



EQUALITY IS NOT THE SAME...



YEAR TWO REPORT – 2015

Acknowledgement to traditional owners

Victoria Police pay our respect to the traditional owners of lands on which we live and work. We pay our respect to Elders and all Aboriginal and Torres Strait Islander peoples who continue to care for their country, culture and people.

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CCP Foreword



I'm pleased to release this Year Two Report against the *Equality is Not the Same...* Action Plan.

Since late 2013, we have embarked on a range of projects and initiatives with the goal of enhancing our relationships with the communities we serve. Our vision is to be an accessible organisation that is responsive to community expectations and is well equipped to engage with diverse groups.

Our work in Year Two of the Action Plan makes further progress towards this goal.

In March, Victoria Police became the first law enforcement agency in Australia to trial receipting.

We have also adjusted the training curriculum to embed diversity education and a professional approach to community engagement.

Our training and policies have been reformed to reinforce human rights in all our decision making and practices.

I acknowledge the efforts of our frontline officers in working to improve and build upon their existing skills over the year, and their contribution to change.

Of course we have not implemented these initiatives in isolation, and we appreciate the collaborative efforts of our community sector partners. Their input will continue to be critical as we build on our achievements and identify further opportunities for reform.

Looking ahead to 2016, we know there is still much work to do, and we are committed to strengthening our service delivery, guided by the values of professionalism, impartiality and integrity.

I believe the progress we have made will ensure a strong foundation for the future, and I look forward to engaging with the community as we continue this work next year.

Graham Ashton AM
Chief Commissioner of Victoria Police

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Introduction

Victoria Police released the *Equality is not the same...* Report (the Report) in December 2013. This Report presented a program of work and action plan designed to strengthen community trust and confidence in police.

The Report contained a number of identified improvement opportunities for Victoria Police to be implemented over a three year period. The Three Year Action Plan presented key commitments across five areas of focus that emerged from consultation, forums and external review. These include:

- community engagement
- communication and respect
- Field Contact policy and process
- complaints process
- cross-cultural training.

In 2014, the Year One report articulated the foundations and frameworks which were established throughout the year to achieve change across all levels of the organisation.

In Year One Victoria Police invested in building the infrastructure and foundations to deliver on commitments and continue to improve the way we engage with the community into the future. This included strengthening policies, creating community consultation mechanisms and developing frameworks to drive cultural change and reform.

This Report presents a review of the Year Two commitments including implementing the receipting proof of concept; the Cultural, Community and Diversity Education Strategy and commencing curriculum reform.

It summarises Victoria Police's progress and importantly, includes case studies and voices from the community, police and Protective Service Officers (PSOs) who have worked towards achieving change.

As we move to Year Three, we are well positioned to evaluate progress, continuously evolve to meet challenges, and ensure sustainable integration of work so that we meet the needs and expectations of the Victorian Community we serve.



Year Two

In Year Two, Victoria Police has continued its commitment to drive cultural and organisational change, so as to better support officers in effectively engaging with our diverse community.

We have delivered Year Two commitments and continued to test and implement the varied program of works developed during 2014 to support sustainable integration of strategies and tools across the organisation.

Victoria Police's highly valued partnership with our diverse community helps to ensure we preserve our focus on a values-led approach to community engagement into the future.

However, challenges are inevitable and we must strike the right balance between engagement and enforcement.

Victoria Police has made significant progress to deliver a sustained effort in both metropolitan and regional centres as well as with frontline officers who meet with the community across the state every day.

We have:

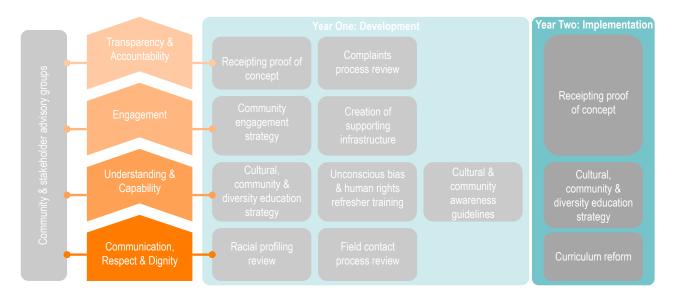
 produced practical tools and resources that are being utilised by frontline officers to ensure best practice

- continued to embed policies, guidelines and processes to reinforce cultural awareness and human rights in all decision making and practices
- tested a receipting proof of concept
- rolled out the Cultural, Community and Diversity Education and Community Engagement Strategy to drive overall improvement
- introduced wider education reforms to address the training needs of frontline officers

We will continue to engage with our stakeholders and community as we transition to Year Three to ensure we meet changing expectations and to ensure our work delivers the desired outcomes.

