

Issue:

Briefing on Beat Usage Reduction and Safety Improvement (BURSI) Project.

Background:

Assistant Commissioner Goodwin has requested a full briefing on the BURSI Project for a meeting on 5 December 2003.

In June 2003, the NSW Police response to policing beats was identified by Assistant Commissioner Goodwin and the Gay and Lesbian Liaison Executive (GLLE) as exposing the organisation and individual officers to risk as a result of inappropriate and unsatisfactory policing practices. The GLLE consequently undertook to address the problem and develop a comprehensive organisational response to policing beats, consisting of a new beats policy, guidelines (**Tab B**), standard operating procedures (SOPS) (**Tab C**), case study scenarios (**Tab D**) and a training package, as part of a larger BURSI Project (**Tab A**).

Comment:

Given the increasing anecdotal evidence of NSW Police's inability to effectively and appropriately police beats at the local level, many of the proposed components of the BURSI Project have been developed simultaneously with the project brief. This includes draft guidelines and SOPS, which have been provided informally to Burwood, Bankstown and Penrith LACs for comment, were tendered as evidence of NSW Police's response to policing beats as part of the inquest into Operation Taradale, and have recently been provided to the Ministry in response to representations from the general public. These documents are still in draft and will be sent out for formal consultation when the Project Brief is approved. Further, ad hoc training has been provided to Sergeants from Bankstown LAC at the request of the LAC's EDO.

During this time, the BURSI Project brief has also undergone informal internal consultation with operational police officers and units within OPP to ensure that components of the project adequately address the issue of policing beats in a comprehensive manner, whilst still proposing operationally viable solutions. The most significant consultation has been with the Workplace Cultural Diversity Trainer, who will play a prominent role in the training package component of the project.

The BURSI Project Brief, which has been loosely modelled on the NSW template for project management, is now ready for approval by the Corporate Spokesperson for Gay, Lesbian and Transgender Issues. A separate brief seeking approval of the BURSI Project will be provided in due course.

Recommendation:

That Assistant Commissioner Goodwin notes the information in this brief.

David Toolan

Senior Programs Officer (Gay, Lesbian and Transgender Issues)

01 December 2003

1. Director, Operations and Programs

2. Assistant Commissioner, Operations Support Command/Corporate Spokesperson on Gay, Lesbian and Transgender Issues

2 CAPT Manager + SPO.

Handwritten notes:
Mr Toolan could you advise the consultation process is such as possible. I spoke with Mr Goodwin & he is keen for the document to be prepared for finalisation. On completion we will submit the document for sign off by Mr M + forward advice for information to the Manager.

TITLE OF PROJECT: BEAT USAGE REDUCTION AND SAFETY IMPROVEMENT PROJECT

PROJECT SPONSOR

Assistant Commissioner Mark Goodwin
Operations Support Command/Corporate Spokesperson for Gay, Lesbian and
Transgender Issues

PROJECT MANAGER

David Toolan
Senior Programs Officer (Gay, Lesbian and Transgender Issues)
Operations Support Command

TEAM MEMBERS

Constable Paul Morgan, Gay and Lesbian Liaison Officer, Harbourside LAC
Constable Craig Partridge, Gay and Lesbian Liaison Officer, Rose Bay LAC
Constable Nigel Calcutt, Gay and Lesbian Liaison Officer, Surry Hills LAC
Constable Kath Kobzan, Gay and Lesbian Liaison Officer, Ashfield LAC
Acting Sergeant Matt O'Neil, Gay and Lesbian Liaison Officer, Surry Hills LAC
Sergeant Kylie Smith, Gay and Lesbian Liaison Officer, Bankstown
Senior Constable Stephanie Robertson, Gay and Lesbian Liaison Officer, SCIA

PROJECT PURPOSE

This project has been designed to improve the overall response of NSW Police to the issue of policing beats, particularly in relation to employing more appropriate and ethical policing practices that maintain the integrity of the organisation and its reputation as setting the benchmark in responding to gay and lesbian issues.

BACKGROUND INFORMATION

History of Policing Beats

In response to allegations of police misconduct, in 1995 Commissioner's Circular 95/75 was developed on the appropriate policing of beats (Annexure A). The circular stated a preference for high visibility policing techniques to be used and acknowledged that this would normally be a sufficient response to complaints about offensive behaviour. The Circular advised against covert operations, citing potential risk around allegations of entrapment and agent provocateur and subsequent admissibility of evidence. The use of covert operations was recommended, however, when investigating assaults at beats. Finally, the circular cited an increased level of confidence in police and trust in reporting crimes as resulting from professional policing of beats.

In 1999, Circular 95/75 was updated and incorporated into the new Police Service Handbook. The current policy on policing beats appears at instruction B9 (Annexure B) and maintains much of the emphasis of the earlier circular. An important inclusion in the policy is the requirement to consider the number and nature of complaints received before making a decision to affect a police response. This has implications for the prioritisation of a response to a beat and the allocation of resources by a command given competing command policing requirements.

