](#) (MAP) was launched under requirements of the *Queensland Multicultural Recognition Act 2016* and the [Queensland Multicultural Policy: Our story, our future](#).

The MAP sets out a whole-of-government approach for implementing policy priorities in accordance with the *Multicultural Recognition Act 2016*. In doing so, the MAP includes a number of activities across four (4) focus areas for agencies to implement over the next three (3) years.

The QPS has committed to undertake fourteen (14) activities across three (3) of the four (4) focus areas focusing on the following:

- Deliver culturally responsive services,
- Drive diversity and inclusion across the public sector, and
- Promote social cohesion.

The QPS Multicultural Action Plan 2024-27 guides the QPS efforts in implementing the MAP and ensuring its policies, programs and services continue to be responsive to our CALD communities.

To support implementation of the MAP and in line with the requirements of the *Multicultural Recognition Act 2016*, the following monitoring and reporting will be undertaken:

- Queensland Government agencies with actions in the MAP will report publicly on their actions and provide a summary of their progress every year.
- The Minister for Multicultural Affairs will table a report to Parliament on progress towards multicultural policy outcomes as soon as practicable after 30 June 2027.

See how the QPS is tracking via our annual [Multicultural Action Plan reporting](#).



All information in this Multicultural Action Plan is correct at the time of publication.

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QPS MULTICULTURAL ACTION PLAN 2024-27

FOCUS AREAS	
1	Deliver culturally responsive services
2	Drive diversity and inclusion across the public sector
3	Strengthen our economy (n/a)
4	Promote social cohesion

Focus Area 1: Deliver culturally responsive services

OUTCOMES:

- Improved knowledge about customers' diversity.
- Culturally capable services and programs.

ACTIONS	AGENCY	COMMITTED ACTIVITIES
Increase community awareness of warnings during incidents and disasters through community-led, grassroots engagement with CALD communities, including partnering with community leaders and nongovernment organisations.	Queensland Fire Department QPS	The QPS will develop and implement time-sensitive translation services for emergency situations to be utilised by CALD communities. The QPS will further engage with the Police Multicultural Advisory Group (PMAG) to identify, develop and implement improvement opportunities and initiatives to increase community awareness of warnings during incidents and disasters.
Engage with the PMAG to embed a focus on cultural responsiveness into the implementation of findings from recently completed reviews, including the Commission of Inquiry into Queensland Policy Service responses to domestic and family violence (QPS DFV COI).	QPS	The QPS will undertake consultation with the PMAG on the implementation of findings from recently completed reviews, including: <ul style="list-style-type: none"> • The development and implementation of a Hate Crimes Scrutiny Panel (Recommendation 10, Inquiry into serious vilification and hate crimes). • Improved policing services for Police Liaison Officers (PLOs) (Recommendation 62, QPS DFV COI). • Findings and recommendations from the Queensland Human Rights Commission (QHRC) Police Service Diversity and Inclusion Review.
Undertake a review of the experiences of people from CALD backgrounds when reporting crime to police.	QPS	The QPS will review the experiences of people from CALD backgrounds when reporting crime to police and look for ways of improvement via: <ul style="list-style-type: none"> • The PMAG partnership. • Development and implementation of a Hate Crimes Scrutiny Panel (Recommendation 10, Inquiry into serious vilification and hate crimes).

		<ul style="list-style-type: none"> Continued delivery of the QPS Community Experience (CX) Survey. Expansion of data collection, research and reporting to enable a better understanding of diverse and intersecting experiences with CALD communities and domestic and family violence (DFV).
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Focus Area 2: Drive diversity and inclusion across the public sector

OUTCOMES:

- A productive, culturally capable and diverse workforce.

ACTIONS	AGENCY	COMMITTED ACTIVITIES
Monitor data related to CALD employee representation and deliver strategies to achieve the whole-of-government target of twelve (12) per cent for employees who speak a language other than English at home.	All agencies	<p>The QPS will utilise a number of data collection strategies relating to CALD recruitment, employment and retention to identify and develop strategies for improvement, including:</p> <ul style="list-style-type: none"> Annual equity and diversity audits under the <i>Public Sector Act 2022</i>. Working for Queensland (WfQ) Survey. PLO and Torres Strait Island PLO Cultural and Linguistic Capability Survey. <p>The QPS will implement a number of strategies to achieve the whole-of-government target, along with the QPS target of eight (8) per cent CALD employees, including:</p> <ul style="list-style-type: none"> The QPS Strategic Workforce Plan 2024-28 and the QPS Equity, Diversity and Inclusion Plan 2024-25. The Multicultural Recruit Preparatory Program (MRPP) and the International Recruiting Program. PLO Recruitment Plan, training and communication strategies. Continuing partnerships and attendance at Career Fairs or Employment Expos, to help increase exposure and awareness of Queensland Government job opportunities to people from CALD backgrounds and encourage them to consider alternative career pathways.
Monitor WfQ survey results relevant to cultural diversity and inclusion and deliver	All agencies	The QPS will continue to report on and review CALD employee data from the WfQ Survey and consult its CALD Consultative Group to identify, develop and