As we close on another year, we present to the Victorian community our report card, our year in practice and key highlights from the last 12 months.

Figure 1 displays the programs of work developed in 2014 and 2015 and how they connect to the key themes for change.



1. Curriculum reform

Victoria Police's commitment

Commence reform of the Victoria Police cross cultural training curriculum that will:

- integrate a values-led framework and the Australia New Zealand Policing Advisory Agency (ANZPAA) guidelines as part of the Education Master Plan
- examine potential improvements to the formal foundation training and promotional programs, as well as develop up-skilling and refresher training for delivery at the local level
- examine the curriculum structure and alignment
- assess delivery methodologies and mechanisms, for example exploring options for further utilisation of scenario-based learning and case studies
- align formal assessments of both training outcomes and instructor qualifications.

What Victoria Police has delivered

As a part of this commitment, Victoria Police has:

- conducted a baseline audit on Victoria Police Academy education to identify opportunities to enhance training
- developed professional learning, training and education opportunities focused on cultural and community diversity, including implementing the Professional Approach to Community Engagement (PACE) program
- reformed the curriculum structure and alignment to enhance existing training and education programs to integrate cultural and community diversity principles
- embedded human rights and cultural, community and diversity principles through training sessions at the academy including foundation training and promotional programs
- delivered bias training packages to academy trainers to ensure these concepts are included in the development and delivery of training
- equipped the Professional Standards Command with tailored human rights training to ensure a human rights lens is applied to all complaints and investigations
- provided human rights training by Victorian Equal Opportunities and Human Rights Commission (VEOHRC) to staff who are developing a policing specific human rights training package for the organisation.



2. Develop a Cultural, Community and Diversity Education Strategy (implementation)

Victoria Police's commitment

Commence implementation of the Cultural, Community and Diversity Education Strategy at local, divisional and regional level. This will assist in enhancing the provision of training with regards to unconscious bias and human rights (as a part of Year One), while improving cultural awareness and enhanced communication.

What Victoria Police has delivered

As a part of this commitment, Victoria Police has:

- implemented the Cultural, Community and Diversity Education Strategy across all levels of the organisation
- developed a Capability Manual
- developed a Learning Resource Hub for all staff to access
- commenced development of a Regional and Command Capability Model
- developed and delivered Diversity Education Master Classes in the Eastern, North West Metropolitan and Western Regions
- · developed and implemented Victoria Police Educator Sessions: Working With Bias
- developed Regional Cross Cultural Training Sessions and delivered them in the Southern Metropolitan Region.

3. Receipting proof of concept (implementation)

Victoria Police's commitment

Implement the receipting proof of concept as scoped, including associated data collection, analysis and reporting processes. The commencement of receipting will be complemented with a comprehensive communications strategy. This will ensure communities impacted have appropriate levels of understanding and awareness that receipting is being conducted in their area, including the purpose and intent of the receipting proof of concept and the intended outcomes. The length of the receipting will be determined as part of the scoping activities undertaken in Year One.

What Victoria Police has delivered

As a part of this commitment, Victoria Police has:

- established a phased receipting proof of concept (receipting trial) with the intended completion date of 31 Dec 2015
- convened a Data Working Group meeting with receipting proof of concept representation from the Crime Statistics Agency and the Commissioner for Privacy and Data Protection
- implemented a receipting online training package for all officers in receipting locations and neighbouring areas which was completed by 2,475 officers
- reconvened and maintained the Greater Dandenong and Moonee Valley local working groups established in 2014
- developed a receipting website, containing resources for the community including Frequently Asked Questions translated into 11 languages. (Available via www.police.vic.gov.au or by <u>clicking here</u>)
- established local working groups in Boroondara and Mildura
- commenced receipting in the municipalities of Greater Dandenong and Moonee Valley areas for frontline general duties police officers and PSOs issuing hand written receipts from 30 March 2015 and will continue until 31 December 2015
- hosted community information sessions across all receipting locations and three bilingual sessions in Mildura to inform the community on receipting
- commenced receipting in the Boroondara area on 29 June 2015 with frontline general duties police officers and PSOs issuing hand written receipts from 29 June 2015 until 31 December 2015
- commenced receipting in the Mildura area for all frontline general duties police officers issuing hand written receipts and printed receipts for frontline officers from 29 June 2015 and will continue until 31 December 2015
- developed and distributed a community survey, available in 11 languages, to capture the views and experiences of people who have been issued with a receipt. The survey was launched on 1 August 2015 and will remain open until mid-January 2016 (Available via www.police.vic.gov.au or accessible by <u>clicking here</u>). An evaluation report will be completed.
- developed and distributed an internal survey for police and PSOs to provide their feedback on the issuing of receipts on 1 August 2015.

Year Two in practice

Victoria Police's partnership approach to achieve change has helped to build the capability of our organisation, particularly frontline staff, to better serve and police a diverse community.

Work has occurred across many parts of Victoria Police to reinforce practices that deliver better outcomes to the community.

Victoria Police's commitment to achieving change has been met with challenges, as well as benefits, and requires ongoing reinforcement to achieve adoption across the organisation.

As we reflect on a year of implementation, we present our commitments in practice as well as highlights from the year. We also share with the Victorian community the perspectives from police and stakeholders on working towards achieving organisational change.



1. Curriculum Reform

Victoria Police's curriculum reform aims to provide an environment that supports careerlong professional learning whilst ensuring members are able to think on their feet, meet challenges effectively and have confidence in their decision making abilities.

For the first time, we now have a mandatory assessment in our curriculum where officers must research the communities they will be working with and understand community engagement as a part of their everyday policing practice.

CC

THIS WAS THE FIRST SIGNIFICANT CHANGE
TO THE TRAINING OF POLICE AND PSO
RECRUITS IN EIGHT YEARS WHEN THE
INTRODUCTION TO CONTEMPORARY
POLICING PHASE WAS INTRODUCED TO
THE CONSTABLE'S COURSE. EQUALITY
IS NOT THE SAME... HAS GIVEN US THE
OPPORTUNITY TO TAKE A BIG LEAP
FORWARD TO EXPAND ON SOME OF THE
GOOD WORK WE WERE ALREADY DOING...
THIS EQUIPS OUR MEMBERS TO DEVELOP A
BETTER UNDERSTANDING OF THE POLICING
NEEDS OF THE DIVERSE COMMUNITIES IN
THEIR LOCAL AREA COMMAND.

ACTING SENIOR SERGEANT SCOTT DAVIS, VICTORIA POLICE ACADEMY

Professional Approach to Community Engagement

Community engagement, diversity education and cultural awareness have now been embedded into formal learning and assessment models at the Victoria Police Academy (the Academy). This ensures that once deployed, recruits have a better understanding of the diversity, culture and history of their local communities more than they ever had before.

A Professional Approach to Community Engagement (PACE) curriculum model was developed and implemented across the Centres of Learning for Foundation Development at the Academy. This puts community engagement and officer's capability into a formal learning assessment that better equips officers to understand, respond to and support diversity.

Implementation of the PACE model is significant as the model embeds a mandatory 'professional' approach to community engagement into formal learning and training to ensure officers are equipped to police and engage effectively with a diverse community.

The PACE model was guided by the recommendations from *Equality is not the same...* the ANZPAA Community Engagement Training Guidelines and is assessed against the Diploma of Public Safety (Policing). The initial changes were trialled in the Constable's Qualifying Program transition course from PSO to police before being formally embedded into recruit foundation training in March 2015.

Inclusive policing and language sessions are embedded into the curriculum which uses case studies from community members, real life scenarios and community representatives to help educate and explore the impact of behaviour and language on community confidence.

This includes concepts of assumptions and stereotypes, using examples that may have had negative outcomes, in order to better assist with learning. The curriculum reform has better prepared recruits to enter the workplace and their respective communities, with a more holistic understanding of the context and environments in which they are working.

