
Appendix one – Response from agency



NSW Police Force

OFFICE OF THE COMMISSIONER

Ms Margaret Crawford
NSW Auditor-General
Audit Office of NSW
GPO Box 12
Sydney NSW 2001

Our ref: F/2022/4120

Performance Audit – Police responses to Domestic and Family Violence (DFV)

Dear Ms Crawford,

I refer to your correspondence sent from the Audit Office of NSW on the 11 March 2022, inviting NSW Police Force to provide a formal response to the final audit report to be tabled on 31 March 2022.

Domestic and Family Violence is a complex crime that occurs within a domestic setting. NSW Police Force responds to a significant number of Domestic and Family Violence incidents each year. NSW Police Force appreciates the efforts of the Audit Office in understanding the complexities and acknowledges the eight recommendations made.

NSW Police Force accept the recommendations in the report dated March 2022. Attached to this letter is the response by the NSW Police Force.

We note the timeframe to implement these recommendations is January 2023. NSW Police Force will work towards implementing the recommendations within the time frame nominated, however system enhancements such as the Integrated Policing Operational System (IPOS) Domestic Violence framework, is not scheduled for release until 2025.

We have carefully considered the recommendations of the report and will continue to work with our partner agencies to improve our response to Domestic and Family Violence.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Karen Webb'.

Commissioner Karen Webb, APM

New South Wales Police Force

24 March 2022



Locked Bag 5102 Parramatta NSW 2124 **Tel** 02 8263 6599 **En** 45599 **Fax** 02 8263 6561 **En** 45561
TTY 02 9211 3776 for the hearing and speech impaired **Web** www.police.nsw.gov.au **ABN** 43 408 613 180



Recommendation	NSW Police Force Response	Comment
By January 2023, the New South Wales Police Force should:		
1	<p>Improve workforce and workload data collections, analysis and reporting on:</p> <ul style="list-style-type: none"> * domestic and family violence workload volumes and allocations of specialist and frontline police to meet demand * workforce injury and attrition where domestic and family violence is a factor or potential factor * demand for, and availability of Multicultural Community Liaison Officers and Aboriginal Community Liaison Officers. 	<p>Accepted</p> <p>NSW Police Force utilise the Capacity Planning for Policing (CPP) tool, to inform workforce planning, allocation and capability. This recommendation will assist to inform changes in the use of the tool to drive more informed decision making regarding workforce resourcing.</p>
2	<p>Structure and resource the domestic and family violence strategic policy function to a level that is commensurate with the workload volumes and risks associated with domestic violence policing.</p>	<p>Accepted</p> <p>NSW Police Force has commenced exploration of options regarding the structure and resourcing requirements of the Corporate Domestic and Family Violence Team aligned with scope and functionality.</p>
3	<p>Develop a framework to guide police training in domestic and family violence policing that identifies intervals for refresher training, modes for course delivery, and protocols for integrating course evaluations and workforce capability assessments into the training design.</p>	<p>Accepted</p> <p>NSW Police Force are reviewing this recommendation with a view to improving police training and development. NSW Police Force already includes course evaluations and assessments in its Domestic and Family Violence courses.</p>
4	<p>Conduct an expert review of the de-briefing protocols and procedures available to police engaged in domestic and family violence policing and implement recommendations.</p>	<p>Accepted</p> <p>The NSWPF does not currently capture data in relation to injuries to Police from domestic related matters, however the impact is acknowledged.</p> <p>NSWPF is strategically investing in the development of a Potentially Traumatic Event policy which will outline how the organisation will monitor potentially traumatic events and the organisational response to these events. (DV included)</p> <p>The Wellbeing Information Management System (WIMS) is in its infancy and aimed at building a system to enable proactive monitoring of an officer's trauma experience (cumulative or critical) with integration to other Police systems such as COPs which will generate automatic alerts for wellbeing corrective actions. Reporting capability will be part of the build. This project is under development by the Workforce Improvement Program and has been approved by Commissioners Executive Team (CET).</p>
5	<p>Commence work on the domestic and family violence component of the Integrated Policing Operational System (IPOS) with a focus on improving functionality for streamlining event recording processes and automated alerts to identify related prior events or individuals.</p>	<p>Accepted</p> <p>The Domestic and Family Violence Team has worked with the WebCOPS replacement program and has already articulate to the Integrated Policing Operational System (IPOS) team the high level concept required, that will allow police to better focus on actions to address the dynamics of Domestic Violence relationships as opposed to dealing with Domestic Violence reports as individual incidents. The IPOS DV framework is scheduled for release in 2025.</p>
6	<p>In collaboration with relevant stakeholders, such as the Safer Pathway Steering Group, design a procedure to collect, collate and analyse service user and stakeholder feedback about police responses to domestic and family violence and ensure service improvements are made to areas of identified risk.</p>	<p>Accepted</p> <p>NSW Police Force have strong relationships with Safer Pathways partners and currently receive and respond to feedback from these partners. NSW Police Force is committed to enhancing our response to victims and to using feedback for this purpose. NSWPF will consider other mechanisms for seeking and receiving feedback facilitating continued improvements to victim response.</p>
7	<p>Review the existing activity measures and targets for domestic and family violence policing and expand to include police performance measures, service quality measures and outcomes reporting.</p>	<p>Accepted</p> <p>NSWPF is currently reviewing the COMPASS DV reporting measures that will improve standardised reporting to occur across all regions, enabling centralised visibility of activity and strengthen accountability.</p> <p>The NSW Police Force have made changes to the complaints recording database whereby a Domestic Violence specific complaints categories have now been added.</p>
8	<p>Review the process for investigation allegations of domestic and family violence against current and former serving police personnel and implement procedures to ensure processes are independent of interested parties and mitigate conflicts and interest.</p>	<p>Accepted</p> <p>NSWPF continues to review its response to allegations of Domestic and Family Violence concerning its employees. Professional Standards Command have been working with stakeholders on investigation processes to mitigate concerns regarding conflicts of interest and to ensure independence of interested parties.</p>