



NSW Police Force

# NSW POLICE FORCE MULTICULTURAL POLICING STRATEGY IMPLEMENTATION REPORT

2019 - 2022

<b>Title</b>	NSW Police Force Multicultural Policing Strategy (MPS) Implementation Report 2019-2022
<b>Subject:</b>	Multicultural Policies and Services Program
<b>Command Responsible:</b>	Crime Prevention Command
<b>RMS:</b>	D/2022/1299003
<b>Version Number:</b>	One
<b>Available To:</b>	Unrestricted
<b>Publication date:</b>	2023
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# NSW POLICE FORCE MULTICULTURAL POLICING STRATEGY (MPS)

## FOCUS AREAS AT A GLANCE

The Police Force Multicultural Policing Strategy addresses 4 key focus areas:

- Planning
- Service Delivery
- Engagement; and
- Leadership

Each of these are underpinned by respective outcomes and what we do, or will do, to achieve the outcomes. Below is the NSW Police Force intent to address the 4 key focus areas.

FOCUS AREA	OUTCOMES	WHAT WE WILL DO
PLANNING	1.1 Evidence driven planning	<ul style="list-style-type: none"> <li>• Planning and policy development for multicultural communities is informed by Environmental Scanning and data on cultural and linguistic needs</li> </ul>
	1.2 Strong plans to deliver services	<ul style="list-style-type: none"> <li>• Corporate and local business plans include commitments to build sustained community engagement with multicultural communities</li> <li>• Commitments in the MPS are reported on through the COMPASS system</li> <li>• Standard Operating Procedures on the Use of Interpreters are endorsed and implemented</li> <li>• Strategies relating to cultural inclusion and diversity in the NSW Police Force Inclusion &amp; Diversity Strategy 2020-2023 are implemented</li> </ul>
SERVICE DELIVERY	2.1 Targeted programs to prevent and reduce crime and the fear of crime	<ul style="list-style-type: none"> <li>• Tailored programs and campaigns are developed and implemented</li> </ul>
	2.2 Mainstream services delivered for everyone	<ul style="list-style-type: none"> <li>• Police services and programs are accessible to multicultural communities</li> <li>• Certified interpreters are effectively used by police where required</li> <li>• Access to interpreters is widely promoted to multicultural communities</li> </ul>
	2.3 People from CALD backgrounds are aware of policing services, programs and functions	<ul style="list-style-type: none"> <li>• Ensure that high priority mainstream media releases are written for translation and provided to ethnic media</li> <li>• Ethnic print, broadcast and social media are regularly utilised to promote policing functions and services</li> </ul>
ENGAGEMENT	3.1 Collaboration with diverse communities	<ul style="list-style-type: none"> <li>• Policies, plans, programs and campaigns that impact on multicultural communities are developed through consultation with key stakeholders</li> <li>• Effective relationships with key community stakeholders, organisations, and individuals continue to be developed and strengthened</li> <li>• Establish strong engagement with migrant and refugee communities and services in regional areas</li> <li>• NSW Police Officers attend relevant local multicultural inter-agency meetings and people from CALD backgrounds are appropriately represented on local NSW Police Force Committees</li> </ul>
	3.2 Understanding the needs of people from diverse backgrounds	<ul style="list-style-type: none"> <li>• Partnerships with government, non-government and community agencies inform planning and response to issues impacting on multicultural Communities</li> <li>• Customer feedback and complaints from diverse groups including CALD groups are systematically collected and analysed</li> <li>• The NSW Police Force Community Engagement Framework is implemented</li> </ul>
LEADERSHIP	4.1 Demonstrated leadership in culturally inclusive practices	<ul style="list-style-type: none"> <li>• The NSW Police Force builds and maintains an organisational culture that values its culturally diverse staff and values working effectively with diverse communities</li> <li>• NSW Police Force Executive and Senior Management promote and advocate the strengths and contribution of multicultural communities in strategies, policies, programs and forums</li> <li>• The Commissioner's Police Multicultural Advisory Council (PMAC) continues to advise the NSW Police Force on community strengths, emerging issues and trends impacting Police and multicultural communities</li> </ul>
	4.2 Increased recognition of the value of cultural diversity	<ul style="list-style-type: none"> <li>• Diversity in the workplace is recognised and celebrated and inclusive behaviours and values are modelled by leaders</li> <li>• Data and population diversity trends inform decision making on workforce recruitment and diversity skills and training</li> </ul>



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NSW Police Force would like to acknowledge the traditional custodians of Country throughout NSW and recognise the continuing connection to land, waters, culture and community.

We pay our respects to the Elders past, present and emerging as our Traditional Owners and the Ancestors walk with us all

# COMMISSIONER'S FOREWORD



This Multicultural Policing Strategy Implementation Report highlights the broad range of activities, collaboration and engagement by the NSW Police Force throughout 2019 - 2022.

Policing during this time has been challenging as a result of natural disasters, emergencies and the pandemic. Importantly, these experiences have strengthened our commitment to stay engaged, to listen, respond and continuously improve our service delivery for communities in NSW.

Our priorities of language services, building cultural capability of our staff, embedding community engagement in policing practice and building a diverse workforce to meet the needs of our communities in NSW will form the basis of our work for the next three years.

I am proud to present the Multicultural Policing Strategy Implementation Report for the period July 2019 - June 2022.

**Karen Webb APM**  
**Commissioner of Police**  
**Chair, Police Multicultural Advisory Council**

# OVERVIEW

This report demonstrates outcomes achieved by the NSW Police Force under the Multicultural Policing and Services Plan 2017-2020 and the Multicultural Policing Strategy 2021-2025 during the July 2019-June 2022 implementation stages.

This period can broadly be viewed in three phases: pre, during and post COVID pandemic.

This context is significant as it had a major impact on the capability of the NSW Police Force to implement its planned multicultural strategies. The organisations' focus was forced to shift to meet emerging challenges, and this created opportunities for new learnings and innovation in our service delivery.

This report outlines our progress over the last three years, a time when NSW Police Force staff and the Police Multicultural Advisory Council have been deeply committed to ensuring communities are safe, supported and have access to the information and services they need.

The NSW Police Force approach of Prevention, Disruption, Response and Capability complement the four focus areas of the Multicultural Policies and Service Plan presented in this report, namely: Planning, Service Delivery, Engagement and Leadership.

This report includes NSW Police Force initiatives and activities undertaken to support implementation of the Multicultural Policing Strategy throughout 2019-2022 and highlights:

- Innovative community initiatives provided by our Police Area Commands and Districts.
- Our commitment to regular communication with multicultural communities and leaders.
- The role of Police Multicultural Advisory Council membership in expanding the reach of police messaging to communities.
- Development and implementation of key corporate strategies including the Multicultural Policing Strategy 2021-2025 and NSW Police Force Inclusion and Diversity Strategy 2020-2023.
- Production of a diverse range of award-winning community resources.
- Development of an integrated police training approach for responding to victims of crime.
- A collaborative leadership approach by the Corporate Sponsor with Multicultural NSW and other key government agencies.

Through the NSW Police Force Multicultural Policing Strategy 2021-2025, the NSW Police Force is committed to planning for and meeting the needs of diverse communities.

# UPDATE ON 'WHAT WE STILL NEED TO DO – 2016-2019 REPORT'

## OUTSTANDING ACTIONS FROM THE 2016-2019 IMPLEMENTATION REPORT

The lead role undertaken by NSW Police Force in enforcing Public Health Orders and mandatory lockdowns, affected our capacity to undertake and complete these actions. We will continue to provide updates on their progress throughout the next reporting period.

PENDING ACTIONS	RESULTS
1. In year 3 of our current (MPSP 2016-2019) we will look at improving our data collection on the use of interpreters by police (page 7).	Regular status reports provided to the Corporate Sponsor for Multiculturalism on NSW Police Force interpreter use and expenditure. Data collected identified an increase in interpreter use since 2019, in metropolitan areas while a decrease identified in regional areas.
2. Our frontline staff have identified that there is a gap in contemporary multilingual information on what domestic and family violence is, the forms it can take and specifically how the police can assist. Whilst a wealth of information on the topic exists it is not policing specific. We intend to explore the formats such information may need to be presented in to be most accessible and have the greatest reach.	The NSW Police Force is undergoing significant reform within Domestic Violence. One aspect of this includes improving reporting process that address multilingual needs and improve evidence capturing methodology.
3. The development of additional resources for staff such as an online module on working with interpreters and visual messaging in public areas of police stations reassuring community members that they can request an interpreter are priorities for year 3 of the Plan.	An online module on Working with Interpreters was developed and is available to all staff.  There is more work to be done on this item including the development of Standard Operating Procedures for NSW Police Force Language Services which have been drafted and are currently pending approval. Release of the SOPs will be accompanied by promotional material including a language identification guide and posters.
4. The collection and analysis of data on the diversity of complainants is a project that will be undertaken in year 3 of the plan.	During this period, NSW Police Force has progressed amendments to the complaints form on the NSW Police Force website to capture additional demographic data. This will enable the NSW Police Force to monitor complaints from diverse communities and address any concerns or trends that may arise.
5. Staff have expressed the need for practical tools and tips to improve the understanding and application of community engagement principles and build on current practice. The creation of interactive learning modules as well as an intranet site to host resources such as tips on running meetings/presentation with multiple interpreters in the room and stories of community engagement projects by NSW Police Force staff are a priority for the next two years.  Establishing meaningful measures on the impact of community engagement are also a priority.	The NSW Police Force was a key participant in the review of Community Engagement Training and Education Guidelines for Police, by the Australian and New Zealand Policing Advisory Association (ANZPAA).  This work remains ongoing. The NSW Police Force Guidelines will be updated after the ANZPAA guidelines are finalised.



# FOCUS AREA 1: PLANNING

## OUTCOME 1.1 EVIDENCE DRIVEN PLANNING

### WHAT WE SET OUT TO DO

1.1.1 Planning and policy development for multicultural communities is informed by Environmental Scanning and data on cultural and linguistic needs.

### WHAT WE DID

Planning and policy development for multicultural communities is informed by high level stakeholder collaboration and analytical instruments to assist in the forward planning for adaptive and responsive service delivery.

The NSW Police Force Governance Command's Environmental Scanning Reports identify emerging trends, demographical and economical changes of relevance to policing in NSW. The reports inform policy development, resource allocation, staff training and deployment, as well as targeted program and service delivery planning for multicultural communities.

The Commissioner's Police Multicultural Advisory Council (PMAC) has continued to fulfill their crucial role in the identification of significant and emerging issues that impact policing multicultural communities. Membership of the Council is comprised of diverse and experienced professionals who provide advice in response to issues affecting multicultural communities.

The NSW Police Force use of interpreters and translators' expenditure reports are used as the basis for targeted training and resource allocation. These reports provide information on geographical areas with highest use, languages with highest demands and emerging languages trends.

The NSW Police Force interpreter and translator expenditure reports, together with our main language services providers, Multicultural NSW and Translating and Interpreter Service (TIS) usage data, is submitted to the Corporate Sponsor for Multiculturalism for review, analysis and risk identification.

Region Sponsors for Multiculturalism are also provided with language services expenditure reports. These reports are used to reinforce the use of professional language service providers, conduct Use of Interpreter training and monitor trends on emerging language within their Regions.