2. Cultural, Community and Diversity **Education Strategy**

Victoria Police rolled out the Cultural, Community and Diversity Education Strategy across the organisation. It outlined a vision for best practice training and education to support all Victoria Police employees in their ongoing personal and professional development.

Existing practices and programs are being enhanced by incorporating the cultural, community and diversity principles into a variety of professional learning opportunities so as to assist in embedding change.

I WAS REALLY HESITANT ABOUT COMING AND ITS RELEVANCE TO ME. BUT WITHIN THE FIRST FIVE MINUTES I GOT IT... AND I CAN SEE IT IN EVERYTHING I DO.

> OFFICER, WORKING WITH BIAS **EDUCATOR SESSION**

Regional Cross Cultural Training

Cross Cultural Training sessions were developed and piloted to over 150 officers in Southern Metropolitan Division 3, which includes the Greater Dandenong, Casey and Cardinia areas.

Cross Cultural Training builds on the understanding of how officers can flexibly and positively engage with diverse communities. Concepts of decision making, human rights, bias, procedural fairness and crime motivated by prejudice are explored.

The sessions were tailored to the Division, with a strong focus on ethnic and faith diversity. The sessions included a 'Community Collaboration' model which brings local community members from diverse backgrounds into a forum.

The forum challenges participants' thinking on issues of culture, community and diversity and equips them with the ability to reflect on their decision making and ability to better deliver services to the community.

The Cross Cultural Training model will be tailored for other areas and regions and implemented over the coming years.



3. Receipting proof of concept

In March 2015, Victoria Police became the first law enforcement agency in Australia to develop and trial receipting, joining police jurisdictions in the United Kingdom, Canada and a recently commenced receipting method in New York.

Victoria Police committed to the receipting proof of concept following perceptions in the community that police stopped some people more than others on account of their ethnicity or cultural background.

The receipting proof of concept was developed with extensive consultation with both police and community stakeholders. The design, use of technology, collection of data and 'look and feel' of the receipt were all explored in-depth, taking into account a range of considerations including the perspectives of stakeholders.

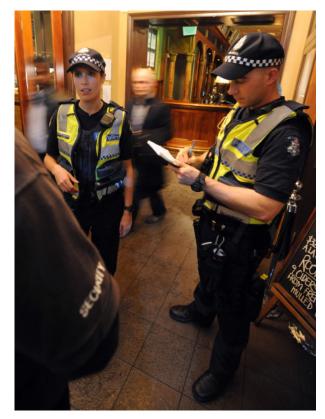
Receipts were designed to act as a physical record of a person's interaction with police or a PSO and to promote transparency within the community. A dedicated receipting project team worked closely with officers to ensure they were equipped with the training and resources to issue receipts and to explain the purpose of the trial to local communities.

All frontline general duties police officers and PSOs in these areas completed a mandatory online training package which reinforced principles of human rights in police interactions, and explained the background and process of issuing a receipt. Neighbouring suburbs of the trial areas also completed the training. In excess of 1,000 officers outside the trial areas have also chosen to engage in the online training package.

A phased approached has been undertaken with the issuing of receipts concluding on 31 December 2015.

As a part of the evaluation process, internal and community surveys were launched in August 2015 to capture the views and experiences from people who have been issued with a receipt. The community survey is available in languages other than English and is open for the public to complete until mid-January 2016. Head to www.police.vic.gov.au or access it directly by clicking here.

Receipting sites were chosen to reflect a broad range of police regions, demographics, geographic locations, cultural diversity as well as established relationships between community and police.



Receipting Stage 1

Local working groups in Moonee Valley and Greater Dandenong met regularly throughout the year to address any challenges, issues or concerns from the community. The groups were made up of police and community leaders.



THIS IS NOT A FINE AND YOU ARE NOT UNDER ARREST

VICTORIA POLICE

Why have I been issued with this receipt? You have been provided with this receipt as a record of your contact with a police officer or Protective Services Officer (PSO).

Victoria Police is trialling a system where people are issued with a receipt when they speak with police or PSOs in some situations. Victoria Police is looking at ways receipt but you may wish to keep it for your in which we can be more responsive to community needs and this process will help

Victoria Police ensure that their contacts are appropriate and accountable. This trial is taking place in a number of locations

What should I do with this receipt? You do not have to do anything with this

If you wish to provide feedback or raise concerns about your contact with police / PSOs please contact the Police Conduct Unit on 1300 363 101 or visit www.police.vic.gov.au for further information.

