

Department of **Justice and
Attorney-General**

Multicultural Action Plan 2007 - 08



Queensland Government

Department of Justice and Attorney-General

Message from the Director-General

Queensland is a dynamic and diverse society with many cultures, languages and religions.

The Queensland Government promotes equal rights, responsibilities and opportunities for all Queenslanders, regardless of their cultural, ethnic, religious background or gender. The Government endorsed the *Multicultural Queensland – making a world of difference* policy to provide for:

- managing our ever-increasing diversity for the economic and social well-being of all Queenslanders
- improving government policy and programs and promoting local harmony and respect for diversity of race, religion and language.

The Department of Justice and Attorney-General has developed a Multicultural Action Plan that aligns with this policy and with its purpose to deliver an open and accessible justice system that protects and supports a fair and stable society based on the rule of law.

The plan outlines the department's approach to address issues that culturally and linguistically diverse Queenslanders experience when they interact with the justice system and to ensure that all of our services and programs are accessible to Queenslanders from diverse backgrounds.

Jim McGowan
Director-General

Aims

Ensuring fair and equitable justice services

The department aims to provide culturally inclusive and responsive services and policies by addressing issues experienced by culturally and linguistically diverse Queenslanders when they interact with the justice system.

Working with culturally and linguistically diverse communities

The department aims to gain a better understanding of the needs of culturally and linguistically diverse communities and in turn provide better services to these communities.

The department aims to inform culturally and linguistically diverse Queenslanders of their rights and the services offered by the department.

About this plan

Our Multicultural Action Plan 2007-08 was developed and coordinated by the department's Multicultural Action Planning Team in a consultative process with all departmental business areas.

The Multicultural Action Planning Team is chaired by the Assistant Director-General, Research and Executive Services, who is the department's sponsor for multicultural policy and planning.

Our plan for 2007-08 is structured around three goals:

- Equitable access to our services through tailored communication strategies based on our Language Services Policy that effectively inform culturally and linguistically diverse communities about their rights and obligations, the services offered by the department and how to use them
- Effective relationships with culturally and linguistically diverse communities
- Diverse workforce that has the skills, capabilities and awareness to provide culturally inclusive and responsive services and policies.

The department recognises that Queensland is becoming an increasingly diverse society. Our strategic vision and goals provide a foundation for this plan and are inclusive of all Queenslanders regardless of their cultural, ethnic, religious backgrounds or gender. Other supporting plans include the Indigenous Justice Strategy, the Disability Action Plan and the EEO Management Plan.

Governance

As part of the strategy *Strengthening multiculturalism in the Queensland Public Sector*, the department has established the following governance arrangements to lead, manage and monitor the performance of activities in our plan. These key stakeholders will ensure our plan's outcomes and goals are achieved and demonstrate the department's commitment to multiculturalism.

- **Board of Management** — will provide clear leadership and commitment to the aims and values of *Multicultural Queensland* — *making a world of difference*, and ensure that the department recognises and incorporates diversity in its core business.
- **Corporate Governance Committee** — will oversee planning, reporting and governance arrangements for the department's multicultural activities.
- **Multicultural Action Planning Team** — is a sub-committee of the Corporate Governance Committee; will collaborate with business units to develop and implement multicultural strategies. Three MAP teams will guide and coordinate activities for the department and monitor performance. The teams will consist of Multicultural Action Planning Team members and will also include key staff from participating business units. MAP members will also promote the department's Multicultural Action Plan within their business units and elsewhere in the department.
- **Assistant Director-General, Research and Executive Services** — will sponsor overall implementation of the Government's multicultural policy in the department; will act as the department's representative on the Multicultural Interdepartmental Committee; will lead and chair the Multicultural Action Planning Team; and is responsible for ensuring multicultural initiatives are in line with whole -of-government expectations.
- **Directors and Business Unit Managers** — are responsible for ensuring initiatives outlined in the Multicultural Action Plan are implemented, encourage staff participation in multicultural activities and provide updates on progress for reporting, as required.

