

Queensland Multicultural Policy ‘Our story, our future’ Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2022-23 *Queensland Corrective Services*

Scope of reporting

The [Queensland Multicultural Policy](#) and Action Plan aim to achieve positive outcomes for Queenslanders from **culturally and linguistically diverse backgrounds**.

We acknowledge measures to support diversity and inclusion for various cohorts, including Aboriginal and Torres Strait Islander Peoples, women, youth, seniors, LGBTIQ+ communities and people with disability. While we recognise and respond to intersectionality across groups, the purpose of this report is to collect information about activities that specifically focus on achieving outcomes for:

- *People from diverse cultural, religious and linguistic backgrounds, specifically people from migrant and refugee backgrounds, people seeking asylum and Australian South Sea Islanders¹.*

Activities included in this reporting specifically focus on delivering positive outcomes for this population.

¹ Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the primary industries. More than 50,000 people came from some 80 Pacific Islands, primarily Vanuatu and the Solomon Islands, and the majority were kidnapped, ‘blackbirded’ or deceived into coming.

● **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 Key Action 2	Responsible portfolio/area	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>
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.	<i>People Capability Command, QCS</i>	On track	<p>As at 30 June 2023, 2.79% of Queensland Corrective Services (QCS) employees were born overseas and 2.03% of employees speak a language other than English at home.</p> <p>QCS has developed the <i>QCS Workforce Strategy 2022-2027</i> which maps out the overarching priorities and strategies for developing the systems necessary to support, strengthen and enable its workforce to deliver professional, ethical and sustainable corrective services now and into the future. The QCS Workforce Strategy will be reviewed in late 2023 to ensure it reflects the new <i>Public Sector Act 2022</i> (the Act), which came into effect on 1 March 2023. In particular, QCS is committed to fulfilling the purpose of Chapter 2 of the Act in developing an inclusive, respectful and diverse workforce.</p> <p>In 2022-23 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.</p> <p>QCS is also proud to feature on the Queensland Government #BeHere4Queensland website to champion both its Custodial Correctional Officers and Community Corrections workforce to further enhance attraction and recruitment processes.</p> <p>QCS will continue to encourage individuals from culturally and linguistically diverse backgrounds to apply through recruitment processes.</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 Key Action 3	Responsible portfolio/area	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>
Queensland Corrective Services will review the information and mechanisms of providing information to eligible persons and stakeholders from the QCS Victims Register.	QCS Victims Register	On track	<p>Queensland Corrective Services (QCS) is committed to ensuring victims of crime are supported and have a voice every day through the QCS Victims Register. The Victims Register provides eligible persons with information about important events in the sentences of those prisoners they are registered against, including:</p> <ul style="list-style-type: none"> • the prisoner's eligibility dates for discharge or release; • the prisoner's date of discharge or release; • the fact, and date, of the death or escape of the prisoner; and • the fact, and date, of any circumstances relating to the prisoner that could reasonably be expected to endanger the eligible person's life or physical safety. <p>The Victims Register is adaptable to the communication needs of eligible persons. For eligible persons requiring interpreter services, the Victims Register utilises approved translating and interpreting services available to QCS as required, as well as support persons and support agencies nominated by eligible persons.</p>

● **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 Key Action 4	Responsible portfolio/area	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>
Queensland Corrective Services will identify opportunities to enhance collection of diversity data to better inform service delivery and workforce practices and processes.	<i>People Capability Command, QCS and Operational Performance and Reporting Group, QCS</i>	Delayed	Queensland Corrective Services (QCS) completed an Equity and Diversity Audit in April 2023 and submitted this to the Office of the Special Commissioner, Equity and Diversity. QCS is using the audit results to identify actions to improve workforce diversity within QCS, including actions to increase the proportion of culturally and linguistically diverse people in our workforce. A request to enhance collection of diversity data of persons in custody or supervised by Queensland Corrective Services through enhancement to the Integrated Offender Management System (IOMS) has progressed, noting the agency has other critical IOMS enhancement priorities awaiting completion.

● **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 Key Action 5	Responsible portfolio/area	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>
Queensland Corrective Services will increase the use of translation services for CALD people engaged with Community Corrections.	Community Corrections, QCS	On track	Guidelines have been published on the Queensland Corrective Services (QCS) intranet regarding the whole-of-government Standing Offer Arrangement for the provision of translator and interpreter services, including a list of services officers may access. In 2022-23, Community Corrections spent approximately \$8,700 on translation and interpreter services.
Queensland Corrective Services will assess the viability of providing copies of key information documents, such as the Prisoner Induction Handbook, in the most common non-English languages.	Custodial Delivery Command, QCS	On track	QCS will complete an assessment of viability of providing copies of key information documents in the most common non-English languages within six months.
For agencies involved in front line service delivery, support the whole-of-government Standing	All QCS	Complete	Guidelines have been published on the QCS intranet regarding the whole-of-government Standing Offer Arrangement for the provision of translator and interpreter services, including a list of services officers may access. Information and education will be distributed to QCS business areas directing them toward the existing supply arrangement.

Agency activities supporting Key Action 5	Responsible portfolio/area	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>
Offer Arrangement for the provision of interpreting and translation services.			In 2022-23, QCS spent approximately \$28,500 on translation and interpreter services.

● **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 Key Action 6	Responsible portfolio/area	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>
Queensland Corrective Services will commence an organisational culture change program including initiatives and programs aimed at raising awareness and improving outcomes around inclusion and diversity.	People Capability Command, QCS	On track	<p>Queensland Corrective Services (QCS) is developing a new Culture and Leadership Program. The Program aims to increase awareness and promote diversity and inclusion.</p> <p>QCS recently commenced a co-chair function for the Inclusion and Diversity Community of Practice Communications Working Group, creating shared resources and consistent messaging for distribution to government department Community of Practice members.</p> <p>QCS completed an Equity and Diversity Audit in April 2023 and is using the audit results to identify actions to improve workforce diversity within QCS, including actions to increase the proportion of culturally and linguistically diverse people in our workforce.</p>