

SUMMARY YEAR IN REVIEW



We invested considerable resources in reducing alcohol related crime. As well as providing assistance with liquor licensing legislation, security legislation and the management of licensed premises, the **Alcohol & Licensing Enforcement Command (ALEC)** provided regular support to local area commands (LACs) across the state to address alcohol related crime and antisocial behaviour, particularly at major events.

Police from across Australia and New Zealand participated in **Operation Unite**, coordinating their resources to simultaneously target alcohol related crime, violence and antisocial behaviour. In December 2009, more than 1,400 police took part in NSW and arrested more than 640 people on 1,025 charges, including assault, affray and drug possession. They were supported by all available resources, including the Operational Support Group, Public Order & Riot Squad, highway patrol, ALEC, the Commuter Crime Unit, Mounted Police Unit, the Dog Unit, the Aviation Support Branch and the Marine Area Command. In NSW, Operation Unite launched a summer long program of enforcement activity, timed to coincide with anticipated peaks in alcohol related crime.

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We consolidated the Customer Service initiative introduced in 2008-09, making it a priority for all members of the NSW Police Force in this reporting year.

To measure our success, we introduced the **Mystery Shopper Program**, which involves a series of random calls and visits to police stations, where anonymous mystery shoppers act as customers requesting assistance or information. These mystery shops are designed to only take a few minutes of an officer's time and are conducted each quarter. The four mystery shopper programs conducted to date have yielded impressive levels of customer satisfaction, with scores for services provided by local police as high as 100% and a state wide average of 87%. These results have been described by an independent assessor as "exceptional".

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We promised, through the **Customer Service Program**, to be accessible to those we serve.

In a first for law enforcement agencies in Australia, the **Community Awareness of Policing Program (CAPP)** was introduced to improve understanding among community leaders and opinion-makers, and in turn the public, about what police do and why they do it. Through realistic exercises, community leaders responded to mock activities including public order incidents, investigated crime scenes and directed maritime search and rescue missions.

CAPP provided hands-on experience of what it's like to be a police officer in today's often complex policing environment. Participants who have completed the program so far include former Australian cricket captain Steve Waugh, NRL Chief Executive David Gallop, The Daily Telegraph Editor Garry Linnell, Cardinal George Pell, and Chief Executive of the Australian National Retailers Association Margy Osmond. The program was very successful and will become a regular event, with planning underway for a Youth CAPP in August 2010.

We continued to uphold national and international standards for forensic specialist units undertaking field and laboratory work.

This reporting year all nominated Forensic Services sites achieved the **National Association of Testing Authorities (NATA) Accreditation**, regarded by the national and international forensic community as a

benchmark of technical competence. We now have 34 individual forensic sections accredited with NATA, all subject to ongoing reassessment, providing investigators with proficient and specialised support.

The **NSW Police Force Joint Investigation Response Team (JIRT) Referral Unit** was established following recommendations arising from the 2008 Report of the Special Commission of Inquiry into Child Protection (SCICP) in NSW and the JIRT Review.

Our **JIRT Referral Unit (JRU)** became operational in July 2009 and is a co-located inter-agency team comprising senior representatives from NSW Community Services, NSW Health and the NSW Police Force. The focus of the unit is to improve the JIRT frontline response provided to children and young people identified as being at risk of harm. This is achieved through fostering operational consistency in case acceptance criteria across agencies to determine the level of intervention required.

The **NSW Police Force Child Wellbeing Unit** was also established following the SCICP to better meet the needs of vulnerable children, young people and families.

Our **Child Wellbeing Unit** became operational in January 2010 and shares information with Community Services, Education & Training, Health Services and Human Services through

a secure database called WellNet. Using information provided by police and based on new mandatory reporting procedures, our Child Wellbeing Unit assessment officers apply a risk threshold and notify the Child Protection Helpline of those children requiring urgent statutory intervention, or refer the family to prevention and early intervention services. The purpose of applying a risk threshold is to enable Community Services to focus its attention on higher risk cases.

Strike Force CEIU 2009 was established by the Child Exploitation Internet Unit to proactively identify offenders using the internet to groom and procure children for sexual abuse and sexual exploitation. Between July and August 2009 online communications took place between a person in a position of trust within the community and investigators, who were using the assumed online identity of a 13 year old girl. During a number of their communications, the offender was highly sexually explicit towards the 'girl' with a view to grooming/procuring 'her' for sexual activity. During some of the communications the accused performed sexual acts on a web camera toward the 'girl'. On 13 August 2009 the accused was arrested after attending a pre-arranged meeting with the 'girl'. He was charged with procuring a child under 16 for sexual activity and subsequently pleaded guilty.

We engaged in **high visibility policing (HVP)** to send an unequivocal message to the community that police are focussed on reducing crime and improving safety. The very visible police operations at times and places when alcohol related crime, antisocial behaviour, street level drug activity and traffic offences are greatest, continue to be well received by the general public and business

CHILD WELLBEING UNIT (COMMENCED 24 JANUARY 2010)

INBOUND CONTACTS			OUTBOUND CONTACTS	
Enquiry phone calls answered	Events disseminated to NSW Police Force	Community services reports de-escalated	Referrals to non-government organisations	Escalations to community services
4,465	13,978	828	815	1,123



operators, promoting public confidence and reducing fear of crime.