# FOCUS AREA 1: PLANNING

## OUTCOME 1.2 STRONG PLANS TO DELIVER SERVICES

### WHAT WE SET OUT TO DO

1.2.1 Corporate and local business plans include commitments to build sustained community engagement with multicultural communities.

### WHAT WE DID

The Planning Team, Governance Command supports all NSW Police Force Commands & Business Units to develop, implement, monitor and report on their Business Plans.

A total of 33 business planning sessions were delivered in Police Area Commands (PACs), Police Districts (PDs) and specialist commands across the state. Multicultural Policing Strategy (MPS) actions were integral to these planning sessions.

Cultural Diversity portfolio staff conducted numerous cultural mapping sessions with PACs and PDs to support the inclusion, planning and reporting against MPS action items and their locally delivered strategies and initiatives.

These were reduced as a result of the COVID pandemic. Casework support, however, continued to be provided to the field on cases involving victims or offenders where cultural diversity was a key factor. Community engagement sessions were delivered in various PACs and PDs including: Armidale, Wagga Wagga, Young, Coffs Harbour and Newcastle and Quakers Hill.

### WHAT WE SET OUT TO DO

1.2.2 Commitments in the MPS are reported on through the COMPASS system.

### WHAT WE DID

The Corporate Sponsor Program is part of the NSW Police Force Corporate Governance Framework. Corporate sponsor portfolios exist for issues of strategic importance to the NSW Police Force. Corporate Sponsors are responsible for developing, implementing, monitoring and reporting on a strategic plan that describe how the NSW Police Force will achieve the corporate priorities in their portfolio.

The commitments stipulated under the Multicultural Policing Strategy 2021-2025 are reported on through the organisation's Command Performance Accountability System (COMPASS).

The Corporate Sponsor for Multiculturalism and six nominated Region Sponsors (Superintendents) representing each of the six regions provided updates in COMPASS every six months on implementation of the Multicultural Policing Strategy.

# FOCUS AREA 1: PLANNING

## WHAT WE SET OUT TO DO

1.2.3 Standard Operating Procedures on the Use of Interpreters are endorsed and implemented.

### WHAT WE DID

The NSW Police Force uses professionally certified interpreters and translators. Our organisation's Language Services Policy Statement outlines the requirement for all staff to use the services of certified interpreters where necessary.

Language services are an important part of our commitment to delivering accessible and equitable policing services to diverse communities in NSW, including those who are deaf, hard of hearing, speech or communication impaired. Certified interpreters and translators enable police to effectively engage and communicate with communities.

#### LANGUAGE SERVICES - SNAPSHOT

- Organisational expenditures on language services decreased by 17% from 2019 – 2022.
- Annual 2019-2020 language services expenditure was \$3,123,000.
- Annual 2020-2021 expenditure reduced to \$2,933,000, a decrease of 6% from the previous year.
- The 2021-2022 annual expenditure further reduced to \$2,582,000, a decrease of 12% from the previous year.

This decrease in spending can be attributed to a major reduction in the use of interpreters in face-to-face settings during the COVID pandemic and various periods of lockdown.

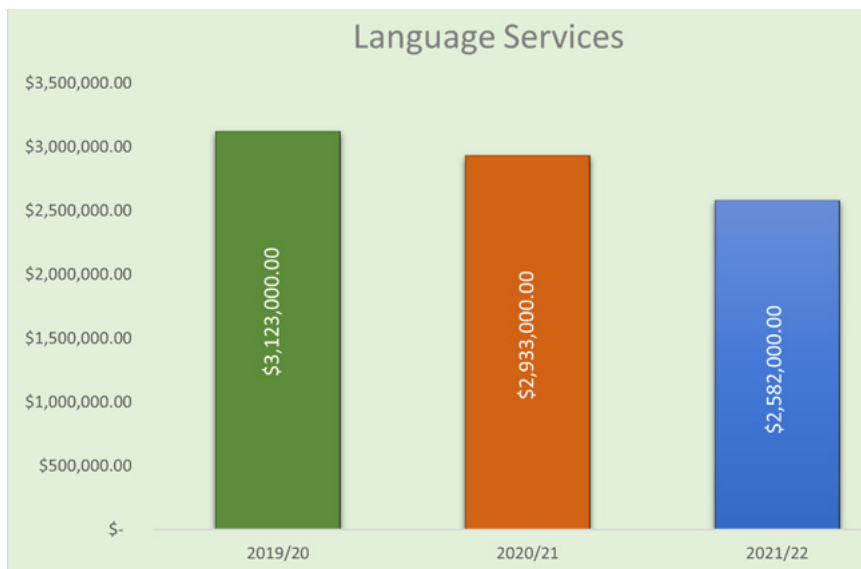
- On average 70% of agency expenditure is on face-to-face interpreting and 30% on telephone interpreting usage.

Languages with highest demand for interpreting and translation were: Mandarin, Arabic, Vietnamese, Korean, Persian (Farsi), Cantonese, Urdu, Tamil, Thai, Spanish, Greek and Turkish.

The following languages were unable to be serviced – Nigerian Igbo, Yoruba and Pidgin, Kurdish Kurmanji, and Aboriginal languages of Wiradjuri and Bundjalung (particularly in regional NSW).

Adherence to these frameworks were reinforced through the NSW Police Force Language Service Policy Statement in 2018. This statement was reviewed and re-endorsed in 2022. The NSW Police Force Multicultural Policing Strategy 2021-2025 also promotes the use of language services.

During this period, the NSW Police Force commenced drafting Language Services Standard Operating Procedures for the use of interpreters by police. The Standard Operating Procedures are currently pending endorsement. Language Services will be a priority over the next reporting period.



# FOCUS AREA 1: PLANNING

## WHAT WE SET OUT TO DO

### 1.2.4 Strategies relating to cultural inclusion and diversity in the NSW Police Force Inclusion & Diversity Strategy 2020-2023

## WHAT WE DID

The Inclusion & Diversity Strategy 2020-2023 aims to build a high performing workforce that is representative of the community we serve and embed inclusive and respectful workplace cultures to fulfill our vision of a "Safe NSW".

The NSW Police Force Inclusion & Diversity Strategy 2020-2023 demonstrates the NSW Police Force commitment to cultural inclusion and diversity. A wide range of strategies have already been implemented since the strategy was endorsed in 2021.

An inclusive recruitment action plan has been developed for all diversity pillars. These are the diversity groups in the Inclusion & Diversity Strategy and include Gender Equality, Disability & Accessibility, Multi-Generational, Cultural Inclusion, LGBTIQ+. Research is currently underway to assist in determining NSW Police Force approach in recruitment.

In 2021, a working party was established with key internal and external stakeholders, with the focus on sourcing, attracting and recruiting diverse candidates to the Academy. Work in this space is ongoing.

In addition, the Inclusion & Diversity Council is responsible for monitoring outcomes of the police promotions process for diversity (2021-2022). Regular updates are provided to the Inclusion & Diversity Council, by Assistant Commissioner People & Capability Command on the police promotions process diversity data.

Inclusive Language Guidelines were developed in consultation with key stakeholders and endorsed by the Assistant Commissioner Human Resources in 2021. The Guidelines are available for all employees to access as well as being sent directly to key internal stakeholders, such as the Police Media Unit, Corporate Communications and policy officers.

In 2020, Workplace Effectiveness & Culture developed and facilitated unconscious bias training for hiring managers and police promotions panels. The training covers:

- Understand and recognise unconscious bias;
- Be aware of your own bias;
- Recognise examples of bias in recruitment, selection and promotion;
- Describe the impacts of poor recruitment and selection at the organisational and individual level; and
- Prevent unconscious bias through objective hiring practices.

The unconscious bias training has been made available for all NSW Police Force employees via our online training portal.

In 2021, the inaugural Inclusion Month was celebrated with key activities organised throughout the month of September. Signature activities included a campaign to drive up reporting of diversity data by staff, distribution of staff diversity profiles for each Command, a webinar on inclusive recruitment, celebration and recognition of bilingual and Aboriginal staff, and the launch of the Pride in Policing employee network.

A key priority of the Strategy, under the Workplace initiative, is to recognise and celebrate diversity in the workplace by exploring and implementing new ways of building employee engagement in diversity related events and activities.

Harmony Day is corporately endorsed by the NSW Police Force Inclusion & Diversity Council and is recognised and celebrated annually. In March 2022, the Inclusion and Diversity Team created and promoted a Toolkit for Commands and Business Units with ideas for holding local Harmony Day events. A breakfast was hosted by the Cultural Inclusion Ambassador at Police Headquarters at an event which included performances by a Turkish drummer and flautist, Polynesian dancers and storytelling by employees on the theme 'Everybody Belongs.'

A video promoting the Community Language Allowance Scheme (CLAS), featuring employees speaking about the value and utility of being bilingual was also made available on the NSW Police Force intranet.

Planned Harmony Day events in March 2020 did not go ahead due to COVID pandemic related lockdown.



# FOCUS AREA 1: PLANNING

## REFUGEE WEEK



Refugee Week 2022 celebrations were held at Police Headquarters. Activities included highlighting the refugee journey, raising awareness of refugee specific trauma experiences, suggestions for achieving positive police interactions, as well as a celebration of the rich contributions and talents of our refugee community members.

An exhibition of art works by refugee artists was held at Police Headquarters as well as a panel discussion on “Healing and Connection: The Role of the Force” involving staff and external panel members. The week also included a screening of the film ‘Rosemary’s Way’ and an interview with NSW Police Force Multicultural Community Liaison Officer from Campbelltown Command, on whom the film is based.

The Commissioner and PMAC Council members produced a video message which was widely shared on social media.

## FOCUS AREA 2: SERVICE DELIVERY

### OUTCOME 2.1 TARGETED PROGRAMS TO PREVENT AND REDUCE CRIME AND THE FEAR OF CRIME

#### WHAT WE SET OUT TO DO

2.1.1 Tailored programs and campaigns are developed and implemented

#### WHAT WE DID

Police Area Commands (PAC) and Police Districts (PD) collaborated with government agencies, non-government and community-based agencies, charity organisations, religious leaders, settlement services and councils to strengthen the capacity of diverse communities to prevent and reduce crime and increase confidence in police.

Example of tailored programs are presented below.

#### BLACKTOWN, PARRAMATTA, MT DRUITT, CUMBERLAND POLICE AREA COMMANDS (PAC)



**Title:** My Life, My Choice - The Drug and Alcohol Summits Program

**Description:** The Drug and Alcohol Summits Program, an initiative of Blacktown PAC delivered in partnership with Cumberland, Mt Druitt, and Parramatta PACs in response to alcohol and drug-related crimes.

Workshops targeted culturally and linguistically diverse (CALD) background youths at-risk (14-25 years old) due to drug and alcohol consumption and their parents. The program focused on early intervention and preventative measures aimed to link those affected by drug misuse, with relevant local service providers. Community education campaigns provided an opportunity to educate CALD background parents on the effects of drugs and alcohol.

**Key Partners Involved:** The project was carried out in collaboration with schools, PCYCs, community-based organisations, local health, religious and spiritual leaders.

**Outcome achieved:** Each PAC delivered a minimum of 3 CALD youth sessions. Post program surveys revealed increased knowledge-levels among participants on the safe use and negative impacts of drugs and alcohol. It also provided the opportunity for youth to engage with police and community organisations and build positive relationships. The project was completed in June 2021.

