

NSW Police Force

Retail Crime Strategy

This Retail Crime Strategy integrates key considerations from the tiered framework, role definitions, and realignment reports. It incorporates the use of BluLink technology, industry scale, alignment, and improved communication across operational tiers.



Prevention

- Represent NSWPF at forums for National Retail Association, Australian Retailers Association and independent businesses.
- Support tailored approaches across national chains (e.g. Westfield) and local independents.
- Encourage retailers attendance at Community Safety Precinct Committee (CSPC) Meetings to improve local collaboration.
- Prioritise high visibility policing in high-volume crime precincts.
- CPOs to deliver retail liaison programs (store visits, signage, stakeholder engagement).
- Crime Prevention Command to support CPUs and generate evidence-based resources for dissemination statewide.



Disruption

- Identify high-risk locations, repeat offenders, and patterns using PAC intel and region operations.
- Coordinate inter-command hotspot detection through Tier 2 regional intelligence.
- Support cross-jurisdictional coordination where organised or recidivist retail crime is present (e.g. region enforcement squads).
- Use of existing powers and legislation (e.g. knife wandering powers).
- Use of place restriction orders under the Crimes (Sentencing Procedure) Act to prevent offenders returning to impacted retailers.



Response

- General Duties and CPOs support victims and ensure timely follow-up.
- Promote and use BluLink footage and intel for briefings, offender alerts, and real-time response.
- Encourage PAC/PD-level intelligence of retail crime trends for local response.
- Implement high visibility policing to address crime trends (e.g. violent retail crime and swarming).
- Region based point of contact for organised retail crime (e.g. organised theft for resale / recidivist offenders).
- Escalate serious/organised crimes to the Robbery & Serious Crime Squad (e.g. commercial break and enters, container theft and ATM).



Capability

- Utilise key tools for Prevention and Response pillars (e.g. BluLink, Auror, PowerBi).
- Utilise technology for evidence collection, victim engagement, and streamlined reporting (e.g. BluLink).
- Promotion by CPOs during business engagement and store briefings.
- Crime Coordinators to utilise intelligence products (e.g. PowerBi, Auror) to support strategic targeting.
- Integrate advancements in technology (including external stakeholders) to enhance crime detection capabilities as they evolve.
- Encourage and support retail sector workers in training and programs (e.g. retail workers de-escalation training).

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Retail Crime Strategy – Framework & Role Guide

The Retail Crime Strategy is structured to align with the principles of prevention, disruption, response, and capability.

It integrates command, community engagement, and interagency coordination to mitigate the impact of retail crime across NSW.

Tier 1: Executive Command & Strategic Oversight

Tier 1 – Head of Discipline – Command Strategic Oversight

- Commander, Crime Prevention Command is the Head of Discipline.
- NSWPF Corporate Communications and external representation.
- External Partners: National Retail Association, Australian Retailers Association, Insurance Council of Australia Interagency Partners: SafeWork NSW, Fair Trading, Local Government.

All public-facing outputs are subject to HOD endorsement.

Tier 2: Operational Regional Management

Tier 2 – NSWPF Operation Managers (Regional Implementation)

- Operations Managers (all NSWPF Regions).
- Region Intelligence Coordinators.
- Region Enforcement Squads.
- Taskforce or project leads (if a centralised response is active).
- Responsible for identification of cross boarder retail crime trends and a consistent coordinated response.
- Escalation of serious crime issues to Robbery & Serious Crime Squad, State Crime Command.

Tier 3: Local Response

Tier 3 – Local Response

- Local Commander.
- Crime Prevention Units (CPOs, YOs, ACLOs, MCLOs, Intelligence).
- Proactive Crime Team.
- Local PAC/PD (GDs, YEOs).
- Local Command is point of contact for local level retail crime.
- Delivering local prevention initiatives, response support, and business engagement.