

# Department of Justice & Attorney General

## Reconciliation Action Plan

### 2009 - 2012

#### Our commitment and focus

To contribute positively towards reconciliation by

- Increasing employment opportunities for Aboriginal and Torres Strait Islander people
- Fostering respect and ensuring our staff are culturally competent
- Strengthening relationships with Aboriginal and Torres Strait Islander communities and people
- Ensuring our services are culturally appropriate and are targeted to meet the needs of Aboriginal and Torres Strait Islander people

#### Our related commitments

##### **Towards Q2: Tomorrow's Queensland**

A Fair Queensland – Supporting safe and caring communities through services that deliver justice, protect vulnerable people, increase community and workplace safety and uphold rights.

##### **Queensland Government's Reconciliation Action Plan 2009 - 2012**

Reconciliation is a commitment of the Queensland Government. The Plan sets targets for building relationships, respect and opportunities to contribute tangibly to reconciliation.

##### **DJAG Strategic Plan 2009-13**

DJAG's vision is for a fair, safe and just Queensland.  
DJAG's objectives include: that human rights are upheld and protected; and that regulation and service delivery supports productivity balanced with social justice.

# Department of Justice and Attorney-General Reconciliation Action Plan 2009-12

Objective	To foster respect and ensure our staff	To increase employment opportunities for Aboriginal and Torres Strait Islander people	To strengthen relationships with Aboriginal and Torres Strait Islander communities and people	To ensure our services are culturally appropriate and are targeted to meet Aboriginal and Torres Strait Islander needs
Sponsor	Michael Bice, Regional Manager Courts, North Queensland	Brian Lovi, Manager, Human Resources & Governance Jim Sondergeld, Principal Registrar, Rockhampton Magistrates Court	Paul Murray, Director State Penalties Enforcement Registry	Paul Casey, Executive Director, Public Sector Employee and Industrial Relations Natalie Parker, Acting Child Safety Director
Actions	<p>We will implement cultural competence training for staff including:</p> <ul style="list-style-type: none"> <li>• On-line training for all DJAG staff</li> <li>• Cultural competency component in induction training for new staff</li> <li>• Tailored training for service delivery staff.</li> </ul> <p>We will conduct bi-annual cultural awareness training for Magistrates and Judges of the Supreme and District Courts.</p> <p>We will implement and apply government protocols for working with Aboriginal and Torres Strait Islander peoples, including protocols relating to Welcome to Country, Acknowledging Traditional Owners and Elders and Aboriginal and Torres Strait Islander people.</p> <p>We will recognise our Aboriginal and Torres Strait Islander staff through a specific Aboriginal and Torres Strait Islander award and a reconciliation action achievement award at our annual awards ceremony.</p>	<p>We will increase and retain A&amp;TSI staff in DJAG by:</p> <ul style="list-style-type: none"> <li>• Implementing targeted recruitment campaigns to include A&amp;TSI communities</li> <li>• Developing and maintaining a support network for new and Promoting DJAG as an attractive employer when engaging with A&amp;TSI communities</li> </ul> <p>We will employ Aboriginal Torres Strait Island mediators within our Dispute Resolution Branch.</p> <p>We will develop an Aboriginal and Torres Strait Islander Employment Action Plan that targets entry level positions, employment retention and career advancement for Aboriginal and Torres Strait Islander current A&amp;TSI staff people.</p>	<p>We will strengthen communication and engagement with A&amp;TSI clients by:</p> <ul style="list-style-type: none"> <li>• Engaging with A&amp;TSI communities to identify their needs and implementing strategies to respond to those needs</li> <li>• Supporting service areas to better communicate with A&amp;TSI communities</li> <li>• Participating in community events</li> <li>• Providing essential information (web and brochure) that is A&amp;TSI specific</li> </ul> <p>We will recognise, promote and attend Aboriginal and Torres Strait Island specific events including: NAIDOC Week, Reconciliation Week and Brisbane City Council Black History Month.</p> <p>We will increase access to mediation to Aboriginal and Torres Strait Islander communities through training and working with Community Justice Groups.</p> <p>We will engage with the Queensland Aboriginal and Torres Strait Islander Advisory Council.</p> <p>We will engage with the State-wide Community Justice Reference Group (SWRG).</p> <p>We will engage with remote A&amp;TSI communities, Community Justice Groups and the Salvation Army Indigenous Ministry to increase the number of clients engaging with the State Penalties Enforcement Registry.</p>	<p>We will improve the provision of services to A&amp;TSI clients by:</p> <ul style="list-style-type: none"> <li>• Promoting the use of the Murri Court</li> <li>• Promoting mediation services</li> <li>• Educating staff about A&amp;TSI specific programs</li> <li>• Strengthening collaboration with other agencies to identify improvements in the provision of services to A&amp;TSI clients</li> <li>• Identifying and implementing initiatives to provide better support for A&amp;TSI people in the justice system.</li> <li>• Exploring data collection systems</li> </ul> <p>We will draft and implement an Aboriginal and Torres Strait Islander awareness and communication plan for registration of Births, Deaths and Marriages.</p> <p>We will increase the representation of Aboriginal and Torres Strait Islander Justice of Peace (Qualified).</p> <p>We will deliver Health and Safety training sessions to remote Aboriginal and Torres Strait Island communities throughout Queensland.</p> <p>We will revise and promote our Aboriginal and Torres Strait Islander programs and services through our Internet site.</p> <p>We will pilot an outreach program for streamlining some of DJAG's services to remote Aboriginal and Torres Strait Islander communities.</p>