## FOCUS AREA 2: SERVICE DELIVERY

### RIVERINA POLICE DISTRICT (PD)

The Riverina PD Crime Prevention Unit works closely with the Multicultural Council of Wagga Wagga by participating in locally held events and promoting these by publishing their events on the Riverina PD Eyewatch webpage. Police led initiatives are held at the Multicultural Council's centre, aimed at people from refugee backgrounds, to provide advice, information and support about domestic and family violence, elder and disability abuse and respond to requests for police assistance.

Riverina PD works closely with local stakeholders to support community BBQs regularly held at the Koorringal and Tolland community hubs. NSW Housing tenants of refugee backgrounds are invited to attend and discuss emerging issues with attending agencies.

Several refugee students attend PCYC's Fit for Life program. The Program runs before school twice a week. Fit for Life is an entry level activity using boxing/fitness, incidental education and consistent mentoring to encourage youth at-risk to connect and remain engaged with PCYC NSW club offerings in a youth friendly, physically and culturally safe environment.

**Key partners involved:** PCYC, Riverina PD, Department of Education, Department of Communities and Justice, Riverina Multicultural Community, South Wagga Rotary and Joss Group, Community Corrections and Club Volunteers.

**Outcome achieved:** Fit for Life runs throughout the year during school terms. Between 15-20 students attend Wagga Wagga PCYC, on Tuesday and Thursday mornings. There is a strong focus on the inclusion of recently settled refugees to assist in a smooth transition into life and education within the local community.

## FOCUS AREA 2: SERVICE DELIVERY

### PARRAMATTA, AUBURN AND KU-RING-GAI POLICE AREA COMMANDS (PAC)

**Title:** “Family Harmony, Healthy Relationship” series online seminars for Chinese communities

**Description:** Ku-ring-gai PAC delivered community awareness and education on domestic and family violence for multicultural communities.

In early 2021, Ku-ring-gai PAC delivered this program in partnership with MCLOs from Parramatta, Auburn and North Shore PACs.

The aims of the program include, to address current Chinese speaking community issues and concerns regarding domestic and family violence including issues which emerged during the COVID pandemic. Most common topics covered included Couple Relationships, Child Discipline, Parent-Teenager Relationships, and Elder Abuse.

Community education sessions covered topics such as understanding domestic and family violence within relationships, the Australian Legal System, responding to a range of family violence situations. Communities were connected with specialised support and referral services so that the participants could establish direct relationships with relevant services, have a good understanding of services available to help them make informed decisions. The program was run in community languages, utilising bilingual panel members.

Four sessions were run in Mandarin on the topics of Couple Relationship (14 October 2021), Child Discipline (21 October 2021), Parent-Teenager relationship (28 October 2021), and Elder Abuse (4 November 2021) and a 5th session (11 November 2021) was a repeat session on “Elder Abuse” in Cantonese catering for Cantonese speaking seniors.

**Key partners involved:** Relationships Australia NSW, CASS Group, TAFE NSW, Tina Chen and Associates, Hornsby Shire Council, Asian Women at Work, Department of Communities and Justice, and Australian Asian Cultural Association.

**Outcome achieved:** Five sessions were run with an average of 85 participants, with two sessions attracting over 100 participants. Increased community inquiries were received on domestic and family violence after each session. Invitations to present at community events on domestic and family violence also saw an increase after running the program.

**FAMILY HARMONY — HEALTHY RELATIONSHIP**  
Online workshops in Chinese

Date	Topic	Time
14 OCT	<b>Couple Relationship (Mandarin)</b> Webinar: <a href="https://us02web.zoom.us/j/82637273858">https://us02web.zoom.us/j/82637273858</a> What happen if I was assaulted? Can I withdraw after reporting to the police? Will it give criminal record? Will it affect my visa? What happen if considering divorce? What happen to the property and my child? Where can I get help?	7pm - 8:30pm
21 OCT	<b>Child Discipline (Mandarin)</b> Webinar: <a href="https://us02web.zoom.us/j/88564676449">https://us02web.zoom.us/j/88564676449</a> What is acceptable discipline? Will my kid be taken by Dept of Communities & Justice? What if I was charged? What might happen at court? Where can I get help?	7pm - 8:30pm
28 OCT	<b>With my Teenagers (Mandarin)</b> Webinar: <a href="https://us02web.zoom.us/j/82411675221">https://us02web.zoom.us/j/82411675221</a> Legal system for juveniles? Would the outcome affect my kid's future? Should I interfere with my kid's decision? How can I help my kid? Where can I get help?	7pm - 8:30pm
04 NOV	<b>Care for the Seniors (Mandarin)</b> Zoom link: <a href="https://us02web.zoom.us/j/81798181044">https://us02web.zoom.us/j/81798181044</a> Is this elder abuse? Transfer money / property to my kid? Gift or loan? Do I have to go to nursing home? How can I have a talk with my kid peacefully? Where can I get help?	10am - 11:30am
11 NOV	<b>Care for the Seniors (Cantonese)</b> Zoom link: <a href="https://us02web.zoom.us/j/82101289090">https://us02web.zoom.us/j/82101289090</a>	10am - 11:30am

**Inquiry: Fiona — 0412 477 535 — Wechat ID: MclOfiona123**





## FOCUS AREA 2: SERVICE DELIVERY

### PARRAMATTA AND BANKSTOWN POLICE AREA COMMANDS (PAC)

**Title:** Dowry Abuse Project

**Description:** Two short films titled: 'Aussie Victim' and the 'Migrant Bride' were produced to address the emerging issue of family and domestic violence manifesting through dowry abuse.

The MCLOs from Auburn, Bankstown and Parramatta Police Areas Commands responded to increasing presentation of such cases within the community. Dowry abuse is a violation of an individual's dignity and human rights. Whilst the practice of dowry is not an offence if practiced in its correct cultural context, it becomes a police concern when victims present with any or all the challenges associated with domestic violence offences.

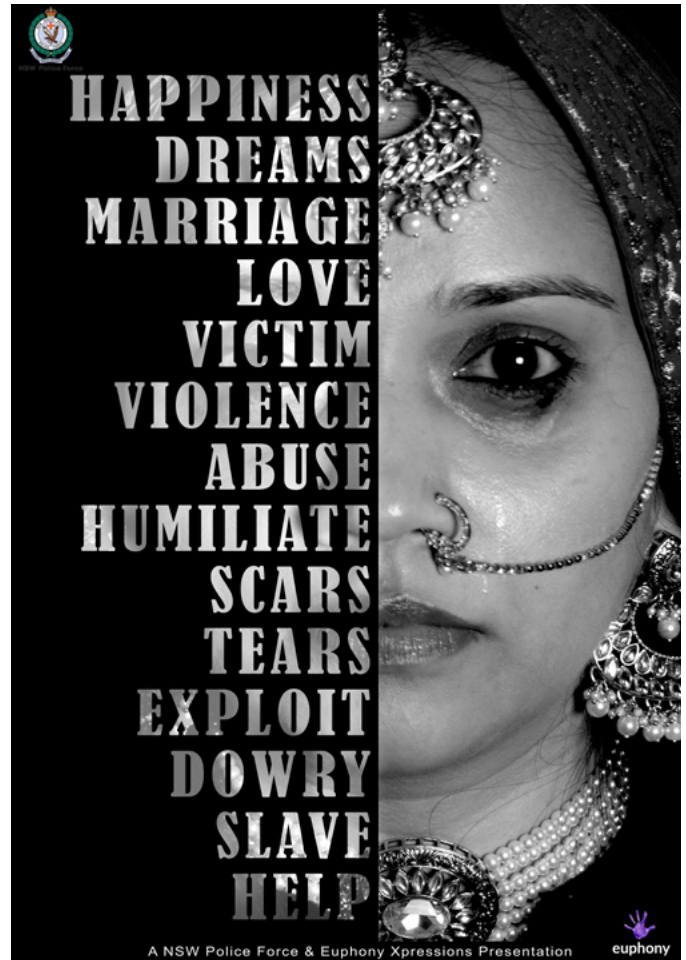
The focus of this project is to raise awareness of dowry abuse and provide information and advice that can be easily understood, to enable victims of dowry abuse to make considered and informed decisions about reporting their abuse to the NSW Police Force. It is also to raise awareness amongst police officers on how to respond to victims of dowry abuse.

This project was conducted in partnership with community stakeholders and non-government organisations.

**Outcome achieved:** The films were screened on 28th October 2020 at Reading Cinemas and an official launch conducted on 31 May 2022 to publicly promote the resource to external service providers. Educational sessions utilising the films were delivered to Domestic Violence Officers (DVOs) from South-West Metropolitan Region (SWMR) in March 2021 and at the Domestic and Family Violence Conference held in June 2021 at North West Metropolitan Region (NWMR) in Blacktown.

**Funding:** The project was financially supported by NSW Police Force and in-kind donations by community and Non-Government Organisations.

**Award:** The Dowry Abuse Project Team was a finalist at the 2021 Police Officer of the Year Awards 2021 in the Irene Juergens (IJ) Fellowship Award Category. This category recognises outstanding contribution to community policing, community engagement and crime prevention.



## FOCUS AREA 2: SERVICE DELIVERY

### NEPEAN POLICE AREA COMMAND (PAC)



**Title:** Engagement and Support to Afghani evacuees

**Description:** In 2021, the Australian Government assisted in the evacuation of civilians from Afghanistan. The NSW Police Force received regular briefings from Settlement Services International (SSI) on the arrival of emergency evacuees from Afghanistan.

Nepean Police Area Command participated in the provision of outreach and settlement support to Afghani refugees in collaboration with other local service providers. Assistance provided included tours of local services such as libraries and police stations to help the newly arrived familiarise and adjust to their local environment and services.

**Outcomes:** The provision of translated information improved Afghani refugees' knowledge of local services. Online meetings increased their sense of connectedness to service providers and Afghani community agencies and leaders, thus increasing their capacity to navigate local systems and participation in social networks within the local Afghani community.

## FOCUS AREA 2: SERVICE DELIVERY

### INTERNATIONAL SOCCER TOURNAMENT



**Description:** A Beach Soccer event was delivered in partnership with various stakeholders including universities, Consulates, Department of Foreign Affairs and Trade, TAFE NSW and funding from Multicultural NSW and Study NSW.

In 2019, 27 teams with international students and police officers from numerous PACs/PDs, representing over 60 countries, participated in the seventh International Students Beach Soccer Tournament held at Coogee Beach.

Participating students represented various country/region teams and included students from China, Vietnam, Malaysia, South Korea, Japan, Indonesia, Thailand, Nepal, Pakistan, India, Turkey Europe, Chile, Brazil, Bangladesh, Colombia, Middle East United and Africa United.

Various NSW Police Force Units such as Mounted Unit, Marine Area Command and Traffic and Highway Patrol Command were also present.

A NSW Police Force stall distributing multilingual information was attended by many visitors. This high-profile international students' community engagement event was attended by the Commissioner of Police, Corporate Sponsor for Multiculturalism, officers from Eastern Beaches PAC, Newcastle and Wollongong PDs.



