



QUEENSLAND POLICE SERVICE – CULTURAL CAPABILITY ACTION PLAN

OUR PURPOSE – to provide timely, high quality and efficient policing services, in collaboration with communities and government and non-government partners, to make Queensland safer

OUR BEHAVIOURS

Courage	by always doing the right thing
Fairness	in making objective, evidence-based, consistent decisions and by treating people with respect
Pride	in themselves, the Queensland Police Service, the work they do and the community they serve

INFLUENCES

The Queensland Reconciliation Action Plan 2018-2021 articulates the Government's commitment to advance reconciliation and to further strengthen and acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians

ACTIONS	INITIATIVES	PERFORMANCE INDICATORS	RESPONSIBLE AREA
Valuing Culture	Ensure the Acknowledgement of Traditional Owners/Custodians or Welcome to Country are embedded in normal QPS practices	Policies are reviewed to enable appropriate acknowledgements or welcomes	CUE
	Recognise, participate in and promote significant calendar events celebrated by the Aboriginal and Torres Strait Islander community	The QPS participates and promotes significant Aboriginal and Torres Strait Islander cultural events	MPAG, CEU, all Regions
	Update and support the compulsory Cultural Appreciation training policy for QPS	The Cultural Engagement Unit (CEU) ensures QPS members undergo cultural capability awareness, including a community specific induction program where appropriate	PCAP
	Promote the story and use of the 'Look to the Stars' artwork	Qualitative (anecdotal) and quantitative (number of) use of the artwork	CEU
Leadership and accountability	The Executive Leadership Team (ELT) continues to identify and engage with cultural capability awareness opportunities	The ELT continues to engage cultural capability awareness opportunities	ELT
	The ELT actively supports Aboriginal and Torres Strait Islander events	The number of Aboriginal and Torres Strait Islander events attended by the ELT	ELT
	The ELT supports innovative strategies in line with the QPS Strategic Plan	The number of innovative strategies implemented	ELT
Build cultural capability to improve participation	Promote and support the QPS Aboriginal and Torres Strait Islander Support Network and Indigenous Recruit Preparation Program	Aboriginal and Torres Strait Islander employment in the QPS is promoted and supported through the Indigenous Recruit Preparation Program and other relevant initiatives (PCAP)	PCAP
Aboriginal and Torres Strait Islander engagement and stronger partnerships	Strengthen engagement with Indigenous based organisations to improve community safety and victim support (DV)	Collaborative strategies are developed to manage risk and support safety strategies	DFVVPU
	Identify proactive measures in collaboration with Indigenous and community stakeholders to enhance service delivery where Indigenous people are under/over represented (DV)	Collaborative and proactive problem-solving projects and programs are implemented	DFVVPU
	Participate in whole-of-government High Risk Team governance and collaboration for trial sites which went live in 2017, three new sites located which became operational in 2018 and two additional sites in 2018-19 in Caboolture and Mackay (DV)	An evaluation of the QPS High Risk Team is undertaken to inform its success is completed	DFVVPU
	Collaborate with High Risk Team partner agencies to address the protective needs of victims and their families (DV)	Improved evidence gathering for high risk cases	DFVVPU
	Collaborate with partner agencies to hold perpetrators accountable (DV)	Work with partner agencies to monitor perpetrators' behaviour to hold them to account	DFVVPU
	Increase focus around perpetrators to improve safety and overall outcomes for victims and their families (DV)	Strategies to increase Aboriginal and Torres Strait Islander engagement are developed	DFVVPU
	Participate in monitoring the implementation of protective case management recommendations (DV)	The QPS is better informed to make decisions on Indigenous policing matters	DFVVPU
	Continue the development and support for Indigenous community diversionary options (DV)	Local strategies are developed to reduce repeat calls for service in matters where over-representation of Aboriginal and Torres Strait Islander people exist	DFVVPU
	Participate in the development and implementation of Community Safety Plans with stakeholders	The QPS has input into individual community safety plans	All Regions
	Strengthen engagement with the Indigenous community to allow a broad view of the Aboriginal and Torres Strait Islander community	The Indigenous community has direct input into QPS strategic issues	CEU, all Regions



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	Enhance the level of engagement and ensure continued alignment between regional mechanisms and centrally based initiatives	Evidence from the number of locally/regionally based mechanisms	CEU, all Regions
Culturally responsive systems and services	Maintain a range of resources to assist staff in remaining culturally competent, including links to other resources	All resources are reviewed regularly to maintain relevance and appropriateness	CEU
	Ensure relevant policies and programs are reviewed, and internal policies are aligned to these, in relation to Closing the Gap initiatives and Reconciliation strategies	The CEU continues to provide culturally appropriate QPS related advice regarding State and Federal policies and programs	CEU, Strategy and Performance