Police / PSC Initiated Cor	tact Receipt	
AND YOU ARE NOT UNDER ARREST		
Reason for contact 1. Welfare 2. Road Safety	3. Community Safety 4. Receipt Requested	VICTORIA POLICE
Date / /	Time am : pm	Reference No R012345
Location		
Member Number	Police Station	
This is a receipt only	and is provided for your i	nformation

ONGOING FEEDBACK FROM MEMBERS AND THE COMMUNITY IS ESSENTIAL IN DETERMINING THE EFFECTIVENESS OF ISSUING RECEIPTS AND IN HELPING TO DECIDE WHETHER OR NOT WE SHOULD ISSUE RECEIPTS IN THE FUTURE.

STEVE REYNOLDS INSPECTOR, RECEIPTING PROJECT TEAM

Their contribution was integral to identifying and developing resources to inform and support local communities on receipting. This included comprehensive community fact sheets that addressed local community concerns, for example reinforcing that the receipt was not a fine or infringement and had no law enforcement outcome.

The business-card style receipt developed in Year One includes the date, time, location and reason for the police contact, the police officer's registered number and reporting police station, as well as information about the receipting proof of concept.

The reverse side of the receipt also includes how the recipient can provide feedback via the Police Conduct Unit.

Receipts are issued when a person is asked to provide their details in a public place but no law enforcement outcome—such as the issuing of a fine—is recorded.

Frontline general duties police officers and PSOs in Moonee Valley and Greater Dandenong areas began issuing receipts on 29 March 2015.

THE RECEIPTING TRIAL IS REALLY A WAY TO TEST A TYPE OF ACCOUNTABILITY MECHANISM - TO SEE IF RECEIPTS ADD VALUE TO PEOPLE'S CONTACT WITH POLICE. WE HAVE BUILT GREATER CLARITY AND A MUTUAL UNDERSTANDING OF THE REASONS WHY POLICE MAY INITIATE CONTACT WITH THE COMMUNITY AND CHALLENGES POLICE AND COMMUNITY MAY FACE))))

STEVEN KEHAGIAS, SENIOR SERGEANT, OFFICER IN CHARGE, FLEMINGTON **POLICE STATION**

Receipting Stage 2

Working groups were established in Boroondara and Mildura to give local communities an opportunity to provide their input into the implementation of receipting and to identify challenges or opportunities relevant to their local communities

This included updating the community fact sheets to address community questions and translating the material to reflect the languages spoken in the community.

The local working group in Mildura also worked closely with police to tailor the design of the receipt to suit the local community's needs. This included incorporating feedback to minimise any chances that the receipts might be mistaken for fines.

Frontline general duties police officers and PSOs in Boroondara began issuing receipts on 29 June 2015.

In Mildura all frontline police, including all investigation and response units, began issuing receipts on 29 June 2015.

Frontline general duties police officers in Mildura also trialled a smartphone application that prints receipts from a small printer while all other police in Mildura issue / issued hand-written receipts.





MILDURA IS A VERY DIVERSE RURAL COMMUNITY AND IT WAS IMPORTANT THAT RECEIPTS WERE THE RIGHT FIT FOR US. WORKING WITH OUR COMMUNITY PARTNERS ON THE IMPLEMENTATION OF **RECEIPTING WAS A REALLY** VALUABLE EXPERIENCE. ISSUING **BOTH HAND-WRITTEN AND** PRINTED RECEIPTS GAVE US A CHANCE TO TEST OUT THE USE OF TECHNOLOGY IN A RURAL AREA.

> PAUL NAYLOR SUPERINTENDENT, MILDURA, WESTERN REGION



VICTORIA POLICE

Why have I been issued with this receipt? Victoria Police ensure that their contacts You have been provided with this receipt as a record of your contact with a police officer or Protective Services Officer (PSO). Victoria Police is trialling a system where people are issued with a receipt when they speak with police or PSOs in some in which we can be more responsive to community needs and this process will help

are appropriate and accountable. This trial is taking place in a number of locations across Victoria in 2015.