## FOCUS AREA 2: SERVICE DELIVERY

### VIRTUAL KIDNAPPING – BILINGUAL MEDIA CAMPAIGN



The NSW Police Force, together with Chinese authorities and universities, raised community awareness about an elaborate extortion telephone scam targeting Chinese students, known globally as a 'virtual kidnapping'.

Early in 2020, the first case of virtual kidnapping was reported to the NSW Police Force. Within a few months, seven such reports came to the attention of the Robbery and Serious Crimes Squad.

The victims in all cases were Chinese international students, and the scammers successfully obtained an excess of \$3.2 million in ransom payments from the families of the students.

The Robbery and Serious Crimes Squad worked closely with Safety and Wellbeing of International Students portfolio on a media campaign.

A bilingual media conference was coordinated and held in December 2020, headed by Corporate Sponsor for Multicultural Communities, Director Crime Operations, State Crime Command and Chair of International Deputy Vice-Chancellor's Committee.

A Media Release was circulated to Chinese newspapers to maximise awareness of virtual kidnappings among parents overseas. The NSW Police Force conducted peer survey among international students to understand how and why people may answer calls from scammers perpetrating fake kidnappings.

Survey results were used by the police in future prevention campaigns. NSW Police Force Chinese speaking officers (MCLOs and police) were involved in the media campaign which was widely promoted on social media (Facebook & Weibo) to maximise community reach.



# FOCUS AREA 2: SERVICE DELIVERY

## OUTCOME 2.2 MAINSTREAM SERVICES DELIVERED FOR EVERYONE

### WHAT WE SET OUT TO DO

#### 2.2.1 Police services and programs accessible to multicultural communities.

### WHAT WE DID

The NSW Police Force has reached out to multicultural communities through a variety of ways to ensure access to policing services and programs. Examples of these efforts are provided below.

#### Multilingual approaches

Bilingual staff of the NSW Police Force and Police Multicultural Advisory (PMAC) Council members have been communicating regularly and presenting at events, forums, meetings, radio programs including SBS and social media.

Topics covered included domestic and family violence, drugs and alcohol, scams and COVID updates in various community languages including Arabic, Mandarin, Cantonese, Bosnian, Burmese/Rohingya, and Bengali languages, Hindi, Samoan, Māori, Tongan, Thai and Vietnamese.

#### Arabic language

The Multicultural Community Liaison Officer from Cumberland Police Area Command delivered weekly Arabic information radio programs dedicated to update, inform, and educate the community about safety and wellbeing. The program is hosted by Alive90.5FM which is the local community radio for Parramatta, Cumberland and The Hills. The project started in 2020 and has covered a range of topics such as reporting crime, domestic and family violence, scams, road safety, elder abuse and safety outdoors.

The project provided vital weekly updates for Arabic speakers (second most spoken language after English) in the Cumberland Local Government Area.

#### Chinese languages

The weekly Chinese language community radio program commenced in 2004 broadcasting on the Australia 2AC Chinese Radio station. Multicultural Community Liaison Officers (MCLOs) delivered 30-minute weekly programs. During the pandemic, MCLOs used technology to record sessions and forwarded to the broadcaster.

Since February 2020, MCLOs have participated in the Parramatta Library Podcast Project, regularly providing audio files on various safety information topics for easy community access. MCLOs from Parramatta, Ku-ring-Gai, Flemington, Parramatta and North Shore PACs collaborate to produce radio programs and articles for publication in community newspapers in Cantonese and Mandarin respectively.

Since February 2021, MCLOs from various PACs have been invited to produce safety messages for publications aimed at Cantonese speaking community such as Weekender Police Column of the Australia Chinese Daily Newspaper.

## FOCUS AREA 2: SERVICE DELIVERY

### RESPONDING TO OLDER PEOPLE FROM MULTICULTURAL COMMUNITIES

Police in Crime Prevention Units actively establish and strengthen networks and build on their skills and awareness on crime factors affecting older people, people with disability and the homeless within their Commands.

Achievements in working with multicultural communities include:

- Production of factsheets on ageing and disability abuse, translated into ten community languages as well as an Easy Read version for people with cognitive impairment. These factsheets were used effectively during the NSW Seniors Festival in 2022.
- Celebration of International Day of Older Persons on 1st October 2021 through the production of several social media messages about respect and inclusion of older people.
- Representation at multiple Elder Abuse Prevention Collaboratives across the state.
- The Aged Crime Prevention Officer at Liverpool Police Area Command attended the State's first Disability Abuse Prevention Collaborative, established in South-West Metropolitan Region, one of the most culturally diverse regions. This Collaborative recently released a video to raise awareness about abuse of people with disability. The video is in English and is also available in Arabic, Chinese and Vietnamese
- Liverpool Police in collaboration with Mission Australia and Department of Community and Justice (DCJ) planning a gardening program within Warwick Farm area. Early work by police have identified that the residents at the chosen location come from diverse and multicultural backgrounds.
- Collaborative work with multicultural seniors' groups continued during and post pandemic.

## FOCUS AREA 2: SERVICE DELIVERY

### CRIME PREVENTION FLYERS AND FACTSHEETS

Crime prevention factsheets, flyers and other resources are developed to respond to emerging issues and to prevent crime. During this period, the following fact sheets were developed for multicultural communities:

#### **Rock Fishing**

Crime Prevention and Marine Area Commands collaborated to produce crime prevention and safety messaging resources. This included a rock fishing safety flyer produced in English, Arabic, simplified Chinese, Tongan and Vietnamese, and a rock fishing safety video for public distribution.

#### **Seasonal workers**

A 'Seasonal Workers Walkthrough' guide was produced, to support operational police understand the Pacific Australia Labour Mobility (PALM) scheme and issues for Police Area Commands or Police Districts to consider, when working with seasonal worker populations.

#### **Money Mules**

Resources were created to address organised criminal syndicates actively targeting vulnerable people to commit fraud, particularly communities accustomed to making large transfers of money for genuine business purposes. It was identified that people had inadvertently become victims to these types of criminal syndicates. In response, the Crime Prevention Command released a Money Mules factsheet and social media tile.

The factsheet was produced in Punjabi, Hindi, Urdu, Bengali, Nepalese, Korean, Arabic, Vietnamese and simplified Chinese languages.

## FOCUS AREA 2: SERVICE DELIVERY

### YOUTH MULTICULTURAL CAPABILITY AND STAKEHOLDER ENGAGEMENT STRATEGY

Youth Command is implementing a five-phase Youth Multicultural Capability and Stakeholder Engagement strategy to enhance Youth Engagement Officers' work with internal and external stakeholders to identify opportunities to work with young people from multicultural communities.

Phase one of the strategy has been trialled in Newcastle as a police command model and in South-West Metropolitan Region (SWMR) as a Region model. The below initiatives are two examples of multicultural youth initiatives throughout the state.

### NEWCASTLE POLICE DISTRICT (PD)



**Description:** The Hunter Multicultural Community Engagement strategy aims to enhance relationships between Police and young people in the Newcastle area and promote RISEUP by increasing police presence and support of culturally diverse young people. This engagement strategy encompasses several phases to enhance those relationships and social cohesion.

**Achievements:** An interagency stakeholder forum was held to build positive relationships with multicultural communities post-COVID pandemic to collaborate with internal and external stakeholders to instil confidence and begin to address future challenges.

Newcastle PD was involved in the development of the Hunter Multicultural Youth Nations Council (HMYNC). A council of diverse young people in the Newcastle encouraged and supported to link-in with local leaders to encourage social cohesion. The HMYNC was launched in April 2022. Several hundred people from diverse backgrounds attended the Community Multicultural Day at the Multicultural Centre in Waratah. Local senior police engaged and meet with Hunter Multicultural Community Youth Nations Council, their families and the wider multicultural community and local community stakeholders.

Attending police met refugee community members, discussed diverse policing responses, developed joint strategies, and committed to collaborative approaches to positively engage and support refugee young people in the area.

There is a wide range of internal and external stakeholder involvement including, Youth Command, Newcastle City Police District, Police Transport Command, Traffic and Highway Patrol, Northern Region, Crime Prevention Command, PCYC NSW, Hunter Multicultural Communities, TAFE NSW, NSW Department Education, Newcastle Multicultural Neighbourhood Centre, NSW Health and Settlement Services.



## FOCUS AREA 2: SERVICE DELIVERY

### HORNSBY KU-RING-GAI PCYC

RISE UP for Unity is a multifaceted collaboration program between key partners - NSW Police Youth Command, Kuring-Gai Police Area Command, Mission Australia – Hornsby Branch, KYDS Lindfield, PCYC NSW and fourteen local, private, selective and culturally and linguistically diverse secondary schools within the Hornsby Kuring-Gai Local Government Area. Six one-day forums were conducted over a six month period, with funding from Multicultural NSW Social Cohesion funding.


Seventy-three Year 10 students representing fourteen secondary schools from Hornsby Kuring-Gai Local Government Area participated in this program. Forums included: educational workshops, brainstorming sessions and student-led group presentations, providing self-developmental opportunities guided by Mission Australia Counsellors.

Students developed and designed educational packages/presentations reflecting information gathered through the forums for application in their own school community. This program provides skills in leadership development to undertake an Ambassador role for Unity within their respective schools.

Topics covered included: Digital Harmonisation, Radicalisation, Mindful Communication, Diversity and Inclusion, Mental Health, Health Relationship and Domestic and Family Violence, LGBTQIA+ Awareness, Leadership and a Workshop on Student-Driven Change. A Graduation ceremony follows the program's completion.


## FOCUS AREA 2: SERVICE DELIVERY

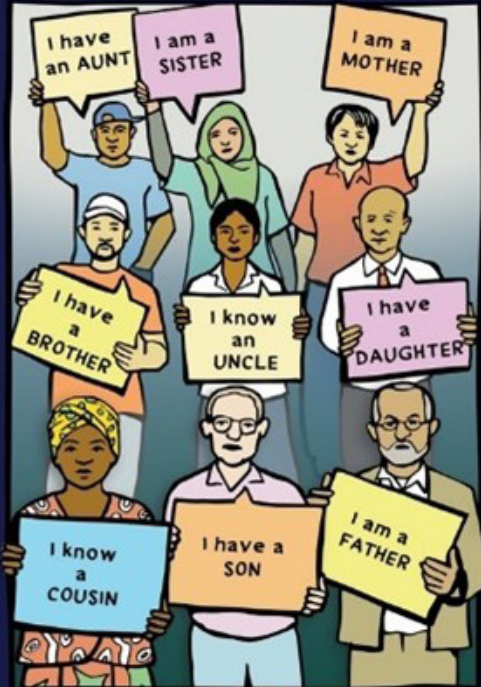
### FAIRFIELD POLICE AREA COMMAND (PAC)



# Leading Stronger and Connected Communities

## Community Workers AOD Training





**Title:** Leading Stronger and Connected Communities – Alcohol and other drugs workshop for community and faith leaders.

**Description:** This project was led and developed by the Fairfield Local Drug Action Team (FLDAT) in partnership with NSW Police and other stakeholders. The project focuses on building the capacity, knowledge and confidence of the Fairfield LGA community and religious leaders to work towards preventing harm from alcohol and other drugs in their communities.

A tool kit was produced in consultation with a diverse group of stakeholders to break down barriers associated with judgement and stigma. Evidenced based conversations were held with community members about alcohol and other drugs in their communities.

