

## Cultural Diversity and the Probation Service

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**Summary:** The changed and changing face of the population of Ireland is a key challenge to delivering an effective service within any public sector organisation. An effective response to this cultural diversity is crucial for moral, legislative and business reasons. As part of its ongoing commitment to inclusive practice, the Probation Service identified cultural diversity as one of its strategic goals for 2009 ('we will positively embrace cultural diversity and promote the development of cultural awareness and good practice throughout the Service' – Probation Service Strategy/Work Plan 2009, unpublished). This paper reviews the background against which this strategic goal was developed, describes the process that informed the road map for action, tracks the development and outcomes of particular key actions, summarises the learning, and considers the key messages at a time when society and communities are being further challenged to respond to ever more complex social, political and economic changes.

**Keywords:** Diversity, intercultural, anti-racism, Probation Service, criminal justice, minorities, training.