strategies to improve inclusion for CALD employees, including Australian South Sea Islander peoples.		<p>deliver strategies to improve inclusion for CALD employees. Current strategies the QPS will deliver across 2024-27 include:</p> <ul style="list-style-type: none"> • The QPS Multicultural Network and statewide QPS Multicultural Newsletters. • The QPS Significant Cultural Events Calendar. • “Get to Know your PLO” campaign and statewide cultural locality profiles for QPS districts. • QPS Cultural Capability Training (recruits, sworn and unsworn officers).
Using the Diversity and Inclusion on Boards Toolkit, implement targeted actions to increase the cultural and linguistic diversity of representation on Queensland Government boards.	All agencies	n/a.
Agencies will provide DPC with data on the cultural and linguistic diversity of Queensland Government boards to enable Government to monitor and report on the diversity of Queensland Government bodies.	<p>Department of Premier and Cabinet</p> <p>All agencies</p>	The QPS will continue to provide DPC with CALD data where applicable.
Undertake a comprehensive review of diversity and inclusion within the QPS, including consulting with current and past officers from CALD backgrounds, and developing recommendations to improve recruitment and retention of CALD employees.	<p>QHRC</p> <p>QPS</p>	<p>The QPS will support the QHRC in its QPS Diversity and Inclusion Review, which focuses on the recruitment and retention of women, First Nations, and CALD police. During its review, the QHRC will gather information via research, information requests and consultation, analyse all the information obtained and make recommendations for change.</p> <p>The review will be conducted in three (3) phases over a four (4) year period. The review commenced in July 2023 and will conclude in October 2026. The QHRC will publish a report at the end of the first review phase, and another report three (3) years later at the end of the final evaluation.</p> <p>The QPS is committed to planning, coordinating and implementing recommendations from the review and engaging in future evaluations.</p> <p>Additional information, including what the review will look at, can be found on the Queensland Human Rights Commission website.</p>

Continue to deliver the MRPP as an opportunity to support applicants from CALD backgrounds join the QPS.	QPS	The QPS will continue its annual delivery of the MRPP through the QPS Academy, offering tailored induction, support and development of recruits from CALD backgrounds.
Undertake an evaluation of the Get Prepared program to determine opportunities to improve and/or expand the program.	QPS	The QPS will evaluate the Get Prepared program and deliver an evaluation report by 2025 which will inform opportunities to continue and improve the program.
Partner with Multicultural Australia to attract CALD applicants to the Queensland Corrective Services (QCS) and QPS (in partnership with the Australian Federal Police).	QCS QPS	The QPS will continue to deliver the Get Prepared program pending the outcome of its evaluation (refer above).

Focus Area 3: Strengthen our economy

OUTCOMES:

- Nil.

ACTIONS	AGENCY	COMMITTED ACTIVITIES
Nil		

Focus Area 4: Promote social cohesion

OUTCOMES:

- A respectful and inclusive narrative about diversity.
- Queenslanders celebrate our cultural diversity.
- Connected and resilient communities.
- Recognition and respect for First Nations heritage and culture.

ACTIONS	AGENCY	COMMITTED ACTIVITIES
Take a strong stance against racism, and actively promote anti-racism messages to staff, clients and communities in line with each agency's unique context.	All agencies	<p>The QPS is committed to taking a strong stance against racism and actively promoting anti-racism messages by continuing to promote its "Racism it Stops with me" campaign.</p> <p>The QPS will continue to deliver training to uplift the cultural capability of all agency staff to help better understand and address barriers to inclusion.</p>

		<p>The QPS will also continue to work in partnership with the QHRC, including supporting it with the QPS Diversity and Inclusion Review and implementing recommendations arising from the review.</p>
<p>Develop targeted products and actions to enhance community awareness and the confidence of people from CALD backgrounds to report hate crime incidents to police.</p>	QPS	<p>The QPS will develop and deliver the following targeted products and actions to enhance community awareness and the confidence of people from CALD backgrounds to report hate crime incidents to police:</p> <ul style="list-style-type: none"> • Hate Crimes Scrutiny Panel (Recommendation 10, Inquiry into Serious Vilification and Hates Crimes). • Activities and initiatives to support communities and frontline police officers with the introduction of serious vilification and hate crimes legislation.
<p>Work in partnership with industry stakeholders to deliver strategies to address and respond to racism.</p>	QPS	<p>The QPS will continue to build and strengthen partnerships with those committed to combatting racism and discrimination, including with the Diversity Council of Australia, the Australian Race Commissioner, and the QHRC.</p> <p>The QPS will engage, where appropriate, with CALD clients and communities, including the CALD Consultative Group and the PMAG, to identify, develop and implement strategies.</p> <p>The QPS will develop and implement a Hate Crimes Scrutiny Panel (Recommendation 10, Inquiry into Serious Vilification and Hates Crimes).</p> <p>The QPS will continue to support the QHRC's QPS Diversity and Inclusion Review and plan, coordinate and implement recommendations arising from the review.</p>