The Resource Tool Kit was developed through a stakeholder forum, anonymous surveys, FLDAT meetings, interviews with the CALD community, Fairfield City Council staff, consultations with an alcohol and other drugs expert and local men's and women's groups. The Resource Tool Kit includes a User Guide providing background information on the project. Components within the tool kit include: a set of illustration cards, message and discussion points, a glossary with commonly used terms and definitions, and a directory of resources and services available within the Fairfield LGA.

**Key partners involved:** The Fairfield Local Drug Action Team (FLDAT) include Alcohol and Drug Foundation, Community Drug Action Team, community and religious leaders, Community First Step, Fairfield City Council, Fairfield Community Corrections, Family Drug Support, Fairfield City Police Area Command, Sydney Local Health District and South-Western Sydney Local Health District.

**Outcome achieved:** Two online workshops, one aimed at frontline workers and face-to-face workshop for leaders were held. Workshops have been attended by approximately 50 workers and 30 leaders from the Fairfield LGA.

**Funding:** The project was funded by the Alcohol and Drug Foundation (ADF) with \$90,000 provided in two phases.

## FOCUS AREA 2: SERVICE DELIVERY

### ST GEORGE POLICE AREA COMMAND (PAC)



**Title:** Drivetime GyMEA program

**Description:** The Drivetime Program provides low-cost driving practice from volunteer mentors to learner drivers aiming to obtain a full driving licence. The program is primarily for refugees, humanitarian entrants, migrants and Aboriginal and Torres Strait Islanders living, studying or working in the St George or Sutherland Shires.

Participants attend 6-8 lessons with a professional driving instructor. Highway Patrol officers and police from St George PAC actively participate and support this program.

An initiative of the St George and Sutherland Shire Refugee Support Group in partnership with GyMEA Community Aid and Information Services, funded by Club Grants, TAFE NSW and Transport for NSW.

**Outcome achieved:** Two mentors from this program won NSW Volunteering awards in 2021. A total of one hundred and ten people have participated over a three-year period in the program with eight TAFE English for Driving Courses, Road Safety Workshops and Car sessions delivered. Hundreds of driving lessons provided by Onroad Driving School. Over one thousand mentoring hours were provided by twenty-six volunteers. Thirty-seven participants received their full Driver's Licence.



## FOCUS AREA 2: SERVICE DELIVERY

### REGIONAL INITIATIVES



**Title:** Coffs/Clarence Seasonal Worker Community Information Sessions

**Description:** Coffs Harbour Police District organised community information and awareness sessions with seasonal workers from nine Pacific Islands and Timor-Leste, to provide information on living and working safely in NSW.

Seasonal workers can be domestically or internationally sourced. Seasonal workers arriving under the Pacific Australia Labour Mobility scheme (PALM) have settled in Coffs Harbour.

Where skill shortages in rural and regional areas are identified, PALM eligible employers can recruit workers from any of the following nine Pacific Island countries and Timor-Leste: Fiji, Kiribati, Nauru, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu.

Approved employers, Department of Education and Skills Employment (DESE) and representatives from local Blueberry farm industry worked collaboratively with NSW Police Force on this initiative.

The Seasonal Workers Walkthroughs with Crime Prevention Units guide was produced for operational police containing information on the PALM scheme and working with seasonal worker populations.



# FOCUS AREA 2: SERVICE DELIVERY

## TRANSLATED VICTIMS CARDS

The image displays four versions of a translated victim card, each in a different language: Arabic, Chinese, Vietnamese, and English. Each card is designed to provide essential information to victims of crime, including the Area Command, District, Officer in Charge, and Event number. The cards also include a QR code and a list of services provided by the police, such as 24-hour emergency services, community policing, and crime prevention. The cards are presented in a grid format, showing the layout and content of the translated versions.

**Project description:** Keeping victims of crime informed is a vital component of the NSW Police Force response to victims of crime and our commitment to customer service excellence.

Victims cards provide victims with essential information, including important contact details of the Police Area Command/ Police District, name of the Officer in Charge of their matter and Event number.

The card also fulfils the formal obligation of the NSW Police Force under the NSW Code of Practice for the Charter of Victims' Rights.

Translated victims cards were first introduced in 2011. Following rigorous consultations and consideration of victims' information needs, a revised version was produced in 2021.

The translated victim cards support the delivery of equitable policing services to victims of crime and proactively supports police to build respect and trust within communities. Census data and internal consultations resulted in an increase from thirty to thirty-six translated languages.

## FOCUS AREA 2: SERVICE DELIVERY

### WHAT WE SET OUT TO DO

2.2.2 Certified interpreters are effectively used by police where required.

#### WHAT WE DID

The NSW Police Force operates in a diverse, multicultural and multilingual environment. NSW Police Force adheres to NSW Government legislation and policy to provide certified interpreters and translated materials, ensuring equal access to policing services for all people in NSW.

Policing responses are founded on effective communication with victims, witnesses, offenders, and communities. It is important to ensure people who have limited or no English, or who prefer to communicate in a language other than English, or who are deaf or hard of hearing, are supported by interpreters, translators, or other.

The opportunity to continue to collaborate with major providers of interpreting and translation services, Multicultural NSW and TIS National, as well as industry partners including National Accreditation Authority for Translators and Interpreters (NAATI) and Deaf Connect, SBS and private providers has ensured ongoing and timely access to interpreters

The preceding three years of COVID-related engagements alongside the intensity of floods and bushfires has also seen the ongoing value and support to our frontline and senior police in engaging communities through interpreters in times of heightened social stress.

Most of the training conducted around language services and working with interpreters involves the use of live interpreters to enhance the in-training practice. Online training modules have been developed for both the detectives online training component and an online generic Introduction to Interpreters module.

NSW Police Force maintain an understanding of the language services industry to ensure best practice through representation on several language services industry bodies including:

- National Accreditation Authority for Translators and Interpreters (NAATI). NSW Police Force is represented on their regional advisory Committee and have contributed significantly to the industry and have ensured that the needs of police are considered within industry standards and support.
- Language Services Advisory Group hosted by Multicultural NSW is bringing together all the major providers of language services.

NSW Police Force maintains knowledge of industry changes through participation and delivery of sessions at major language Services Conferences. Over the past few years, NSW Police Force has delivered both keynotes and workshops at the Association of Interpreters and translators (AUSIT) conference, International Federation of Interpreters and Translators (FIT) Conference.

NSW Police Force Diversity Training products include materials on "Messaging to Communities" and "Writing for Translation". Further, the provision of skills training to officers in 'Working with Interpreters', communications, developing community engagement plans, working with torture trauma and refugee populations, alongside skills in diversity approaches to investigative interviewing have positioned diversity capability at the forefront of working in a diverse NSW.

### WHAT WE SET OUT TO DO

2.2.3 Access to interpreters is widely promoted to multicultural communities.

#### WHAT WE DID

Community engagement activities have included the modelling and promotion of the use of interpreters. Diversity training programs provide live interpreters to ensure police have access to skills practice. The completion of online module "introduction to Working with Interpreters in Policing".

As noted in section 1.2.3, work has already commenced in this important area and includes the drafting of Standard Operating Procedures for NSW Police Force Language Services, Use of Interpreters and Translators and associated promotional materials.

## FOCUS AREA 2: SERVICE DELIVERY

### OUTCOME 2.3 PEOPLE FROM CALD BACKGROUNDS ARE AWARE OF POLICING SERVICES, PROGRAMS AND FUNCTIONS

#### WHAT WE SET OUT TO DO

2.3.1 Police communications and media messages are tailored for multicultural communities.

#### WHAT WE DID

NSW Police Force use a range of methods to make sure police communication and media messages are tailored for multicultural communities. NSW Police Force messages/communications are translated by certified translators (NAATI certified) via Multicultural NSW and reviewed by NSW Police Force bilingual staff. Media releases are written for translation, where relevant, with technical terms explained.

Translated media releases were used in numerous situations over the reporting period including, to assist in locating missing persons, identifying offenders, providing information to assist police investigations and to communicate positive messages for community festivals or events of cultural or religious significance.

The Commissioner's Police Multicultural Advisory Council (PMAC) as well as experienced and professional representatives from various government and non-government agencies, community leaders from culturally, linguistically and religiously diverse backgrounds, are regularly requested to provide advice on NSW Police Force multilingual resources.

During the COVID pandemic PMAC Council members were consulted on community announcements on the deployment of Australian Defence Force (ADF) personnel to support police efforts. PMAC Council members provided advice on tailoring communiques to reduce fear among communities, particularly refugee communities, of having uniformed army personnel knocking on their front doors.

To increase the reach, Council members filmed themselves delivering the message in their own language, explaining the support provided by ADF personnel to police in conducting welfare visits, compliance checks on home self-isolation and delivery of food parcels. These videos in language had wide reach among multicultural communities.

Multicultural Community Liaison Officers (MCLOs) delivered NSW Police Force and NSW Health messages to their communities and supported them via radio programs and social media in their own languages. They also monitored community sentiment on a daily basis, recording these and escalating them through their chain of command. They delivered food and care packages and emergency support to vulnerable communities and ensured local multicultural businesses remained well informed and compliant with the Public Health Order restrictions.

Quarantine Information Packs were provided to international arrivals and were made available in various languages at the hotels. A wealth of multilingual information, including frequently changing rules and regulations, was translated into various languages and distributed widely. To inform and encourage the multilingual community regarding social distancing rules, the multilingual resources were produced for various places of worship during religious festivals, including the month of Ramadan.

In August 2020 a large explosion in the dockside area of Beirut, Lebanon killed more than 180 people and injuring thousands. Following the explosion, Arabic-speaking MCLOs were deployed to Sydney Airport each night for three weeks to provide customer service and welfare support to Australian residents returning and to assist NSW Police Force and Australian Defence Force personnel. This included language support, welfare support, delivery of information that had been prepared for returnees quarantining in hotels.

## FOCUS AREA 2: SERVICE DELIVERY

### WHAT WE SET OUT TO DO

2.3.2 Ethnic print, broadcast and social media are regularly utilised to promote policing functions and services.

### WHAT WE DID

During the COVID pandemic and lockdown, the NSW Police Force media unit personnel liaised closely with internal and external stakeholders. This included:

- Engagement with community leaders and meetings with 100 senior community leaders across Sydney via virtual sessions listening to them and answering questions related to police operations, compliance, and community engagement.
- Translation of community messages including the translation of the Commissioner's message on the deployment of 300 Australian Defence Force personnel into a number of languages, including Arabic, Assyrian, Vietnamese, Chinese (simplified and traditional), Thai, Korean, Dari, Hindi, and Punjabi.
- Translation of the Commissioner's message on QR Codes and Check-in Compliance in the above languages.
- Dissemination of translated material through Multicultural NSW, the Department of Customer Service and NSW Health to ethnic media outlets.
- Deployment of Multicultural Community Liaison Officers to interact and engage with communities and report sentiment in collaboration with Commanders and the Corporate Sponsor for Multiculturalism.
- Engagement with leading community role models, including former world champion boxer Billy "the kid" Dib, former Socceroo Craig Foster, Western Sydney Wanderers, and the Macarthur Bulls to push out vaccination messaging, stay home, stay safe, and other health messages in line with the state's compliance operation.
- Engagement with SBS Arabic to represent NSW Police and brief the community on the compliance operation.
- Continued grassroots engagement with communities across the state to provide feedback on initiatives and campaigns.
- Ensuring an open line of communication with communities and their representatives and taking on board concerns and issues raised by them and actioning them through engagement, transparency and accountability.



