



NSW Police Force

Engage

Business Rules

Crime Prevention Command



Engage Business Rules

This document provides guidance on the recording of all prevention and engagement activities in the single source information management system; *Engage*.

Essential Summary

Prevention

Prevention and capability are fundamental to the mission and function of the NSW Police Force.

Engagement activities

Tailored engagement activities are a planned approach to maximise opportunities to work in partnership with the community. They are based on an understanding of how different sections of the community interact with police to reduce violence, crime and fear.

The NSW Police Force will:

- work with the community to reduce violence, crime, and fear,
- implement activities that promote and achieve effective engagement with the diverse communities of New South Wales.

Commands that undertake community engagement are responsible for ensuring all prevention and engagement activities are recorded in *Engage*.

Commands will manage all Aboriginal Strategic Direction (ASD) Crime Prevention Grant applications in *Engage* and measure alignment of all NSW Police Force Aboriginal engagements against the ASD priorities.

Document Control Sheet

Document Properties

Title	NSW Police Force <i>Engage</i> Business Rules
Subject	Rules and Guidance for the Management and use of the <i>Engage</i> information system
Command responsible	Crime Prevention Command
Authorisation	Commissioner's Executive Team
Security Classification	OFFICIAL
Publication date	August 2023
Current version number	1.2
Review date	August 2025
Document RMS number	D/2024/794725
Linked RMS folder	D/2023/866919 linked to F/2023/54392
Copyright statement	© Crown in right of NSW through NSW Police Force 2024
Suitable for Public Disclosure	YES

Modification History

Version #	Version creation date	Author / Position	Summary of changes
0.1	08/2023	Project Coordinator, CPC	Original Document
1.1	10/2024	Research & Project Officer, CPC	Update of Document Control Sheet
1.2	10/2024	Manager, CPC	Removal of employee names from document controls.

Table of Contents

Essential Summary	2
Document Control Sheet	3
Table of Contents	4
Introduction	5
1. Purpose and Scope	6
1.1. Purpose	6
1.2. Scope	6
2. Procedures	7
2.1. Context	7
2.2. Details	7
3. Compliance Requirements and Internal Controls	9
3.1. Data Review	9
Appendix 1 – Engage Visual Workflow	10

Introduction

Underpinning the Commissioner's priorities stipulated in Our Focus, Our Future, crime prevention and capability are fundamental to the mission and function of the NSW Police Force. Community engagement directly supports the Commissioner's priorities Connected Workforce (Organisational Capability) and Connected Communities.

Engage provides a single data source for identifying, recording and sharing information and best practice examples, to aid in the development of tailored, local, solutions to community safety issues, supporting the NSW Police Force vision of 'A safer NSW'.

The NSW Police Force is committed to undertake prevention and engagement activities that are purposeful. Enabling community involvement in addressing community identified problems and police initiatives, enhances trust and legitimacy in policing.

Community Engagement activities may identify or lead to incidents that require an operational response. In these circumstances, police will respond to the incident accordingly, and all records relating to the operational response will be maintained in accordance with the crime reporting standard.

It is important to distinguish between reporting and recording requirements; *Engage* is not designed to replace or supplement WebCOPS. *Engage* is to be used to record community engagement and crime prevention activities and initiatives.

1. Purpose and Scope

1.1. Purpose

The mission of the NSW Police Force is to work with the community to reduce violence, crime, and fear. Close links with the community and working relationships with other organisations, are fundamental for effective community-based policing.

To maintain community trust and confidence, it is essential that the NSW Police Force consistently develop and undertake prevention and engagement activities. The recording of such activities will support the police mission and will ensure community trust and confidence in the NSW Police Force is maintained in relation to prevention and engagement activities. To achieve this, these business rules provide guidance on:

- the recording of all prevention and engagement activities,
- the management of Aboriginal Strategic Direction (ASD) engagements and grant funding applications.

1.2. Scope

This policy applies to all NSW Police Force members¹, that are licensed to use *Engage*, and persons engaged to assist the NSW Police Force undertake its responsibilities in accordance with the *Police Act 1990*.

This policy should be read in conjunction with the *Aboriginal Strategic Direction*, the *Community Engagement Framework Policy Statement*, the *Endorsement Policy and Procedures*, the *Crime Reporting Standard*, Information Security Management System (ISMS) Policies, Procedures and Standards, and the *Engage Policy Statement*.

¹ NSW Police Force members: Police Officer, Administrative Employee, Ministerial Employee or Temporary Employee.

