

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

**Annual Reporting for 2019-20  
QUEENSLAND CORRECTIVE SERVICES**

**Priority area 1: Culturally responsive government**

**Outcomes:**

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

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20  Legend: • On track • Completed • Yet to commence	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.
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds.		Multiple agencies, including QCS	2019–22	Yet to commence	<b>QCS is investigating how data collection can be implemented and aligned with our IT system.</b>
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	On track	<p><b>The training package for our frontline staff is currently being reviewed and the Multicultural Charter will be included in the training material.</b></p> <p><b>In addition, QCS also supports cultural understanding through:</b></p> <ul style="list-style-type: none"> <li>• Allowing prisoners of different faiths access to religious visitors, consistent with our Custodial Operations Practice Directive.</li> <li>• Working with multicultural and faith groups, including members of the Jewish community to facilitate visits and support for prisoners.</li> <li>• Membership in the Police Ethnic Advisory Group (PEAG) to work on areas of concerns.</li> </ul> <p><b>Due to the risk of COVID-19, visits have currently ceased but will recommence once restrictions are lifted.</b></p>
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	On track	<b>QCS continues to work on the development of the Multicultural Reference Group and has received a number of expressions of interest (following a call for possible members). QCS is currently working on finalising the group.</b>

**Insert case studies or good news stories to highlight achievements relevant to Priority area 1: NIL**

If not relevant to your agency please insert NIL

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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 2019-20	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>On track</b>	<b>The Multicultural Queensland Charter is part of the orientation package for QCS corporate staff. Currently QCS provides separate multicultural training to custodial officers and is working to incorporate the Multicultural Charter as part of this training package.</b>
<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>On track</b>	<b>As above</b>
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		All agencies	2019–22		
<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</b>	<b>In June 2020, a broadcast from the QCS Commissioner was sent to all staff. The message served as a strong reminder to officers of their obligation to up hold the QCS values of respect and inclusion. Officers behaving disrespectfully, offensively or in a racist manner will be subject to disciplinary action.</b>

**Insert case studies or good news stories to highlight achievements relevant to Priority area 2: NIL**

If not relevant to your agency please insert NIL

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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

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
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>On track</b>	<p><b>QCS have forged a partnership with Multicultural Australia which facilitates pathways of employment for migrants, refugees and asylum seekers in both Custodial and Non-custodial workplaces.</b></p> <p><b>Work to showcase the efforts of QCS officers from culturally and linguistically diverse backgrounds is also underway to encourage recruitment.</b></p>
<p><b>Insert case studies or good news stories to highlight achievements relevant to Priority area 3: NIL</b> If not relevant to your agency please insert NIL</p>					