## FOCUS AREA 3: ENGAGEMENT

### OUTCOME 3.1 COLLABORATION WITH DIVERSE COMMUNITIES

#### WHAT WE SET OUT TO DO

3.1.1 Policies, plans, programs and campaigns that impact on multicultural communities are developed through consultation with key stakeholders.

#### WHAT WE DID

The NSW Police Force worked closely with multicultural communities, community leaders and service providers in developing policies, plans, programs, and campaigns. Community consultations and collaboration are an ongoing and continuous process to deliver policies, programs, and initiatives in partnership with a wide range of stakeholders such as universities, schools, religious and community leaders, interagency networks, government and non-government agencies.

#### DEVELOPMENT OF THE NSW POLICE FORCE MULTICULTURAL POLICING STRATEGY 2021-2025



The development of the current Multicultural Policing Strategy (MPS) 2021-2025 demonstrates the NSW Police Force commitment to consultation with multicultural communities in developing Strategies.

The NSW Police Force embarked on an extensive consultative process (with 1,770 individuals, including NSW Police personnel and service providers) to identify areas of achievement and areas to strengthen. Police Area Commands and Police Districts work with local stakeholders and deliver a wide range of initiatives.

Community feedback was sought and recorded for service delivery improvements. Multicultural service provider consultations were held in August 2020 with 19 service providers attending. They provided valuable feedback, including areas of improvement such as the provision of police use of interpreters.

## FOCUS AREA 3: ENGAGEMENT

### SYDNEY CITY POLICE AREA COMMAND (PAC)



**Title:** BBQ with a Cop

**Description:** Prior to COVID pandemic, an estimated 615,000 visitors and students come to the city to shop, be entertained, visit friends and or conduct personal or corporate business. The Command recognises and values the diversity of people who form the local community.

Sydney City, in partnership with Surry Hills, organised its first BBQ with a Cop in December 2019 at the Police Memorial Park. Stakeholders from government, non-government, multifaith communities, consulates, businesses, attended the event and enjoyed a sausage sizzle with police officers.

The success of the first BBQ inspired Sydney City to replicate this initiative at the police station. The focus was to establish stronger relationships with Consulates. Approximately fifty Consulate offices are in the Sydney CBD, resulting in regular communication between police and Consulates.

One hundred and fifty staff and representatives attended these combined events.

## FOCUS AREA 3: ENGAGEMENT

### WHAT WE SET OUT TO DO

3.1.2 Effective relationships with key community stakeholders, organisations and individuals continue to be developed and strengthened.

### WHAT WE DID

NSW Police Force uses diverse methods to develop, maintain, and strengthen working relationships with a wide range of stakeholders, including government and non-government agencies, community and religious leaders, school principals, charity organisations, parent groups, and men's and women's groups.

NSW Police Force engages face-to-face with people via various community engagement activities, including Coffee with a Cop, community BBQ, 16 Days of Activism, PCYC activities, community festivals, religious festivals, New Year celebrations, and Council events. NSW Police personnel attend more than 200 interagency and network meetings each year and have over 1.4 million Facebook followers.

### WATER SAFETY VIDEO

Each year thousands of international students come to Australia. Many of these students originate from countries such as China, Nepal and India where there is limited or no access to waterways and water safety education. Males aged 18 to 24 years were identified as having the highest risk of death by drowning.

This was a collaborative project of NSW Police Force Safety and Wellbeing of International Students Portfolio, produced in partnership with Surf Life Saving, Royal Life Saving and Northern Beaches Council through Study NSW grant funding of \$42,000 to address the high number of international student drownings (mainly from Nepal and China).

The Water Safety video was launched in December 2020. The video is currently on the NSW Police Force YouTube channel and subtitled into eight different languages for easy access by international students.

The Water Safety Video received the 'Highly Commended Stepan Kerkyasharian AO Community Harmony Award', presented at the NSW Premier's Harmony Dinner on 13 March 2021. Funding also allowed for the provision of 10-week free swimming lessons for twenty-two international students from the Australian Catholic University provided by Northern Beaches Council.

The link to the Water Safety Video for International Students

<https://www.youtube.com/watch?v=U7hqx5MJF5Y>

## FOCUS AREA 3: ENGAGEMENT

### COMMUNITY ENGAGEMENT DURING THE COVID PANDEMIC



The Corporate Sponsor for Multiculturalism, Assistant Commissioner Cooke, appeared alongside the Chief Executive Officer of Multicultural NSW and the Minister for Multiculturalism at regular Community Leaders Forums. The Corporate Sponsor was in daily contact with the Chief Executive Officer of Multicultural NSW and attended numerous meetings on grants for community agencies, asylum seekers, and multicultural communities impacted by the COVID pandemic. The Corporate Sponsor regularly met with community and religious leaders and attended over fifty online community engagement forums and media engagements including with SBS radio between June to September 2021.

NSW Police media releases were translated into numerous community languages in both text and video formats. An example is the announcement by the Commissioner of Police regarding the call for Australian Defence Force (ADF) personnel to support police in their efforts recognising that multicultural community members may have negative prior experiences from countries of origin regarding uniformed army personnel presenting at their front door.

Over 117,000 welfare checks were conducted from June to September 2021 by Police with the assistance of ADF personnel and 10,400 food packages delivered in Bankstown, Camden, Campsie, Campbelltown, Cumberland, Fairfield and Liverpool Police Area Commands (PACs).

NSW Police multilingual officers, including Multicultural Community Liaison Officers (MCLOs) visited shops owned by people from CALD backgrounds, people's homes who were sick and frail, and providing various supports, including the delivery of food parcels.

The NSW Police Force produced multilingual information including two multilingually subtitled videos during the season of events of religious significance to various faiths, a letter from the State Emergency Operation Controller (SEOCON) to every household translated in 33 languages and Easy Read, Quarantine Information Packs in numerous languages for international arrivals housed in hotel quarantine, as well as social media messages and flyers on social distancing during Ramadan.

Tailored multilingual messaging and multiple platforms have been utilised to reach communities. Over 1,158 community messages across 42 platforms and over 1,000 registered audiences were reached.

For example, Cumberland PAC posted over 300 Facebook posts and stories, formed 13 new partnerships, attended 43 meetings with community groups and organisations, delivered over 20 radio interviews and programs in Arabic, over 250 in-language messages sent out, over 140 Businesses visited in person, over 140 inquiries/ questions answered and provided support to over 70 COVID-positive community members.

Campsie PAC provided direct support to vulnerable communities with approximately 1000 families supported and over 100 hampers per week delivered to families. Engagement with places of worship were maintained, particularly during religious and cultural ceremonies ensuring safe observance of religious rituals.



## FOCUS AREA 3: ENGAGEMENT

### RYDE POLICE AREA COMMAND (PAC)



#### Title: 'What If' Program

**Description:** The aims and objectives of the "What If" program is to raise awareness on the effects of alcohol on young people as well as early intervention for safe driving and to build positive relationship between police and young people.

This is an ongoing initiative, delivered in partnership with local schools and NSW Police Force. School Liaison Police, Youth Officers, Licensing and Traffic Officers are the key presenters who complement the "What If" program with issues affecting young people such as, effects of drugs and responsible use of social media. Ryde PAC delivers the program to four local high schools every year, target audience is year 10 students.

The program is supported by Hornsby and City of Ryde Local Councils, as well as the local Liquor Accord. In 2020, the "What If" program was delivered at Marist Brothers Eastwood College and Hunters Hill High School. A total of two-hundred and eighty-seven year 10 students participated in the program prior to COVID pandemic lockdowns.

## FOCUS AREA 3: ENGAGEMENT

### WHAT WE SET OUT TO DO

#### 3.1.3 Establish strong engagement with migrant and refugee communities and services in regional areas.

### WHAT WE DID

The NSW Police Force commits to accessibility, equity, and responsiveness of its services to newly arrived individuals and families with migrant and refugee-like backgrounds through its Multicultural Policing Strategy 2021–2025.

When emergency situations arise, such as the evacuation of people from Afghanistan and the arrival of people from Ukraine, the NSW Police Force works in partnership with Multicultural NSW and key settlement services to provide an immediate and supportive response.

### ENGAGEMENT WITH OTHER AGENCIES

A close working relationship has been established between NSW Police Force and numerous refugee and humanitarian settlement service providers in NSW. Police representatives attend key network meetings such as the Joint Partnership Working Group (JPWG), Refugee Support Network (RSN), Humanitarian Settlement Program Network (HSPN) and other forums and meetings chaired by Multicultural NSW.

The Corporate Sponsor for Multiculturalism represents NSW Police Force on the Government Immigration and Settlement Planning Committee (GISPC). During the reporting period, NSW Police participated in workshops, focus groups, and provided feedback on the draft NSW Settlement Strategy currently being developed by Multicultural NSW.

Additionally, the Corporate Sponsor for Multiculturalism attended Settlement Services International (SSI) refugee settlement briefing sessions. These sessions provide police with an opportunity to forward plan and prepare for settlement of emerging communities in identified Police Area Commands and/or Police Districts. An example of this was the arrival of Afghani evacuees, where a wide range of programs and resources were able to be provided in Dari and Farsi upon their arrival.

At a local level, there is police representation in settlement network meetings. Regular contact is maintained with emerging communities, religious leaders and respective service providers.

The NSW Police Force is represented on the Community Resilience & Response Plan (COMPLAN) Committee by an Assistant Commissioner. The COMPLAN details the preparedness, prevention, response and recovery arrangements for a coordinated approach by NSW Government agencies. In collaboration with local government partners the COMPLAN addresses effective management and mitigation of risks to community harmony, while also identifying opportunities to improve conditions for community harmony within NSW.

## FOCUS AREA 3: ENGAGEMENT

### NEW ENGLAND POLICE DISTRICT (PD)

**Title:** Community Engagement in Armidale District

The refugees fleeing conflict in Syria and Iraq were settled in the city of Armidale in the New England Police District under the Australian Government's Humanitarian Settlement Program. The refugees were members of the Ezidi ethno-religious minority and throughout 2020 the NSW Police Force participated in several community consultations between the local community and service providers.

Police developed a strategy to proactively engage the community, including:

- A community-police "meet and greet" was organised and over seventy participants from the newly arrived community attended. This was conducted bilingually using certified interpreters and allowing for two-way communication. It culminated in a tour of the police station and police vehicles.
- Police facilitated a Service Providers Dialogue, attended by settlement service providers, trauma counsellors, education sector, and employment services.

A diversity-training program for police at Armidale was delivered, providing an overview of the community and their refugee experience, the impact of torture and trauma and the acculturation process. The training sessions addressed the impact of policing and police investigations on torture & trauma survivors. Officers were also provided with skills for working effectively within a trauma informed context and working with interpreters.



## FOCUS AREA 3: ENGAGEMENT

### THE HILLS POLICE AREA COMMAND (PAC)



**Title:** Engagement with Afghani Evacuees

**Description:** Two hundred and forty-three new Afghani refugees with over fifty families were temporarily housed at the Quest apartments in Norwest, Bella Vista prior to moving to permanent accommodation.