What should I do with this receipt? You do not have to do anything with thi situations. Victoria Police is looking at ways receipt but you may wish to keep it for your

If you wish to provide feedback or raise concerns about your contact with police / PSOs please contact the Police Conduct Unit on 1300 363 101 or visit www.police.vic.gov.au for



Year Two Highlights

Community and Stakeholder **Advisory Groups**

In a challenging and complex environment, Victoria Police's knowledge and relationships with the community has never been more important.

Our stakeholders and community representatives strengthen us to provide the best service delivery we can to a diverse community.

Last year for the first time Victoria Police established community reference groups. We now have dedicated groups representing people with disabilities, seniors, young people, our Aboriginal, multicultural and Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) communities and people experiencing mental health issues.

We also have a dedicated Education Advisory Group and a Human Rights Strategic Advisory Group.

The groups identify and address concerns, and act as an ongoing consultation and accountability mechanism for Victoria Police.

Like never before, we are bringing the voice of diverse communities into our organisation to be heard and recognised.

CC COLLABORATING MORE CLOSELY WITH COMMUNITY IN THE DEVELOPMENT OF THE CURRICULUM HAS STRENGTHENED **OUR RELATIONSHIPS AND DEVELOPED** FURTHER SHARED UNDERSTANDINGS.

> **ACTING SUPERINTENDENT ANDY MILES** VICTORIA POLICE ACADEMY



Cultural, Community Awareness Guidelines

All officers and employees need to be confident, flexible and adaptable in their engagement with a diverse community.

Whilst every member of the community is a priority, we appreciate the need for tailored support. Priority communities may be at greater risk of becoming victims of crimes or incidents motivated by prejudice.

They are also at risk of overrepresentation as being a victim or offender, and may face barriers when accessing services or engaging with police as a victim or suspect, or when simply trying to receive support.

Priority communities include Aboriginal, Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI), new and emerging and multicultural communities, people experiencing mental health issues, people with disabilities, young people and seniors.

CC

OUR FRONTLINE MEMBERS DON'T ALWAYS
HAVE THE DETAILED KNOWLEDGE ON THE
DIVERSITY OF DIFFERENT COMMUNITIES,
FAITHS AND CULTURAL BACKGROUNDS
AND ETIQUETTES. HAVING THESE
RESOURCES EASILY ACCESSIBLE HELPS
BUILD THIS KNOWLEDGE AND MAKES SUCH
A DIFFERENCE, IT IS MUCH EASIER WHEN
ENGAGING WITH VARIOUS MEMBERS OF
OUR CALD COMMUNITY.

STEPHEN MUTTON, COMMUNITY ENGAGEMENT INSPECTOR

CC

WE ARE HERE TO HELP THE COMMUNITY ANYTIME OF THE DAY, REGARDLESS OF WHERE YOU COME FROM, YOUR ETHNICITY, FAITH OR BACKGROUND, OUR SERVICE TO THE COMMUNITY IS UNCONDITIONAL. WE ALWAYS HAVE TO IMPROVE OUR APPROACH TO KEEP STRENGTHENING OUR RELATIONSHIPS WITH OUR COMMUNITY.

STEPHEN REID, ACTING SENIOR SERGEANT, FLEMINGTON POLICE STATION

Cultural and Community Awareness Guidelines have been enhanced and reinforced this year and include specific Community Engagement and Priority Community Guidelines.

The resources help employees engage with priority communities and build their capability and understanding of how to support, connect and communicate effectively.

There are over 20 separate resources which include:

- fact sheets for engagement with priority communities with inclusive language and best practice approaches to each community
- community engagement guidelines outlining community meetings and forums, faith and multicultural practices
- guidelines for interviewing victims, witnesses and offenders
- cultural awareness guidelines.

New Victoria Police Policies

As police, we need to make sure that we're not stereotyping or generalising based on attributes such as race, ethnicity, religion, sexuality, mental health or disability when we deliver services.

As a part of Victoria Police's policy improvements, two new policies dedicated to interactions with the public and human rights, equity and diversity standards were embedded into the Victoria Police Manual (VPM).

The VPM sets the behavioural, operational and administrative standards and processes for the organisation and applies to all employees of Victoria Police including police members, PSOs and Victorian Public Sector staff.