Why Does NSW Police Beats?

NSWP is called upon to police beats for a number of reasons:

1. To enforce a general community standard of acceptable public behaviour. However, in doing this, NSWP can only enforce standards as they are enshrined in legislation and must not discriminate against particular groups, ie. 'obscene behaviour' in the *Summary Offences Act*. NSWP therefore must maintain a consistent and equal response to enforcing standards of acceptable public behaviour, regardless of where it is committed or who commits it.
2. In response to complaints from local residents/proprietors/local councils of inappropriate and offensive behaviour occurring near their homes/businesses/properties. In responding to these complaints, however, it is important that police adequately ascertain the nature of the complaint and allocate resources appropriately. For example, a complaint that men are loitering in a nearby park may not alone seem adequate to justify a police response. Did the complainant see any obscene behaviour, or are they complaining simply because they perceive alleged homosexuals to be loitering near where they live? Is a Police response required because of different perceptions of why men are loitering in the area, ie. paedophilia?
3. The specific policing of 'offensive behaviour'. In NSW, offensive behaviour is a crime under the *Summary Offences Act*. However, when policing 'offensive behaviour', is the same amount of effort and resources allocated to policing offensive behaviour by heterosexual people? If not, why not? Are beats being targeted by a command out of a general feeling and understanding that public same-sex activity is not considered morally appropriate, regardless of whether it contravenes NSW legislation pertaining to offensive behaviour.
4. In response to assaults that may occur in public areas. In doing this, police are often criticised for being too late, and not providing an earlier, more effective response to community safety.

Legal Issues

It must be remembered that men meeting other men at beats, regardless of the precipitation for the meeting, have a right to public assembly and a right of association. Further, negotiating free sexual contact, in or within view of a public place, whether by verbal or non-verbal signals for the purpose of engaging in lawful sexual behaviour is not an offence.

The legal issues that generally present themselves in relation to beats relate more to police powers to:

- demand identification;
- move people on;
- arrest people for obscene behaviour.

For a list relevant legislation, please see Annexure C.

See Annexure D for a brief on the psychology and history of beat usage.

PROJECT RATIONALE

This project can be justified on the basis that:

- an improved policing response to beats by NSW Police will reduce the risk of allegations of police misconduct and discrimination stemming from ignorance or homophobia;
- appropriate training of NSW Police officers will reduce risk to the individual and organisation, of allegations of misconduct and homophobia, thus improving the professionalism of NSW Police;
- more appropriate policing of beats has the potential to enable the more efficient allocation and use of police resources for other police taskings at the LAC level;
- increased confidence in NSW Police's approach to policing beats has the potential to result in increased reporting of serious crimes, thus increasing the level of community safety. Building a rapport with beat users is essential for the flow of information between beat users and police;
- in response to the current Coroner's Inquest into Operation Taradale, where one man was killed and two men disappeared from a known beat;
- the need to ensure that professional policing standards are upheld in the delivery of policing services to all members of the community.

PROJECT OBJECTIVES

The project has the following objectives:

- to improve the overall organisational and operational policing response to the issue of beats;
- to improve the operational response of individual officers when policing beats and responding to beats issues;
- to embed the policing of beats into a broader understanding of the diversity;
- to enhance the integrity of NSW Police and reduce the risk to individual officers and the organisation of allegations of misconduct;
- to encourage more appropriate social behaviour in public spaces;
- to improve public safety in areas identified as beats;
- to raise awareness of the perceptions/assumptions carried by sections of the community in relation to lawful conduct as it is described in the Australian legal context and thus appropriately manage external stakeholder expectations of the role of NSW Police in responding to complaints about beats;
- to provide individual commands with the necessary tools to apply more comprehensive and appropriate policing strategies to identified beats.

KEY ASSUMPTIONS

This project makes the following key assumptions:

- that beat usage may decrease within individual LACs, however, will probably not decrease overall but instead be displaced;

- that beat users identify as having a range of sexualities that range from gay to straight along the sexuality continuum;
- that external stakeholders, especially local government, will want to collaborate when addressing beat usage;
- that strategies developed can and will be applied to all members of the community, including heterosexual couples participating in inappropriate public behaviour;
- that LACs will apply the strategies of the Beat Application Package in a professional, non-discriminatory manner, and within the context of available resources and local policing priorities;

PROJECT DELIVERABLES (outputs)

