

**Question on Notice
No. 336
Asked on 7 March 2007**

Mr CHOI asked the Minister for Police and Corrective Services (MS SPENCE) -

QUESTION:

What initiative has been implemented by the Queensland Police Service to complement the work of the police and how would that benefit our multicultural community?

ANSWER:

The Queensland Police Service (QPS) has an excellent reputation for multicultural community engagement and has, over many years, developed a comprehensive policy and operational response to policing Queensland's multicultural community.

QPS multicultural initiatives include:

- Incorporating the principles of the whole of Queensland Government Multicultural Policy: *Multicultural Queensland – making a world of difference* into the QPS Aboriginal and Torres Strait Islander and Multicultural Action Plan, QPS Strategic Plan and documents, Human Resource Management Manual and Operational Procedures Manual.
- Development of community language documents such as:
 - the *QPS Client Service Charter* now available in Chinese, Vietnamese, Arabic and Persian,
 - *Confident Safe and Secure* Seniors Security Handbook published in Vietnamese and
 - Crime Stoppers reporting information published in Chinese, Vietnamese, Arabic.
- Employment of a Senior Cultural Advisor and establishment of the Cultural Advisory Unit to provide advice to the senior executive, co-ordinate and monitor QPS policy and programs, including the use of interpreters, multilingual officers, consular services and non-discriminatory language.
- A State-wide network of Cross Cultural Liaison Officers who are sworn police officers and provide advice and support to operational police and other regional staff on multicultural issues.
- A State-wide network of Police Liaison Officers (PLOs) assist in forging links between the QPS and multicultural communities by building trust, helping to reduce and prevent crime and diverting people from the criminal justice system. The PLO Scheme now includes approximately 140 positions which are filled by persons drawn from Chinese, Filipino, Vietnamese, Croatian, Samoan, Sudanese, Fijian Indian and Muslim backgrounds. Although specialising in their own cultures, all PLOs assist in communicating with the range of communities and police in their area.
- Active recruitment and monitoring of the number of QPS employees from diverse backgrounds.

- Delivery of cross cultural training which aims to enhance understanding of diversity for all Service personnel. A research project is currently being undertaken in partnership with the Islamic Women's Association and Al-Nisa Youth Group, the Islamic Council of Queensland, and the Centre for Islamic Studies at Griffith University, which is aimed at leading to establishment of an education and training package on Islamic issues for serving officers and other members of the QPS.
- The Tourist Orientated Policing program, located in the Crime Prevention Unit, whose role is to assist police officers to respond to particular needs of tourists within their local areas and to be the principal point of contact for the tourism industry within the QPS.
- Ongoing consultation and liaison with local, state and federal government departments, peak multicultural bodies and community organisations, including:
 - The Police Ethnic Advisory Group,
 - The Australasian Police Multicultural Advisory Bureau,
 - An Inter-Departmental Committee on Multiculturalism and its whole of government working groups and
 - Islamic, Vietnamese, Chinese, Japanese and African community police consultative groups.
- Participation in local, regional and sporting and recreational events such as:
 - Chinese New Year Celebrations,
 - International Harmony Day,
 - The QPS and Ethnic Communities Council of Queensland Soccer Cup and
 - Chinese Scout Group.

This broad range of initiatives provides a framework in which the QPS can fulfil its duties and address new and emerging diversity issues within Queensland's multicultural community.