The new policies send a very powerful message to all officers, employees and the community that human rights are, and will continue to be, at the centre of everything we do. This type of organisational change demonstrates our deep commitment to strengthening our service delivery and serving the community with professionalism, impartiality and integrity.



VICTORIA POLICE HAS SHOWN CONSIDERABLE LEADERSHIP IN COMMITTING TO THE RECOMMENDATIONS OF EQUALITY IS NOT THE SAME... WE COMMEND THE PROGRESS THEY HAVE MADE IN REGARD TO CROSS-CULTURAL TRAINING, REVISED POLICY AND COMPLAINTS PROCESSES, AND LOOK FORWARD TO CONTINUING TO WORK WITH VICTORIA POLICE TO HELP ENSURE THAT HUMAN RIGHTS ARE EMBEDDED IN ALL POLICIES AND PRACTICES.

> KATE JENKINS, COMMISSIONER, **VICTORIAN EQUAL OPPORTUNITY** AND HUMAN RIGHTS COMMISSION

Victoria Police's new policies recognise that interactions can arise through a range of situations from general greetings to reinforcing a police presence, asking for a name and address when appropriate, through to formal enquiries and finally enforcement action. It reinforces that with all of these interactions police should continue to be impartial. professional and respectful.

We have communicated the policies and a practice guide to our employees across all levels of the organisation. The Human Rights practitioner guide supports officers in applying the policies and outlines the rights contained in the Victorian Human Rights Charter, along with some examples relevant to situations they may encounter in their day to day policing.

Victoria Police has a range of systems in place to monitor compliance with these policies and will hold members to account who do not comply. We are also scoping the development of a human rights online learning package for frontline officers which will reinforce the principles in the new policies over time and we will continue to strive for best practice.

The Way Forward

Victoria Police's focus in Year Three, 2016, will be assessing the programs developed and implemented over the previous years.

We have seen some positive changes over the last twelve months but we know building capability takes time and requires ongoing support.

Our work in achieving change is continual and many initiatives require further reinforcement, promotion and adoption by the frontline.

We will evaluate and assess the receipting proof of concept to determine whether it has been a success in terms of achieving its desired aims.

We will assess our progress to determine what benefits and learnings we will take into the future and we will continue to improve the cross cultural training curriculum.

The changes implemented were made possible through community partners, police and Protective Services Officers who contributed to the initiatives and reforms undertaken over the year.

Victoria Police will continue to work closely with community stakeholders to strengthen our knowledge and understanding of community experiences and expectations to continue to meet our outcomes.

We will continue to improve our service delivery and serve the community with professionalism, impartiality and integrity.



Contributors

This year we would like to especially acknowledge and thank the Victorian community and organisations who worked closely with us to achieve change:

Aboriginal Portfolio Reference Group

Aboriginal Family Violence Prevention and Legal Services

Commissioner for Aboriginal Children & Young People

East Metropolitan Regional Aboriginal Justice Advisory Committee

Gippsland Regional Aboriginal Justice Advisory Committee

Koori Justice Unit, Department of Justice

Koorie Youth Council

Victoria Aboriginal Community Services Association LTD (VACSAL) / Indigenous Family Violence Regional Action Group

Victorian Aboriginal Legal Service

The Gathering Place

Education Advisory Group

Australian Migrant Education Service (AMES)

Australian Multicultural Foundation

Commissioner for Aboriginal Children and Young People

Community members

Ethnic Communities Council of Victoria (ECCV)

Flemington Kensington Community Legal Centre

Gay and Lesbian Health Victoria

Koori Justice Unit

Mind Australia

Racial Profiling Monitoring Project

The Office of Public Advocate

Victims' Services

Victoria University

Victorian Aboriginal Legal Service

Victorian Equal Opportunity & Human Rights Commission (VEOHRC)

Worowa Aboriginal College

Disability Portfolio Reference Group

Alzheimer's Australia, Victoria

Amaze

Blind Citizens Australia

Carers Victoria

Deaf Victoria

Disability Discrimination Legal Service

Disability Justice Advocacy

First People's Disability Network

Office of Disability, Department of Human Services

Office of the Public Advocate

State Trustees

Victorian Equal Opportunity & Human Rights Commission (VEOHRC)