Multicultural Action Plan 2007-08

Goal 1	
Equitable access to our services through tailored communication strategies based on our Language Services Policy that effectively inform culturally and linguistically diverse communities about their rights and obligations, the services offered by the department and how to use them	
Multicultural policy strategies:	Strengthening multiculturalism in the Queensland public sector Supporting communities
DJAG Strategic Plan:	Goal—Equity and fairness in the justice system

Leadership, coordination and monitoring: MAP communication team			
Objective/intended outcome	Key activity	Performance measure	Participating business units
Increase information provided in appropriate languages	Research/data gathering to identify languages of key client groups and to prioritise pressing information needs of large groups with smaller or emerging groups, women and regional/isolated communities	Languages identified Key client groups and information needs identified. Prioritised list of work compiled to inform translation activity	PAU, OAG, SPER, DRB, LALB, BDM
	Translate new materials/information	Materials translated and distributed.	PAU, OAG, SPER, DRB, LALB, BDM
Improve the way information is provided using different communication strategies	Increase the provision of the Department of Justice and Attorney-General (DJAG) information in other media, eg newspapers, community radio, CD Audio, information kiosk	Information/material prepared, published and distributed.	DRB, BDM, OAG, SPER

Leadership, coordination and monitoring: MAP communication team			
Objective/intended outcome	Key activity	Performance measure	Participating business units
	All relevant material considers cultural impacts and diversity and simplicity of language used. Feedback on information sheets from people from culturally and linguistically diverse backgrounds to explore their effectiveness for that audience.	Feedback	MCB (RSMs)
	Improve DJAG's website to better provide for a culturally and linguistically diverse audience	New content uploaded and promoted to client groups.	PAU, CGB, SPER, BDM
Clear Interpreting policy	Clarify issue about interpreters and civil matters	Policy clarified	MCB, SDC, SPB
	Ensure clear, local guidelines and protocols about arranging, working with and paying for interpreters.	Local guidelines and protocols provide advice about arranging, working with and paying for interpreters.	BDM
Increase CALD communities awareness of DJAG and its services	Participate in external multicultural events to provide and gain information from culturally and linguistically diverse communities	Appropriate events identified. JAG presence at selected events.	MCB (RSMs) PAU, CGB, DRB, JPB, OAG, SPER
	Organise/attend at annual Open Day at Courts (including regions) and involve/invite culturally and linguistically diverse communities	Open Days organised and promoted. Involvement of JAG business units. Community/client participation.	MCB, SDC, PAU, BDM, DRB, SPER, OAG
	Increase circulation of information to a range of community organisations	Number of community organisations contacted	SPER
	Using feedback from MAP engagement team and community clients, provide relevant information about DJAG and its services	Information needs identified through MAP engagement team are being met/addressed Number of community information sessions delivered	MAP engagement team, OAG, GAAT, DRB

Goal 2

Effective relationships with culturally and linguistically diverse communities

Multicultural policy strategy:
DJAG Strategic Plan:

Strengthening multiculturalism in the Queensland public sector
Goal—Equity and fairness in the justice system

Leadership, coordination and monitoring: MAP engagement team

Objective/intended outcome	Key activity	Performance measures	Participating business units
<p>Build DJAG's capacity to:</p> <ul style="list-style-type: none"> have effective relationships with culturally and linguistically diverse communities have a coordinated and culturally appropriate approach to engaging with CALD communities deliver culturally responsive services. 	<p>Pilot project focusing on Logan City area to engage with CALD communities to understand local needs and deliver culturally responsive services. The project will focus on African and Pacific Islander communities. This pilot will provide a framework for future engagement activities in other areas. Key activities to do this are:</p> <ul style="list-style-type: none"> Consult with culturally and linguistically diverse communities/service providers to understand their needs and in turn improve DJAG's services Identify CALD specific issues by attending/participating in internal and external meetings and forums 	<ul style="list-style-type: none"> Service delivery improvements Changes to policies/programs/processes Number of consultations Attendance rates at meetings and forums Dissemination of information within JAG Service delivery improvements Changes to policies/programs/processes 	<p>MAP engagement team</p> <p>MAP engagement team, CVP, DRB, GAAT, LRT, LC, OPA, QLRC</p> <p>MAP engagement team, OAG</p>

Leadership, coordination and monitoring: MAP engagement team			
Objective/intended outcome	Key activity	Performance measures	Participating business units
	<ul style="list-style-type: none"> ▪ Explore effective partnerships with public sector and other organisations eg. QPS, LAQ, RAILS on relevant initiatives to improve services for CALD communities ▪ Contact with local/regional communities through the CAMS and LAMP networks ▪ Increase the awareness within DJAG of initiatives/strategies to deliver a coordinated and culturally appropriate approach to engaging with CALD communities 	<ul style="list-style-type: none"> ▪ Number of partnerships established ▪ Participation rates in joint initiatives <p>Number of meetings with CAMS/LAMP workers</p> <p>Dissemination of information within JAG</p> <p>Internal communication strategy developed</p>	<p>MAP engagement team, DRB, MCB, JPB</p> <p>MAP engagement team, DRB, MCB</p> <p>MAP engagement team, SPER</p>