<b>Targets</b>	<ul style="list-style-type: none"> <li>➤ By June 2010 we will have adopted and promoted government protocols for working with Aboriginal and Torres Strait Islander people.</li> <li>➤ By December 2010, we will have a cultural competency component in induction training for all new staff.</li> <li>➤ By December 2010 we will have established and awarded an Aboriginal and Torres Strait Islander staff award and a reconciliation action award.</li> <li>➤ By June 2011, we will have delivered one cultural awareness training session for Magistrates and Judges.</li> <li>➤ By June 2012 all front line services staff will receive annual cultural awareness training.</li> <li>➤ By June 2012 all DJAG staff will have received online cultural awareness training.</li> </ul>	<ul style="list-style-type: none"> <li>➤ By June 2010 we will have created an Aboriginal and Torres Strait Islander Employment Action Plan that includes targeted recruitment campaigns and career advancement options for Aboriginal and Torres Strait Islander staff.</li> <li>➤ By December 2010 we will increase the amount of Aboriginal and Torres Strait Islander mediators by 50%.</li> <li>➤ By June 2012 the Department will reflect Queensland Aboriginal and Torres Strait Islander working age population share, currently projected to be 2.6%.</li> </ul>	<ul style="list-style-type: none"> <li>➤ By December 2010 we will have attended and promoted NAIDOC week, Reconciliation week and Brisbane City Council Black History Month.</li> <li>➤ By December 2010 we will have trained at least 3 Community Justice Groups to deliver mediation in Aboriginal and Torres Strait Islander Communities.</li> <li>➤ By December 2010 we will have engaged with the Queensland Aboriginal and Torres Strait Islander Advisory Council on at least one policy, program or service.</li> <li>➤ By December 2010 we will have engaged regularly with Community Justice Groups, remote Aboriginal and Torres Strait Islander communities and the Salvation Army Indigenous Ministry to increase the numbers of clients engaging with the State Penalties Enforcement Registry.</li> </ul>	<ul style="list-style-type: none"> <li>➤ By December 2010 we will have delivered at least four Health and Safety training sessions to Aboriginal and Torres Strait Islander communities.</li> <li>➤ By December 2010 we will have completed a pilot outreach program for streamlining some of DJAG's services in remote Aboriginal and Torres Strait Islander communities.</li> <li>➤ By June 2011 we will have Aboriginal and Torres Strait Islander service information on our website.</li> <li>➤ By December 2011 we will increase the representation of Aboriginal and Torres Strait Islander Justice of Peace (Qualified).</li> <li>➤ By June 2012 we will increase registration of Aboriginal and Torres Strait Islander Births by 10%</li> </ul>
<b>Measuring our performance</b>	<ul style="list-style-type: none"> <li>✓ Number of staff that have participated in cultural competence training (this number as a percentage of the total number of departmental staff).</li> <li>✓ Percentage of all JAG staff completing on-line cultural competency training</li> <li>✓ Percentage of service delivery staff completing tailored cultural competency training</li> <li>✓ Numbers of Magistrates and Judges who have received cultural awareness training</li> <li>✓ Awards have been presented</li> <li>✓ Protocols have been adopted</li> </ul>	<ul style="list-style-type: none"> <li>✓ Number of staff indicating they are from an A&amp;TSI background</li> <li>✓ Percentage of applicants from A&amp;TSI communities</li> <li>✓ Numbers of A&amp;TSI staff using career development programs</li> <li>✓ Numbers of Aboriginal and Torres Strait Islander mediators</li> <li>✓ Number of and themes of complaints raised of racial discrimination either to DJAG, the Public Service Commission, or the Anti-Discrimination Commission Queensland.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Number of programs run within business areas.</li> <li>✓ Number of A&amp;TSI events we have participated in.</li> <li>✓ Number of publications/material that are A&amp;TSI specific.</li> <li>✓ Number of Community Justice Groups trained in mediation.</li> <li>✓ Numbers of A&amp;TSI clients engaging with the State Penalties Enforcement Registry.</li> <li>✓ Consultation has occurred with the Queensland Aboriginal and Torres Strait Islander Advisory Council.</li> <li>✓ Bi-annual meetings with the state-wide Community Justice Reference Group</li> </ul>	<ul style="list-style-type: none"> <li>✓ Number of users in programs.</li> <li>✓ Feedback from staff/clients/communities on the programs.</li> <li>✓ Increase in birth registration in A&amp;TSI communities.</li> <li>✓ Increase in numbers of A&amp;TSI JPs (Qualified).</li> <li>✓ Number of WH &amp; S training sessions completed.</li> </ul>

## Our accountability

We will measure our performance by:

- Assessing our progress towards our targets

Our DJAG annual report will include a report on the progress of the implementation of this plan, reconciliation actions and the Queensland Government Reconciliation Action Plan 2009-2012.