Victorian Coalition of ABI Service Providers (VCASP) Inc

Villamanta Disability Rights Legal Service

Women with Disabilities Victoria

Youth Disability Advocacy Service

Human Rights Strategic Advisory Committee

African Think Tank

Castan Centre for Human Rights, Monash University

Centre for Ethical Leadership, University of Melbourne

Centre for Cultural Diversity and WellbeingWellbeing, Victoria University

Centre for Ethical Leadership, University of Melbourne

Centre for Multicultural Youth

Commissioner for Aboriginal Children and Young People

Commissioner for Children & Young People

Commissioner for Senior Victorians

Disability Services Commissioner

Ethnic Communities Council of Victoria (ECCV)

Federation of Community Legal Centres

Human Rights Law Centre

Justice Connect

Law Institute of Victoria

Office of the Public Advocate

Orygen Youth Health

Victoria Gay and Lesbian Rights Lobby

Victoria Legal Aid

Victorian Aboriginal Legal Service

Victorian Council of Social Service

Victorian Equal Opportunity & Human Rights Commission (VEOHRC)

Victims of Crime Assistance League

Victorian Multicultural Commission

Youthlaw, Young People's Legal Rights Centre

LGBTI Portfolio Reference Group

Anti-Violence Project

Australian GLBTIQ Multicultural Council

GASP Geelong

Gay and Lesbian Health Victoria

Gay and Lesbian Switchboard

Minus 18

No to Homophobia

Organisation Intersex Internationale

Transgender Victoria

Victorian Equal Opportunity & Human Rights Commission (VEOHRC)

Victorian AIDS Council

Victorian Gay and Lesbian Rights Lobby

Mental Health Portfolio Reference Group

Council to Homeless Persons

Forensicare

Foundation House

Headspace

Justice Connect

Mind Australia

Orygen Youth Health

SANE Australia

Spectrum

Tandem Incorporated

Victoria Legal Aid

Victorian Alcohol & Drug Association

Victorian Mental Illness Awareness Council

Multicultural Portfolio Reference Group

African Think Tank

Arabic Welfare Inc

Association of Hazaras in Victoria

Australian Multicultural Foundation

Australian Muslim Women's Centre for Human

Rights

Australian Vietnamese Women's Association

Centre for Multicultural Youth

Ethnic Communities Council of Victoria (ECCV)

Federation of Indian Associations of Victoria

Horn of Africa Communities Network

Islamic Council of Victoria

Jewish Community Council of Victoria

Monash University

Office of Multicultural Affairs & Citizenship

Sunraysia Mallee Ethnic Communities Council

Union of Greater Upper Nile States Inc

United Pasifika Council of Victoria

Victorian Multicultural Commission

Receipting proof of concept Local Working Groups

African Think Tank

Boroondara Youth Services

Centre for Multicultural Youth

Eastern Community Legal Centre

Flemington Kensington Community Legal

Centre

Keysborough College

Mallee Family Care

Mallee District Aboriginal Services

Moonee Valley Legal Service

Murray Mallee Community Legal Centre

Rotary Australia

Southern Migrant & Refugee Centre

Springvale Monash Legal Service

Sunraysia Mallee Ethnic Communities Council

(SMECC)

Youth Support and Advocacy Service (YSAS)

Youth Referral and Independent Persons

Program (YRIPP)

Wingate Avenue Community Centre

Seniors Portfolio Reference Group

Ageing and Aged Care Branch, Department of Health

Alzheimers Australia

Carers Victoria

Council of the Ageing (Victoria)

Ethnic Communities Council of Victoria

(ECCV)

Leading Age Services Australia (Victoria)

Municipal Association of Victoria

Office of the Public Advocate

Seniors Rights Victoria

Sexual Health and Ageing Program, La Trobe

University

State Trustees

VicRoads

Victorian Equal Opportunity & Human Rights

Commission (VEOHRC)

Young People Portfolio Reference Group

Anglicare

Berry Street

Centre for Adolescent Health

Centre for Multicultural Youth

Children's Court of Victoria

Commission for Children and Young People

Department of Education and Early Childhood Development

Department of Health

Department of Human Services

Flemington Kensington Community Legal Centre

Jesuit Social Services

Koorie Youth Council

Royal Children's Hospital

Victoria Legal Aid

Youth Affairs Council of Victoria

Youth Law

Youth Support and Advocacy Service (YSAS)



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