2. Procedures

2.1. Context

This policy has been developed to facilitate mandatory recording of prevention and engagement activities undertaken by the NSW Police Force.

Engage is the single source information management system to record all prevention and engagement activities.

Engage satisfies recording and reporting requirements for the NSW Police Force Aboriginal Strategic Direction (ASD) as well as the ASD Crime Prevention Grant process.

2.2. Details

Recording an Activity

NSW Police Force members will record details for prevention and engagement activities in the *Engage* system.

Examples of prevention and engagement activities

Police regularly attend community activities that are consistent with community-based policing principles.

Examples include:

- Events, engagements, and programs (Police Open Days, School Presentations, Coffee with a Cop),
- Meetings (Community Safety Precinct Committee, Liquor Accord, Local Emergency Management Committee),
- Consultations (Community Forum, Event Planning),
- Prevention aspects of Police operations (Operation PIVOT),
- Reports (Aboriginal Action Plan, Aboriginal Community Profile/Environmental Scan, PACC Quarterly Meeting).

Difference between *Engage* and WebCOPS

Engage does not replace the web based Computerised Operational Policing System (WebCOPS). WebCOPS is the operational computer system designed to record crime and other incidents; aid police investigations; and provide intelligence capabilities. *Engage* must not be used to record any incident or event where Police powers were used.

Where police are involved in a prevention or engagement activity and an incident occurs requiring police attendance in a disruption or response capacity, a record must be created in both *Engage* (prevention aspect) and WebCOPS (disruption/response aspect).

Evaluation

To evaluate effectiveness, *Engage* offers an evaluation of the prevention or engagement activity. The evaluation process is not mandatory, however, completion will measure the results of the program against its intended outcomes. This will support the NSW Police Force development of best practice using an evidence based policing approach.

ASD funded programs have a mandatory evaluation workflow.

ASD Activities

NSW Police Force members will be prompted to enter whether the prevention or engagement activity is an Aboriginal engagement. Selecting 'Aboriginal Engagement' will facilitate the reporting requirements under the ASD and reduce duplication when recording engagements that also require ASD Crime Prevention Grant Funding.

ASD Grant Applications

The ASD Crime Prevention grant provides opportunity to fund police programs that will strengthen partnerships with Aboriginal communities and other organisations.

Engage will be the single source platform used to create, process, evaluate and acquit ASD Crime Prevention grants. ASD Crime Prevention Grant funding is governed by the ASD.

Accessing Information

Engage offers NSW Police Force employees a single source information management system for prevention and engagement activities across New South Wales. NSW Police Force employees can search and review existing activities to avoid duplication and build uniformity across the organisation.

Reporting

Engage contains built in data analysis and reporting capabilities. The data can be exported to various products including Microsoft Word and Excel. This will aid in the completion of reporting for COMPASS or otherwise. *Engage* will not replace COMPASS.

Audit Log

Engage has a built-in audit history that is accessible by all NSW Police Force employees. The administrator has access to remove incorrect details, however, the audit history will show all changes made to a record.

3. Compliance Requirements and Internal Controls

The information contained within *Engage* is classified OFFICIAL. This protective marking is used as *Engage* is considered to contain information or documents that pose no, or insignificant damage and risk.

In accordance with the Protective Security Policy Framework (PSPF), it poses limited risk or potential to cause harm to an individual, degrade police capability, defame the NSW Police Force, or impede the detection, investigation, or prosecution of crime.

Crime Prevention Command has responsibility for the delivery and ongoing development of *Engage*. Development of the system will be aligned to operational needs through ongoing collaboration across the NSW Police Force. Researching and networking with other jurisdictions will allow Crime Prevention Command to identify information sharing best practice and adjust the use of *Engage* as needed.

3.1. Data Review

Data input into *Engage* will undergo quality assurance checks at a local level. Nominated supervisors have responsibility for ensuring compliance obligations are being met. This will be reflected in the internal reporting process of the command.

System User

The system user has responsibility to input relevant data into *Engage*, pertaining to prevention or community engagement activities they have carried out in the execution of their duties.

Supervisor

Nominating a supervisor is a mandatory field for a user when entering a community engagement activity on *Engage*. The nominated supervisor will receive an email notification with a direct link to the information being entered. It is the responsibility of the supervisor to identify that an engagement took place and review the quality of the information being entered.

Quality Assurance

A nominated inspector of police will carry out dip-sampling of community engagement activities entered on *Engage*, to ensure quality assurance.



NSW Police Force



Engage Workflow

