

Whole-of-department plan

Multicultural Action Plan 2009-12

Reporting

We will measure our performance by:

- assessing our progress towards our targets.

Our goal

To embed multiculturalism in the department by ensuring:

- staff are culturally competent
- staff are recruited from culturally and linguistically diverse backgrounds
- communication and engagement with organisations and communities from culturally and linguistically diverse (CALD) backgrounds
- clients have access to interpreters.

Whole-of-department plan

Priorities for year 2

<p>Cultural competence of staff</p> <ul style="list-style-type: none"> • Develop online cross cultural training for: <ul style="list-style-type: none"> ▪ Staff induction; ▪ Supplementing face to face training • Establish a program of face to face training for service delivery staff. • Develop diversity training for new managers. 	<p>Performance measures</p> <ul style="list-style-type: none"> • Online training module developed for staff induction and all new staff completed this component. • Online cross cultural training developed. • 10% of service delivery staff completed cross cultural training. • Established process for including diversity component in training for new managers.
<p>Recruitment and retention strategies</p> <ul style="list-style-type: none"> • Promote CALD work experience and traineeships with DJAG business units. • Promote specialised recruitment processes to attract CALD applicants with DJAG business units. • Explore benchmarks for recruiting CALD applicants in DJAG business units. 	<p>Performance measures</p> <ul style="list-style-type: none"> • Increased numbers of CALD work experience and trainee places in DJAG. • Increased numbers of CALD staff employed by DJAG.
<p>Communication and engagement</p> <ul style="list-style-type: none"> • Expand engagement with multicultural people, communities and organisations across Qld. • Establish a system to collect state-wide information about multicultural engagement activities. 	<p>Performance measures</p> <ul style="list-style-type: none"> • Systems established to collect engagement activities. • Increased number of engagement activities with multicultural people, communities and organisations.
<p>Interpreters</p> <ul style="list-style-type: none"> • Develop policy to assist interpreters' experience in the court system. • Develop simplified procedures for engaging interpreters. • Promote the use of interpreters to DJAG staff. 	<p>Performance measures</p> <ul style="list-style-type: none"> • Policy developed to support interpreters in the court system. • Procedures developed to simplify the engagement of interpreters in the court. • Amount spent on interpreters by DJAG.

Multicultural policy strategy	Strengthening multiculturalism in the Queensland Public Sector
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JAG Strategic Vision	A fair, safe and just Queensland
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Department of Justice and Attorney-General - Multicultural Action Plan 2009-12		
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Outcome area and sponsor	Cultural competence of staff	Recruitment and retention strategies for CALD staff
Objectives:	<ul style="list-style-type: none"> Staff are better equipped to serve a diverse community; and A productive culturally diverse workplace 	<ul style="list-style-type: none"> JAG is a more culturally diverse workplace able to attract, retain and promote staff from culturally and linguistically diverse backgrounds
How will we do this?	Implement and monitor cultural competence training for staff including: <ul style="list-style-type: none"> on-line training for all JAG staff cultural competency component in Induction training for new staff tailored training for service delivery staff. 	Increase and retain CALD staff in the department by: <ul style="list-style-type: none"> implementing targeted recruitment campaigns to include CALD communities developing and maintaining a support network for new CALD staff developing programs to identify and utilise specialised skills of CALD staff Promoting DJAG as an attractive employer when engaging with CALD communities
How will we measure our performance?	<ul style="list-style-type: none"> Number of staff that have participated in cultural competence training This number as a percentage of the total number of departmental staff. Percentage of all JAG staff completing on-line cultural competency training Percentage of service delivery staff completing tailored cultural competency training 	<ul style="list-style-type: none"> Number of staff indicating they are from a non-English speaking background Percentage of applicants from CALD communities Number of and themes of complaints raised of racial discrimination either to the department, the Public Service Commission, or the Anti-Discrimination Commission Queensland.
Outcome area	Communication and Engagement	Interpreters
DJAG objectives:	<ul style="list-style-type: none"> CALD clients are better aware and informed about DJAG services and how to access them CALD clients are aware of their rights and obligations 	<ul style="list-style-type: none"> Providing a better service to CALD clients by identifying and providing interpreters Better support for the role of the interpreter in the justice system
How will we do this?	Strengthen communication and engagement with CALD clients by: <ul style="list-style-type: none"> engaging with CALD communities to identify their needs and implementing strategies to respond to those needs supporting service areas to better communicate with CALD communities participating in community events providing essential information (web and brochure) in languages other than English 	Improve the provision of interpreters to CALD clients by: <ul style="list-style-type: none"> promoting the use of interpreters educating staff about the interpreter process and how to engage interpreters exploring data collection systems strengthening collaboration with other agencies to identify improvements in the provision of interpreters to CALD clients identifying and implementing initiatives to provide better support for the role of the interpreter in the justice system
How will we measure our performance	<ul style="list-style-type: none"> Number of unique hits on languages other than English pages on the department's website; Number of programs run with business areas Number of publications/material translated into languages other than English. Number of agencies/stakeholders consulted on the development of the MAP. 	<ul style="list-style-type: none"> Amount spent on interpreters by the department.