


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

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


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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	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>
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds ^{1,2} .	Multiple agencies including QCS	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> QCS will continue to investigate how data collection can be strengthened, improved and aligned with our IT system through a major cross-unit internal project.
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"> 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. 	QCS	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> In 2022, QCS implemented a Learning Management System which provides all staff with the opportunity to access a training package to support diversity awareness. The package is broken into modules which provide information and tips to help participants increase and support diversity in their workplaces. A two-hour session on Multicultural Awareness continues to be delivered as part of QCS’ Custodial Officer Entry Program. The session was reviewed by Multicultural Queensland in 2019 and supported for continual use in training new recruits.
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> QCS values and respects the diversity of its workforce and believes all employees should be treated fairly and with dignity and respect. QCS will continue to encourage people from diverse backgrounds including non-English speaking backgrounds to apply for all advertised positions. In 2020, QCS commenced work on the development of a Multicultural Reference Group. Following delays due to the COVID-

¹ 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.

² 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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				19 pandemic, QCS has now engaged representatives from across government, community and academia to provide expert advice to the group. The inaugural meeting will be held during 2022-23.



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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	Responsible agency	Timeframe	Progress status for 2021-22	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"> • Work with staff to raise awareness about the role and purpose of the Multicultural Queensland Charter. 	QCS	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • The Charter is part of the orientation package for QCS corporate staff. • 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.
<ul style="list-style-type: none"> • Include the Multicultural Queensland Charter principles in the review of training in relation to multicultural issues. 	QCS	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • As above.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ³ . 	All agencies	2019–22		
<ul style="list-style-type: none"> • Provide information to staff and customers regarding the agency's commitment to addressing racism. 	QCS	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • 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. • A complaint of alleged racism is treated seriously by QCS and can be dealt with in a number of ways. In some instances, it is

³ 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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				<p>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 which identifies a need for an Ethical Standards Group investigation.</p> <ul style="list-style-type: none"> • If there is evidence to substantiate an act of racism by a QCS employee, QCS will take appropriate action, which may include disciplinary action which can result in a range of outcomes including termination of employment.

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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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • QCS will continue to encourage individuals from culturally and linguistically diverse (CALD) backgrounds to apply through recruitment processes. • For the year ending 30 June 2022, QCS had an employment rate of 1.29% for people from CALD backgrounds. • In early 2020 QCS worked to forge a partnership with Multicultural Australia which facilitates pathways to employment for migrants, refugees and asylum seekers in both custodial and non-custodial workplaces. The COVID-19 pandemic saw this priority put on hold, however QCS is working to strengthen this relationship in 2022-23. • To better understand diversity across QCS' current employee population, in 2021-22, QCS encouraged staff to update their diversity information as an indicator of QCS' commitment to the Queensland government's Inclusion and Diversity Strategy 2021-25.