The Hills Police Command delivered information sessions and distributed translated resources on various topics with the aim to developing positive relationships and building confidence and trust.

**Key partners involved:** Settlement Services International (SSI) and Tamkin HAKIM (Community Migrant Resource Centre)

**Outcome achieved:** Local police engaged and established positive relationships with Afghani community members during the temporary accommodation period in the surrounding Hills District.

## FOCUS AREA 3: ENGAGEMENT

### COFFS CLARENCE POLICE DISTRICT (PD)



**Title:** Multilingual Information Co-Op

**Description:** To provide timely, relevant and local information during the 2021 COVID pandemic, NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) and Australian Red Cross supported the Coffs/Clarence Police District (PD) to create the Multilingual Information Co-Op (MICO). MICO consists entirely of local volunteers who are from refugee and migrant backgrounds living in Coffs Harbour. The volunteers translate, interpret and record information in-language that has been created by STARTTS, Red Cross and vetted by the team at Refugee and Migrant Health in Coffs Harbour.

The initiative was produced in-language videos to CALD communities in Coffs Harbour, to increase volunteers' English language knowledge and reduce community burden on volunteers when there is urgent safety and health-related information in the news. The aim of the initiative was to strengthen feelings of connectedness amongst volunteers and improve CALD communities' knowledge about safety and health-related matters.

Since the establishment of MICO, the members are continuously working together and supporting local multicultural communities. They have produced and supported local people by producing information that is local, relevant and meets the needs of the Coffs Harbour CALD community. Local volunteers are part of Multilingual Information Co-Op Group and have successfully worked together during the COVID pandemic and lockdown to support the community.



## FOCUS AREA 3: ENGAGEMENT

### NEWCASTLE POLICE DISTRICT (PD)



**Title:** A Girl's Journey

**Description:** A Girl's Journey to Success program is a youth program targeting young women from a CALD community. The ethos behind the program is to educate, empower and promote the success of the young women.

The program aims to give the young people the opportunity to meet various professional women within the police workforce as well as the wider community to share their "Journeys to Success" and give the young people the chance to gain knowledge and build their self-belief.

This project is the initiative of Newcastle Police District and delivered in partnership with Callaghan College (Waratah Campus).

**Outcome achieved:** Eight women from various backgrounds participated in this project in 2021. The young women gained a lot of confidence in the exposure to police work and various other women professionals including the Lord Mayor of Newcastle. One of the girls expressed her interest in joining the NSW Police Force. At the end of the four-week program the young women gained valuable information that would shape their futures and contribute to their settlement journey.

The participants also had a broader understanding of the opportunities available for study, work and career pathways and the workshops helped them to build resilience, self-belief and self-esteem and the program created ambassadors in the CALD youth community for the NSW Police.

# FOCUS AREA 3: ENGAGEMENT

## OUTCOME 3.2 UNDERSTANDING THE NEEDS OF PEOPLE FROM DIVERSE BACKGROUND

### WHAT WE SET OUT TO DO

3.2.1 Partnership with government, non-government and community agencies inform planning and response to issues impacting on multicultural Committees.

### WHAT WE DID

Police and civilian staff attended Regional Advisory Council, Refugee Settlement Networks, Humanitarian Settlement and Planning Service meetings held during this period. Regional Police Districts with migrant and refugee communities such as Wollongong, Coffs Harbour, Newcastle, Wagga Wagga, Albury, Tamworth and Armidale ensured that their diverse communities received communications and support from local police.

The Police Link Command which is responsible for Triple 000 calls, Police Assistance Line calls and the Community Portal demonstrated their intent to reach out to multicultural communities with their customer service information.

They consulted Police Multicultural Advisory Council (PMAC) on languages and methods to disseminate information of their brochures promoting emergency and crime reporting services including Emergency Plus App, SMS Geo Targeting system, Police Assistance Line and NSW Police Force Community Portal, and others.

### WHAT WE SET OUT TO DO

3.2.2 Customer feedback and complaints from diverse groups including CALD groups are systematically collected and analysed.

### WHAT WE DID

The current Complaints Form and information on the NSW Police Force public website was approved and developed in 2017 in line with the requirements set out under Part 8A of the Police Act 1990 (NSW). Over time there has been a need identified to further improve the Complaints Form to allow NSW Police Force to gain a better understanding of the needs of people from diverse backgrounds.

In 2019, Professional Standard Command (PSC) proposed the collection of additional information via the Complaints Form so the NSW Police Force can monitor complaints from diverse communities and address any concerns or trends that may arise. The requirement to capture this additional data has stemmed over time from a need to better identify, capture and report on data relating to complaints and feedback from diverse groups including Aboriginal and Torres Strait Islander, CALD and LGBTIQ communities.

The "Citizen Form" and "Citizen Snapshot" fields have been updated to include the ability to capture information (from late 2022) on the following:

- Gender
- Aboriginal or Torres Strait Islander status
- If the person completing the form lives with a disability
- If they speak another language other than English at home
- If they identify as LGBTIQ
- Religion
- Age

This will allow the NSW Police Force to report on this data so that concerns or trends from diverse communities are identified.

## FOCUS AREA 3: ENGAGEMENT

### WHAT WE SET OUT TO DO

3.2.3 The NSW Police Force Community Engagement Framework is implemented.

### WHAT WE DID

Interviews were conducted with NSW Police staff of the impact of Community engagement to their work in 2021. This will form a short film resource to be used in training and promotion of Community Engagement in NSW Police.

The following three training courses have been delivered:

- On-line module written “Community Engagement in Policing an Introduction”
- Training conducted incorporating the Community Engagement framework
- Community Engagement is included in Crime Prevention Unit Training

Alongside the development and delivery of numerous courses the Applied diversity Training program partnered with the Victims portfolio and Learning Delivery and Learning Innovation to write, develop and deliver the face-to-face component of the mandatory Victims training.

The ability to collaborate across portfolios and to deliver an integrated approach to working with victims has resulted in the delivery of 14 courses and over 180 Education and Development Officer’s (EDO) and staff trained.

The NSW Police Force was a key participant in the review of Community Engagement Training and Education Guidelines for Police, by the Australian and New Zealand Policing Advisory Association (ANZPAA).

This work remains ongoing and the NSW Police Force Community Engagement Guidelines will be updated after the ANZPAA guidelines are finalised.

## FOCUS AREA 3: ENGAGEMENT

### OUTCOME 4.1 DEMONSTRATED LEADERSHIP IN CULTURALLY INCLUSIVE PRACTICES

#### WHAT WE SET OUT TO DO

4.1.1 The NSW Police Force builds and maintains an organisational culture that values its culturally diverse staff and values working effectively with diverse communities.

#### WHAT WE DID

Between January 2021-June 2021, NSW Police Force published Inclusive Language Guidelines as part of the Inclusion & Diversity Strategy 2020-2023, which is now available on the NSW Police Force Human Resources Command's intranet site and also distributed to key stakeholders.

An additional 150 leaders across the organisation attended Unconscious Bias training as part of the police promotions process panels and had successfully initiated a six month pilot internship opportunity with Western Sydney University for a student with disability. Inclusion & Diversity Impact Report is prepared and submitted annually on the implementation of the Inclusion & Diversity Strategy 2020-2023.

*Workforce Profile as of June 2022*

DIVERSITY CATEGORIES	NUMBER	PERCENTAGE
Total number of employees	21,634	N/A
Employees from Aboriginal and /or Torres Strait Islander background	705	3%
Employees from culturally and linguistically diverse background	2,354	11%
Women in senior leadership (total police & admin) ^	119	1%
Culturally diverse leaders *	69	0.3%

^ Senior Leadership defined by salary >=\$166,247

\*Culturally Diverse leaders defined by salary >= \$166,247 (who have recorded in SAP as belonging to a racial/ethnic/religious group)

## FOCUS AREA 4: LEADERSHIP

### THE PACIFIC OFFICERS LAW ENFORCEMENT NETWORK (POLEN)



The Pacific Officers Law Enforcement Network (POLEN) is an initiative launched with a traditional kava ceremony in earlier this year (2022). State Crime Command's Criminal Groups Squad joined local church leaders and representatives of the NSW Council of Pacific Communities as guest of honour, being formally welcomed on woven mats in the Pacific style.

The aim of this network is to improve relationship with Pacific Island community. The network meets monthly.

The purpose of the POLEN is to:

- Provide a support network by representing Pacific officers/employees in the NSW Police Force
- Promote and build stronger relationships between the organisation and Pacific communities
- Promote all Pacific and Maori cultures within the NSW police and the wider community.



## FOCUS AREA 4: LEADERSHIP

### WHAT WE SET OUT TO DO

4.1.2 NSW Police Force Executive and Senior Management promote and advocate the strengths and contribution of multicultural communities in strategies, policies, programs and forums.

### WHAT WE DID

The NSW Police Force is represented on the Community Resilience and Response Plan (COMPLAN), Committee which is chaired by Multicultural NSW. The Assistant Commissioner for Multiculturalism also attended other meetings chaired by Multicultural NSW during the COVID pandemic.

A Senior Officer of the rank of Assistant Commissioner represented the Government at the Government Immigration and Settlement Planning Committee (GISPC) and provided expert advice on the draft NSW Settlement Strategy.

As part of the NSW Police Force commitment to promote and advocate the strengths and contribution of multicultural communities in strategies, policies, programs and forums, a Consular Corp Forum was held.

## FOCUS AREA 4: LEADERSHIP

### CONSULAR CORPS FORUM



**Description:** NSW Police Force bi-annual Consular Corp Forum at the Sydney Police Centre in partnership with the Department of Foreign Affairs and Trade.

The 2022 Forum was held in March and attended by fifty-nine consular representatives from thirty-one countries. Commissioner Webb welcomed attendees and the Corporate Sponsor for Multiculturalism presented on the NSW Police Force strategies and programs to support foreign nationals.

Presentations included: Transcultural Mental Health on the mental health impact of COVID pandemic on foreign nationals and their access to existing services. The NSW Police Force Traffic and Highway Patrol Command presented on a series of 2020 serious road incidents involving food delivery drivers leading to the creation of the NSW Government Food Delivery Rider Safety Taskforce.

Speakers from Study NSW and Multicultural NSW provided updates on the NSW International Student Education Sector data.

## FOCUS AREA 4: LEADERSHIP

### WHAT WE SET OUT TO DO

4.1.3 The Commissioner's Police Multicultural Advisory Council (PMAC) continues to advise the NSW Police Force on community strengths, emerging issues and trends impacting Police and multicultural communities.

### WHAT WE DID

The Commissioner's Police Multicultural Advisory Council (PMAC) met quarterly and council members have worked closely with the Commissioner and Corporate Sponsor for Multiculturalism.

Throughout COVID pandemic, the Council met online and participated in a social cohesion roundtable and other adhoc online meetings to discuss community sentiment, media issues, social issues and find solutions to address those.

PMAC's proposed several community initiatives endorsed by the Commissioner to bridge the gaps between police and multicultural communities.



## FOCUS AREA 4: LEADERSHIP

### POLICE MULTICULTURAL ADVISORY COUNCIL INITIATIVES



The Council identified and developed a program of activities to support the overall efforts of NSW Police Force in its engagement with multicultural communities. PMAC Council members delivered community engagement, education and awareness activities.

