

## VICTIM SUPPORT & REFERRAL

Victims support and referral cannot be fulfilled solely by the NSW Police Force. We work with other agencies within the justice system to improve the response and outcomes for victims of crime.

Police will provide you with information about support services. Many, but not all NSW Police Force Police Area Commands and Police Districts have specialist officers who can provide support and referral. If you would like one of these specialist officers to assist you, ask at your local police station if they are available.

You can find the phone number and location of your local police station by visiting the NSW Police Force website [https://www.police.nsw.gov.au/about\\_us/regions\\_commands\\_districts/police\\_station\\_search](https://www.police.nsw.gov.au/about_us/regions_commands_districts/police_station_search)

### Aboriginal Community Liaison Officers (ACLOs)

ACLOs are civilian employees of the NSW Police Force who work closely with the Aboriginal community. Part of the ACLOs responsibilities include providing an avenue for community members to report crime and to encourage Aboriginal people to work with police to develop programs to address crime and violence in their communities.

### Domestic Violence Officers (DVOs)

DVOs are specialist police officers trained to provide support, guidance and referral in relation to domestic and family violence. They are a vital support to victims of domestic and family violence. Their role is important in developing and implementing options and solutions to combat domestic violence trends and issues. They work in collaboration with internal and external stakeholders and develop and maintain partnerships with other government and non-government agencies to ensure victims and children of domestic and family violence are referred to appropriate community support services. They also provide information and support to victims attending court. Most Police Area Commands and Police Districts have one or more DVO.

### Multicultural Community Liaison Officers (MCLOs)

MCLOs are civilian employees of the NSW Police Force. Their primary role is to actively communicate, address risks, identify emerging issues and provide responsive and effective service delivery to multicultural communities. MCLO duties include victim support and follow up, basic language assistance and network referrals. MCLOs can assist victims to report crime.

### LGBTIQ+ Liaison Officers (GLLOs)

GLLOs are specialist police officers located in a range of areas including metropolitan and regional police stations. These officers are specially trained to deal with homophobic and transphobic violence and hate crimes, domestic and family violence in LGBTIQ+ relationships, working with young LGBTIQ+ people, 'beats' management issues and transgender and intersex issues.

GLLOs are available to assist LGBTIQ+ victims of crime and are sensitive to the law enforcement issues of the LGBTIQ+ community. They maintain partnerships with key external agencies and organisations that provide a range of services to LGBTIQ+ communities.

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### Youth Officers (YOs)

YOs are specialist police officers trained to deliver crime prevention programs to reduce victimisation and youth crime. They maintain networks with relevant agencies to provide support and referral. Most Police Area Commands and Police Districts have a YO.

### School Liaison Police (SLPs)

SLPs are specialist police officers who work in high schools across NSW, including public, religious and independent schools. As part of their duties SLPs support victims of crime, conduct crime prevention workshops into targeted local crime issues like cyber crime, knives and bullying. SLPs work with Principals in targeting local crime issues as well as conducting major incident follow up at high schools.

### Youth Case Managers (YCMs)

YCMs are located in Police Citizens Youth Clubs (PCYCs) across NSW, where they work to implement the 8 RISEUP programs in partnership with PCYC. They assess, develop, implement and monitor targeted case management plans for at-risk young people, including supported referrals into other support services where appropriate. Not all young people they deal with are offenders and some of the case managed young people identify as having a number of risk factors, including being a victim of crime. Young people who are victims of crime may also be included in one of the 8 RISEUP programs, where appropriate.

### Crime Prevention Officers (CPOs)

CPOs are specialist police officers who work in collaboration with key agencies to develop crime prevention strategies which reduce crime, prevent victimisation and increase perceptions of safety and community confidence in local police. As part of their duties, CPOs support victims of crime and engage with the local community to address local crime issues.

### Aged Crime Prevention Officers (ACPOs)

ACPOs are members of the Police Area Command or Police District Crime Prevention Unit (CPU) whose primary responsibility is preventing, disrupting and responding to the exploitation, abuse and neglect of vulnerable people in the Ageing, Disability and Homelessness sectors. The ACPO liaises with vulnerable community members strengthening community networks, they focus on crime prevention strategies and education with service providers, vulnerable communities and police, and provide advice and support to investigating police when required.

### Volunteers in Policing (VIPs)

VIPs are members of the community specially trained to assist police with victim support and customer service. VIPs do not wear a police uniform or undertake the same duties as police. They also support witnesses attending court and during the court process. They perform community liaison functions, participate in community policing activities and assist police in promoting crime prevention initiatives.