


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

Annual Reporting for 2020-21  
QUEENSLAND CORRECTIVE SERVICES

## 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 Corrective Services**.

## 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 Corrective Services** 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
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds <sup>1,2</sup> .		Multiple agencies including QCS	2019–22	<b>YET TO COMMENCE - no meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• QCS is investigating how data collection can be strengthened, improved and aligned with our IT system.</li> </ul>
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"> <li>• Review content and delivery of training focused on addressing multicultural issues to determine whether additional resources need to be developed to support people from diverse cultural and religious backgrounds.</li> </ul>		QCS	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• The Custodial Officer Entry Program includes a two-hour session on Multicultural Awareness which was reviewed by Multicultural Queensland in 2019 and supported for continual use in training new recruits.</li> <li>• QCS is currently reviewing all existing entry-level training packages to identify opportunities for enhancement, this review will include a focus on multicultural issues.</li> </ul>
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• QCS values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect.</li> <li>• People from diverse backgrounds including non-English speaking backgrounds are specifically encouraged to apply for all advertised positions.</li> <li>• In 2020 QCS commenced work on the development of a Multicultural Reference Group. At the time QCS received several expressions of interest (following a call for possible members). The COVID-19 pandemic resulted in the reprioritisation of QCS resources and</li> </ul>

<sup>1</sup> This action relates to the commitment in the Queensland Multicultural Policy: Our story, our future regarding a consistent approach to collecting statistical information about the diversity of people who access Queensland Government services. It builds on related actions in the Queensland Multicultural Action Plan 2016–17 to 2018–19. Agency implementation plans outline steps for relevant government agencies to collect and report on the minimum mandatory indicators for customers from culturally diverse backgrounds.

<sup>2</sup> The QPS collects information for legitimate law enforcement purposes only and cannot collect or disclose customer information as outlined in the Queensland Multicultural Policy: Our story, our future. QPS officers across the state have access to the QPS Annual Environmental Scan which details cultural diversity trends in the community and which assists with QPS internal planning to address the needs of the whole community.

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Action	AQP	Responsible agency	Timeframe	Progress status for 2020-21	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.  consequently this work was put on hold. QCS will work towards establishment of this group throughout 2021-22.

**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"> <li>• Work with staff to raise awareness about the role and purpose of the Multicultural Queensland Charter.</li> </ul>		QCS	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• The Charter is part of the orientation package for QCS corporate staff.</li> <li>• The two-hour training package in the Custodial Officer Entry Program specifically references the <i>Multicultural Recognition Act 2016</i>, the Multicultural Queensland Charter and the Queensland Multicultural Action Plan including the three key priority areas.</li> </ul>
<ul style="list-style-type: none"> <li>• Include the Multicultural Queensland Charter principles in the review of training in relation to multicultural issues.</li> </ul>		QCS	2019–22	<b>COMPLETED - for duration of Action Plan</b>	<ul style="list-style-type: none"> <li>• As above.</li> </ul>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign <sup>3</sup> . 		All agencies	2019–22		

<sup>3</sup> 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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<ul style="list-style-type: none"> <li>Provide information to staff and customers regarding the agency's commitment to addressing racism.</li> </ul>		QCS	2019–22	<b>ON TRACK - meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>The Custodial Officer Entry Program (COEP) and the Practitioner Development Program training sessions both include packages on Workplace Ethics including treating staff with respect and that racism is not tolerated. The COEP goes into detail about treating our customers with respect and ensuring cultural considerations are undertaken.</li> <li>A complaint of alleged racism can be dealt with in a number of ways. In some instances, it is appropriate for local management to take action, which may include remedial action, risk management or local fact-finding enquiries. In other instances, there may be sufficient information to progress to an Ethical Standards Group investigation.</li> <li>If there is evidence to substantiate an act of racism by a staff member, QCS will take action, which may include disciplinary action ranging up to termination of employment.</li> </ul>


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Priority area 3: Economic opportunities

Outcomes:

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

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Provide pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum, such as through work experience, internships or targeted recruitment.		Multiple agencies including QCS	2019–22	<b>YET TO COMMENCE - no meaningful activity has begun</b>	<ul style="list-style-type: none"> <li>• In 2020-21 QCS had an employment rate of 4.05% for people from non-English-speaking backgrounds.</li> <li>• QCS encourages individuals from diverse backgrounds to apply during the recruitment process.</li> <li>• In early 2020 QCS worked to forge a partnership with Multicultural Australia which facilitates pathways of employment for migrants, refugees and asylum seekers in both custodial and non-custodial workplaces. The COVID-19 pandemic saw this priority put on hold to divert all resources to managing QCS' response to the pandemic. QCS acknowledges the importance of this partnership and in 2021-22 will work towards strengthening this relationship.</li> </ul>