Operation Vikings coordinates funding used to support HVP operations across the state, and supports specific operations such as **Operation Taipan** (targeting street racing). This reporting year the Vikings Unit approved in excess of \$4.7 million in funding to support a number of HVP operations and major events such as the **Bathurst races** where 440,000 patrons attended.

Supported by RailCorp transit officers, **Operation Vision** is our biggest HVP campaign, focusing on Sydney's metropolitan rail network. The operation is run concurrently across all regions. Supported by all available resources, the annual, intelligence-based operation is aimed at driving down crime and antisocial behaviour on trains, on and around railway stations and commuter car parks, rail/bus interchanges and pedestrian malls. Over six weeks at the beginning of summer, police patrolled 11,399 trains, checked the bona fides of 645 taxi drivers and patrolled 427 buses. They conducted 1,167 person searches and 525 drug searches. They issued 2,482 rail cautions, 57 cannabis cautions, located 15 knives and made 365 arrests including 33 for breach of bail and 19 for outstanding warrants.

Another statewide HVP operation, **Operation Avert** targeted outstanding warrants and bail compliance as well as drink driving and licence enforcement. **Operation Avert 4** was conducted in November 2009; police conducted 28,500 random breath tests and arrested 867 people across the state on 1,204 charges. **Operation Avert 5** was conducted in April 2010; police conducted 42,281 random breath tests and arrested 903 people on 1,386 charges.

We expanded our capacity to detect unregistered and stolen vehicles and number plates.

Automated number plate recognition devices (ANPR) were introduced in 2005 to target unregistered and stolen vehicles or number plates. Police used static roadside cameras to scan the plates of moving vehicles to detect those that are unregistered or stolen. At the close of this reporting year, NSW highway patrol vehicles were being fitted with **mobile ANPR** devices, making them among the most advanced police vehicles in the world. These devices optically recognise up to six number plates per second and compare them against the stolen vehicles database and the NSW Roads & Traffic Authority registration database. The devices were initially fitted to eight vehicles for field trials in December 2009. By 30 June this year, 2,419 unregistered vehicles had been detected and 1,973 traffic infringement notices issued, including 232 to unlicensed drivers. In total there were 673 traffic offences and 45 criminal offences. This initiative improves our ability to remove unauthorised vehicles and drivers from our roads.

We targeted, investigated and dismantled gang related crime, including that undertaken by outlaw motorcycle gangs (OMCGs) such as drug manufacture and supply, extortion, homicide and robbery, as well as money laundering, identity fraud and tax evasion.

Strike Force Raptor was established to crack down on OMCGs following a fatal brawl at Sydney airport in May last year and growing rivalry between gangs. By the end of this reporting year, police had executed 99 search warrants, arrested 927 suspects, laid more than 1,960 charges, and seized 196 firearms, 116 other weapons, and cash exceeding \$1 million.

Between January and June 2009, **Strike Force Castlemaine** investigated a number of armed robberies on security officers and armoured security vans that resulted in offenders making

off with large sums of money and firearms. These crimes were characterised by an escalating level of violence. The subsequent investigation of these crimes was lengthy and used the full range of covert evidence gathering methods. By the close of this reporting year police had executed more than 20 search warrants, made 24 arrests, laid 201 charges and recovered more than \$500,000 in cash and property from the proceeds of crime.

Strike Force Piccadilly 2 was established to investigate gas attacks on automatic teller machines (ATMs), where offenders gained access to cash by injecting explosive gas into the ATMs and igniting them. Police investigated 63 ATM gas attacks. By the close of this reporting year, 23 offenders had been charged with more than 200 offences and five organised criminal groups had been dismantled or significantly disrupted.

The NSW Police Force is responsible for coordinating support to designated combat agencies such as the NSW Rural Fire Service, NSW State Emergency Service and the NSW Fire Brigades. Where there is no combat agency, the NSW Police Force is responsible for the overall control of any response such as that to aviation emergencies and earthquakes.

This reporting year the **Emergency Alert** warning system was developed and tested in response to an agreement by the Council of Australian Government (COAG) to enhance Australia's natural disaster arrangements. It operates across all telecommunication carriers and has the capacity to deliver up to 300 text messages per second to mobile phones and 1,000 voice messages per minute to fixed land lines. Police played an instrumental role in the development of standing procedures and guidelines for the use of Emergency Alert to directly alert communities in imminent danger and instruct them on what they should do.



We have also introduced portable equipment for **emergency operation centres (EOCs)**. Emergencies such as floods or search and rescue operations in remote areas can pose communication and other logistic problems. Police responding to these emergencies are now supported by EOC kits, which include laptop computers with wireless network access, portable printers, and stationary. Emergency operations centres can be used to help manage a range of situations from transport accidents, through to floods, fires, agricultural emergencies and health pandemics.

Electronic control devices (TASER) provided another tactical option available to police in dangerous situations. They were introduced to improve officer safety as well as to protect the public from harm. Training in the use of TASER is now part of the mandatory training police receive each year.

TASERs were rolled out from December 2009 at a cost of just under \$10 million. By the close of this reporting year, 970 devices had been allocated to LACs and specialist commands, and 10,985 police officers had been trained to use the devices. Internal data suggest this new form of defence is a powerful deterrent. TASERs have been drawn 1,107 times since they were introduced for general duties police.