### YOUTH IFTAR

One activity was a Youth Iftar organised by the Australian Muslim Youth League and PMAC member Mohammed Chams. PMAC members, Program Development Team members and representatives from Liverpool PAC attended this Youth Iftar in April 2022, attended by around 300 young people.

Other PMAC initiatives in progress include 'How to Ensure Health and Wellbeing for Yourself and Your Family' sessions to be delivered in September 2022 and sessions on Domestic and Family Violence to be delivered in November 2022 during the 16 Days of Activism.



## FOCUS AREA 4: LEADERSHIP

### IFTAR DINNER ORGANISED BY DARULFATWA



A number of NSW Police personnel including the Corporate Sponsor for Multiculturalism attended an Iftar dinner on 8 April 2022 with over 330 dignitaries and special guests attend the event. The event was held under the patronage of Darulfatwa at the Salamah College Assembly Hall in Chester Hill. PMAC member Mohamed Chams was a key member of the organising committee of this Iftar dinner.

### RADIO AND SOCIAL MEDIA PRESENTATIONS

PMAC had been engaged with multicultural communities via SBS and local community radio as well as social media and promoted messages in their languages on various topics including NSW Health and COVID lockdown rules, get vaccinated and domestic and family violence.

For example, a presentation in the Bengalis language on domestic and family violence to raise awareness within the Bengali speaking community was delivered by PMAC member, Dr Zakia Hossain in August 2021. The presentation was promoted widely on social media.

PMAC members filmed and disseminated messages in language explaining the support provided by ADF personnel to police in conducting welfare door knocks, compliance checks on home self-isolation and delivery of food parcels. Virtual door knock was conducted in Blacktown area to communicate with isolated and lonely community members and provided support and advice accordingly.

In collaboration with PMAC members, Blacktown PAC engaged online during COVID pandemic with the local multicultural community to provide messages to the community.

## FOCUS AREA 4: LEADERSHIP

### PRESENTATIONS AT THE POLICE ACADEMY



Between February and May 2022, PMAC members Demila Gabriel, Una Turalic, Chris Gabriel, Audrey Hill, Hany Mena and Mal Fruean in partnership with cultural diversity team addressed over 600 new recruits face-to-face, at the Police Academy, in their final week before graduating.

They spoke about their own refugee and migrant experiences, community expectations of police when engaging with people from culturally diverse backgrounds, support services available and provided tips on effective community engagement. NSW Police encourages engagement with people with lived experience and this is consistent with the NSW Police Force understanding and approach to community engagement.

### ELEVATING MULTICULTURAL YOUTH IN BLACKTOWN AND MT DRUITT

A social cohesion roundtable of PMAC was held in November 2020 and the Elevating Multicultural Youth in Blacktown and Mt Druitt initiative was developed.

The aim of the project was to identify and engage with local youth to build and enhance trusting relationships between NSW Police Force and youth so that they have the confidence to go to police in times of need. The aim was to develop the capacity of young people to become active participants in the local community, and in turn community champions. The project leaders worked with the local stakeholders, including both the Commanders at Mt. Druitt and Blacktown PACs, and the Region Sponsor for Multiculturalism in the North West Metropolitan Region. Unfortunately, this project is currently on hold due to the COVID pandemic and resource limitation.

## FOCUS AREA 4: LEADERSHIP

### WOMEN'S SHED IN KU-RING-GAI



Mala Mehta, a community leader in the Indian community, was an active PMAC member until her term ended in December 2020. She is the pioneer of the Women's Shed and Hindi school in the Hornsby area. Mala established the Women's Shed when she was a PMAC member, and she has established a close working relationship with the NSW Police Force. Through the activities of the Women's Shed and Hindi School, many migrants and refugee women, and newly arrived community members and young people have found support, meaningful activities, information on safety and connected with local police and other services. Featured here is Superintendent Barry Vincent, Commander Ku-ring-gai PAC, MCLO Fiona Zhou, Mala Mehta and Women's Shed members at International Women's Day event in March 2022.



## FOCUS AREA 4: LEADERSHIP

### REFUGEE WEEK



A video message was produced from the Commissioner and the PMAC members to recognise the contributions of refugees and to promote awareness of Refugee Week for our police personnel.

PMAC members who shared their lived experiences and success stories were Demila Gabriel, Una Turalic, Clement Meru, and Om Dhungel, and Goween Hassan and Sayed Hussainizada, two young people who came to Australia as refugees.

The link to the video is:

<https://youtu.be/jMVPNMI4QXE>



## FOCUS AREA 4: LEADERSHIP

### COMMISSIONER'S POLICE MULTICULTURAL ADVISORY COUNCIL (PMAC) MEMBERSHIP



PMAC meeting in December 2020 with the previous PMAC



PMAC meeting in December 21 with the new PMAC members

The NSW Police Force farewelled eleven dedicated PMAC members who completed their term of service. NSW Police acknowledges the contributions of the previous members and welcomed the thirteen new PMAC members in February 2021.

The Commissioner chairs the PMAC quarterly meeting which is also co-chaired by a PMAC member.

## FOCUS AREA 4: LEADERSHIP

### OUTCOME 4.2 INCREASED RECOGNITION OF THE VALUE OF THE CULTURALLY DIVERSITY

#### WHAT WE SET OUT TO DO

4.2.1 Diversity in the workplace is recognised and celebrated and inclusive behaviours and values are modelled by leaders.

#### WHAT WE DID

The respectful Workplace Behaviour campaign has become Business as Usual for the People & Capability Command as part of the 'with respect' campaign. The 'with respect' campaign provides a consistent message to all NSW Police Force staff to treat their colleagues with respect and in a courteous manner regardless of their position in the organisation.

Messaging from the 'with respect' campaign is included in training, posters, banners and a range of promotional materials.

## FOCUS AREA 4: LEADERSHIP

### WHAT WE SET OUT TO DO

4.2.2. Data and population diversity trends inform decision making on workforce recruitment and diversity skills and training.

### WHAT WE DID

In response to the growing needs of newly arrived and recently settled communities in Coffs Harbour, a new Multicultural Community Liaison Officer (MCLO) position based at the Coffs Harbour Police District was created. Recruitment to this position occurred in 2020, taking the number of regionally based MCLO positions within NSW Police Force to three.

The NSW Police Force provides efficient and effective on-the-spot language assistance to members of the community. The Community Language Allowance Scheme (CLAS) provides an opportunity for the organisation to embrace the talents and capabilities of our employees through the use of their language skills in the course of their duties. This also increases the confidence of culturally and linguistic diverse members of the community to seek services and engage with the NSW Police Force.

As of June 2022, NSW Police Force have 162 employees accredited in 37 languages.

The Inclusion & Diversity page on the NSW Police Force Recruitment site promotes the Community Language Scheme and the importance of us embracing the talents and capabilities of our employees through the use of their language skills.

Recently, NSW Police Force has launched "You Should Be A Cop" recruitment campaign. NSW Police Force has been promoting recruitment from diverse cultural background, enlisting the help of community advocates from several setting who have the respect and the years of younger generations to be NSW Police Force recruiters. Encourage the community leaders to pass the information on social media if their young people are interested to be a cop.

# AWARDS

## AUSTRALIAN OF THE YEAR



Rosemary Kariuki was awarded the Order of Australian Medal (OAM) in 2022 and Australia's Local Hero in 2021, for the inspirational work she does with disadvantaged women. One of the volunteer organisations she co-founded was the 'African Women Dinner Dance'. The group works with hundreds of mostly African women from culturally and linguistically diverse (CALD) backgrounds.

The dinner dance has since become a yearly highlight for many of Sydney's African women. All her work is to support multicultural women to overcome the challenges of isolation that many experience.

Rosemary has been working as a Multicultural Community Liaison Officer (MCLO) with the New South Wales Police Force for sixteen years, and her work imparts knowledge and information to people, who are new to Australia.

## NSW PREMIER'S AWARD FOR BUSINESS EXCELLENCE



The NSW Police Force Multicultural Community Liaison Officers (MCLO) program won the NSW Premier's Award for Business Excellence, Local Government category at the Premier's Harmony Dinner, in recognition of the MCLO response during COVID pandemic in March 2022.

This award recognises the outstanding achievements of a Local Government organisation that has worked to develop and support a diverse local community.

From July 2021 to October 2021, the program delivered about 2000 community messages in nearly 60 languages to over 1000 registered audiences.



# AWARDS

## IRENE JUERGENS FELLOWSHIP AWARD



Veronica Millar won the Irene Juergens Fellowship Award at the Police Officer of the Year Awards in 2019, for facilitating initiatives to address the vulnerability of international student. Veronica won the Irene Jeurgens Fellowship Award again in 2021 for the production of a video on water safety for international students. Each year, thousands of international students come to Australia. Many of these students originate from countries such as China, India, and Nepal, where there is limited access to waterways and water safety education. This video has been developed and promoted widely, including on social media, to educate the cohort. Nepalese, Chinese, and Brazilian students were featured in this video.

## PACIFIC COMMUNITIES AWARD



Sina Winterstein from Campsie PAC, Ta'ane Tupola from Campbelltown PAC and Ritesh Singh from Nepean PAC received the NSW Pacific award for "Best Practice Initiative Working with Pacific Communities" in June 2022.

# CONCLUSION

This Multicultural Policing Strategy Implementation Report highlights the activities undertaken by NSW Police Force between July 2019 – June 2022 and demonstrates our commitment to meeting the needs of diverse communities in NSW.

Our focus in the delivery of the Multicultural Policing Strategy over the next three years (July 2022 - June 2025) will be:

- Development of Language Services Standard Operation Procedures (SOPs) and multilingual resources to support and promote the use of interpreters and translators.
- Improvements in the collection and analysis of diversity data for complainants.
- Updating the NSW Police Force Community Engagement Guidelines.
- Working collaboratively with the Department of Customer Service to increase the inclusion and accessibility for CALD groups to provide feedback from customer satisfaction surveys and to capture complaints.
- Contribute to whole of government initiatives to improve the settlement journey for individuals and families who are within their first ten years in NSW.
- While this report captures a wide range of innovative initiatives on domestic and family violence in the multicultural communities during this period, the NSW Police Force is undergoing significant reform within Domestic Violence and part of this work will include improving reporting process that address multilingual needs.

Implementation of the Multicultural Policing Strategy over the next three years will ensure that NSW Police Force has programs and policies in place to respond effectively to the needs of our diverse communities in NSW.

# GLOSSARY

ACPO	Aged Crime Prevention Officer
ADF	Australian Defence Force
CALD	Culturally and Linguistically Diverse
CLAS	Community Language Allowance Scheme
COMPASS	Command Performance Accountability System
EDO	Education and Development Officer
LGA	Local Government Area
MCLO	Multicultural Community Liaison Officer
MICO	Multilingual Information Co-Op
MNSW	Multicultural NSW
MPS	Multicultural Policing Strategy
NAATI	National Accreditation Authority for Translations
NSWPF	NSW Police Force
PAC	Police Area Command
PCYC	Police and Community Youth Club
PD	Police District
PMAC	Police Multicultural Advisory Council
POLEN	Pacific Officers Law Enforcement Network
SEOCN	State Emergency Operation Controller
SOP	Standard Operation Procedures



**NSW Police Force**

NSWPF/2022/16209