



VICTORIA POLICE

COMMUNITY ENGAGEMENT - KEEPING ALL VICTORIANS SAFE

Introduction

By international comparisons Victoria is safe, prosperous and vibrant. This isn't a coincidence. History tells us that inclusive states flourish.

Australia is home to the oldest continuing culture in the world. As the traditional owners, Aboriginal communities have nurtured this land for tens of thousands of years.

Over this time we have steadily become a richly diverse and multicultural community. The Victorian community now includes people from 200 different countries, who speak 260 languages and dialects and practice over 135 different faiths.

The Victorian community is also made up of people living with a disability and mental health issues, the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community as well as seniors and young people.

Like the wider Victorian community, Victoria Police is changing.

That's because the community is at the heart of policing, so we need to change the way we operate so we can ensure the Victorian community remains a safe, secure and an orderly place to live.

We can do this by engaging with the Victorian community, by listening to community needs and involving community in our decision making. If we can achieve this, we will build trust in Victoria Police through the development of a personalised approach to policing.

Let's look at how we will do it.

Improve our planning

We will incorporate community engagement into the work of Victoria Police through our planning and reporting processes. This approach will help us identify people and communities with whom we should engage. It also determines how we should engage and finally what we will do with the information we receive.

This will be an ongoing process. We will continually scan for trends, gather information, identify problems and engage with community throughout the year.

Improve our skills

At the wider state level we are already building trust and confidence with all Victorians by engaging with a number of key **Stakeholder and Strategic Advisory Groups** such as multicultural, religious and other special interest partners that represent the vast diversity of our community.

But Victoria Police will do more by improving the coordination and support of specialist knowledge and roles that already exist within our organisation.

Victoria Police has a range of Youth Resource Officers, Multicultural Liaison Officers, Aboriginal Community Liaison Officers, mental health portfolio holders within our organisation.

The community values these roles for their advice, access and the visible presence they provide for the community. The organisation also values the roles for their specialist expertise.

It is proposed to conduct a functional analysis to assess the service delivery demands of these roles. This will help us build a greater level of expertise throughout the organisation and help us better engage with the community.

Improve our systems

In addition, a **community engagement** component will be written into the management plans of each of the 21 divisional management teams.

This means that specialised staff from each of Victoria's divisions will support engagement with those key community groups from their local areas and incorporate their needs and their ideas into the annual work of Victoria Police.

To help us achieve this we will develop standardised processes and templates to make sure we get this right, and to ensure we systematically record and track community feedback.

We will then monitor our performance through the *Victoria Police Evaluation Framework*. This will help management teams develop a methodology and framework for conducting evaluations of effective community engagement processes.

By analysing victim, offender and population data as well as information from a range of sources, we can make sure we are engaging with the right people and we are doing it in the right way.

Improve our engagement

Every Victorian must experience a police service that is culturally competent, ethical and professional at all times.

To do that effectively we need advice and guidance from the broader community.

This plan is about establishing the processes and the skills that will help us develop partnerships with the diverse groups within our community.



It will help us be a better police service.

It will also help us identify trends in crime and help us reallocate police resources where they are needed.

But more than this, by engaging effectively with the broader community we are developing the operational moral and social code of our organisation. By engaging effectively with the community, we will hear loudly and clearly when we get things wrong. We will also be given the guidance and advice that will help us improve.

By improving our engagement with the Victorian community we will be a better, more responsive and capable organisation.