Goal 3	
Diverse workforce that has the skills, capabilities and awareness to provide culturally inclusive and responsive services and policies	
Multicultural policy strategy:	Strengthening multiculturalism in the Queensland public sector
DJAG Strategic Plan:	Goal—Capability: An organisational culture of performance , management accountability, collaboration, client service excellence, staff capability and capacity for change

Leadership, coordination and monitoring: MAP workforce team			
Objective/intended outcome	Key activity	Performance measures	Participating business units
Increase the diversity of DJAG workforce	Identify and implement strategies to increase recruitment of CALD employees	13.5% target of NESB employees (Queensland Public Sector target) in DJAG	OCB
	Provide relevant training to recruitment and selection panels	Training provided to recruitment and selection panels	MCO (CA, RSMs, CCDU)
	Provide work experience to CALD students, trainees and volunteers (target of 3 placements 2007-08)	Number of CALD students, trainees and volunteers placed	OCB
	Participate in Migrant Work Experience program (target of 2 placements in 2007-08)	Number of migrants placed	OCB
Ensure relevant training and development opportunities	Develop a multicultural capability training and development plan (including training providers) that addresses: <ul style="list-style-type: none"> - compulsory cross-cultural and gender awareness training for all employees - content of online induction program 	Plan developed Training sourced	OCB CGB CCDU

Leadership, coordination and monitoring: MAP workforce team			
Objective/intended outcome	Key activity	Performance measures	Participating business units
	<ul style="list-style-type: none"> - training about valuing diversity, cross-cultural communication, use of interpreters, prevention of discrimination and racism - training in culturally responsive service delivery - engagement with multicultural communities 		
	Incorporate cultural awareness training in mediation training programs and other sessions provided locally by DRC's as required	Cultural awareness segment included in training programs	DRB
	Provide local training about interpreter protocols to new staff	Interpreter protocols included in induction training	GAAT, OAG, SPER, MCB (RSMs)
Increase staff awareness and knowledge about DJAG's multicultural plan and activities	Promote multicultural initiatives and cultural competency best practice through DJAG intranet, the NewsFlash newsletter, branch and regional newsletters.	Content developed and uploaded. Staff involvement in multicultural initiatives/activities	OCB, CGB, PAU RSMs. OAG
	Promote the new annual DJAG Service Award for Culturally Responsive Service	Awards promoted through internal communication channels.	OCB, PAU, CGB
	Promote cultural awareness activities: <ul style="list-style-type: none"> - invite speakers from different cultural backgrounds to seminars, information sessions - mark World Refugee Day and similar days 	Staff attendance/involvement in activities	RSMs, JPs

Glossary

BDM	Registry of Births, Deaths and Marriages	LC	Land Court
CA	Court Administrator	LRT	Land and Resources Tribunal
CALD	Culturally and Linguistically Diverse	MAP	Multicultural Action Plan
CAMS	Coordinated Advocacy in the Multicultural Sector	MCB	Magistrates Courts Branch
CCDU	Courts Capability Development Unit	MCO	Magistrates Courts Office
CGB	Corporate Governance Branch	NESB	Non-English Speaking Background
CVP	Community Visitor Program	OAG	Office of Adult Guardian
DJAG	Department of Justice and Attorney-General	OCB	Organisational Capability Branch
DRB	Dispute Resolution Branch	OPA	Office of the Public Advocate
DRC	Dispute Resolution Centres	PAU	Public Affairs Unit
EEO	Equal Employment Opportunity	QLRC	Queensland Law Reform Commission
GAAT	Guardianship and Administration Tribunal	QPS	Queensland Police Service
JPB	Justice of the Peace Branch	RAILS	Refugee and Immigration Legal Service
JPs	Justices of the Peace	RSMs	Regional Services Managers
LALB	Legal and Administrative Law Branch	SDC	Supreme District Court
LAMP	Local Area Multicultural Partnerships	SPB	Strategic Policy Branch
LAQ	Legal Aid Queensland	SPER	State Penalties Enforcement Registry

Contact information

For further information on the 2007-08 Multicultural Action Plan, please contact:

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