

  
 Our story, our future  
 Queensland Multicultural Policy and Multicultural Action Plan 2016-17 – 2018-19  
**Annual Report 2018-19**  
 QUEENSLAND CORRECTIVE SERVICES

**Priority area 1: Culturally responsive government**

**Outcomes**

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

**Improved knowledge about customers' diversity**

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> <li>• Completed</li> <li>• Partially completed</li> <li>• Not completed</li> </ul>	<i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers.	DCSYW DHPW DJAG	2016-17	Completed	Annual Report on Multicultural Action Plan 2016-19 published on QCS website.
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	DoE DTMR <b>QCS</b>	2016-19	Completed	The Multicultural Reference Group will continue to review and refine training material to support this activity.
Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met.	QFES QH including HHSs QPS	2016-19	Completed	The Multicultural Reference Group will examine this issue, in consultation with key internal stakeholders, including Human Resources.

**Culturally capable services and programs**

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> <li>• Completed</li> <li>• Partially completed</li> <li>• Not completed</li> </ul>	<i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Ensure equitable access to religious visitors for people of different faiths in correctional facilities.	QCS	2016–19	Completed	QCS provides access in correctional centres to religious visitors for people of different faiths, consistent with Custodial Operations Practice Directive - Religious Visitors Implementation Date: 02/07/18.  The State Chaplaincy Board is contracted by QCS to deliver Christian chaplaincy services to all correctional centres across Queensland.  The State Chaplaincy Board consists of seven faith-based organisations which deliver this service on a minimum of 4 weekdays plus a Sunday service, 52 weeks a year.



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				<p>Members of the Islamic Council of Queensland visit two correctional centres in SEQ every week and during religious events/ceremonies including Ramadan. Special visits were also made following the recent incident in Christchurch.</p> <p>Rabbis and other members of the Jewish faith visit correctional centres including at times of religious significance, e.g. Passover.</p> <p>Work continues to increase the level of access prisoners have to religious leaders from these and other faiths.</p>
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**A productive, culturally capable and diverse workforce**

Action	Lead	Timeframe	Progress status	Achievements and outcomes
			Legend: <ul style="list-style-type: none"> <li>• Completed</li> <li>• Partially completed</li> <li>• Not completed</li> </ul>	<i>Please provide commentary eg. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</i>
Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.	All departments	2016–19	Partially completed	QCS has attained an employment rate of 4.7% for people from non-English speaking backgrounds.