- Beat Application Package for LACs, that instructs Crime Managers/Coordinators on:
 - how to effectively and holistically apply effective policing strategies to public areas to discourage inappropriate behaviour and improve safety for users of the space;
 - relevant legislation that either applies or can be used in typical beat situations;
 - how to identify and effectively consult with relevant stakeholders in relation to a particular beat.
- Beat Training Package, that aims to provide police officers with the necessary skills and understanding to provide an appropriate and effective policing response to offensive behaviour in public spaces through:
 - encouraging an awareness and understanding of assumptions and stereotypes and their impact within the policing context;
 - developing the skills of officers to assist in proactively using assumptions within the policing context;
 - enhancing the interaction skills of officers in engaging in the validation or rejection of assumptions; and
 - developing skills in critical self-reflection.
- A revised NSW Police Policy on Offensive Behaviour in Public (Beats Policy), Guidelines for the Effective Policing of Beats and Standard Operating Procedures for the Effective Policing of Beats;

RISK ASSESSMENT

Improving NSW's response to policing beats is subject to risk at both the organisational level, and also the individual level. At the organisational level, the risks are:

- senior ranking police officers will not support the project for fear of not wanting to be seen as encouraging obscene behaviour, nor supporting people to participate in beat activity;
- that the project will receive adequate support from the senior ranks of NSW, however, this support will not be made adequately known throughout the organisation, and thus the project will not benefit from such support. The

sensitivities surrounding the issue of beats means that, for the problem to be adequately addressed, police officers are going to have to believe that the desire/impetus for addressing the problem is coming from the senior levels of the organisation, and not some liberal enclave at Headquarters;

- that, irrespective of whether the project is supported by senior ranking police, general police officers will not be given sufficient motivation to adhere to new procedures and violations of new procedures will not attract attention or action at the local level;
- senior ranking police officers will not recognise the long term crime prevention benefits of the project, instead responding to more short term pressures with band aid solutions to address the problem;
- that sufficient resources will not be made available to allow adequate training of enough officers to affect the necessary shift in police culture/attitudes to allow the more effective policing of beats;
- external stakeholders will not work with NSW Police at the corporate or local level to address the problem of beats.

At the individual officer level, the risks are:

- individual LAC Commanders will not support the project and implement the new policy and procedures as the risk to the organisation (as perceived by them) does not equate with their local reality of the problem;
- that officers will not be able to adhere to the standard of professionalism required in the delivery of policing services due to personal prejudices;
- that officers will not appreciate the potential benefits of approaching beat users in a different manner, and thus will not support the project;
- that junior officers will not be supported sufficiently within LACs to implement new procedures, and will be subjected to the prejudices of mid-ranking officers.

The emotive and controversial nature of the issue of beats coupled with frequent moral condemnation of members of society, including police officers, means that beat users are often treated as though they do not deserve either the protection of the law, or services from NSW Police to be of a certain standard. This treatment stems from a general moral judgment of the rightness of their actions, which are seen to thus remove any entitlement to the protections afforded by the law. This project

KEY STAKEHOLDERS

Internal:

Minister for Police

Ministry for Police

Commissioner of Police

All NSW Police employees, but particularly:

- Corporate Spokesperson for Gay, Lesbian and Transgender Issues
- Region Commanders
- LAC Commanders
- Crime Managers
- Crime Coordinators

- General Duties Officers
- Crime Prevention Officers (CPOs)
- Gay and Lesbian Liaison Officers (GLLOs)
- Youth Liaison Officers
- Court and Legal
- Child Protection and Sex Crimes Squad
- Education Services
- Project Management Unit
- Web Unit

Operational Policy and Program Units:

- Cultural Diversity Team
- Crime Prevention Team

External:

Beat Users

Local Councils

NSW Government Agencies, including:

- Anti-Discrimination Board
- Attorney General's Department (Crime Prevention Division)
- Department of Health

Area Health Services

Peak bodies of the gay and lesbian community, including:

- ACON;
- The Lesbian and Gay Anti-Violence Project;
- Gay and Married Men's Association (GAMMA);
- Gay and Lesbian Rights Lobby;
- Gay and Lesbian Social Groups, such as CBD;
- Bi-Pride Australia/Sydney Bisexual Network;
- Sydney Men and Sexual Health (SMASH)

MEASURES

- Anecdotal evidence of a decrease in the level of targeted or homophobic violence occurring at beats;
- Number of LACs that have implemented the package, and the number of locations they have applied the package to;
- Community feedback generally;
- Number of complaints against police conduct in the policing of beats;
- Number of counselling sessions provided to individual officers failing to adhere to the new policy and procedures.

David Toolan
Senior Programs Officer (Gay, Lesbian and Transgender Issues)
Operational Policy and Programs

02 December 2003

DRAFT

DRAFT STANDARD OPERATING PROCEDURES FOR POLICING BEATS

Introduction

The term 'beat' is used to describe a public location, such as a park, beach or public toilet, where men meet hoping to negotiate and/or engage in social or sexual contact with other men.

These SOPS are to be used in conjunction with current NSW Police Policy on Beats and the NSW Police Guidelines for the Effective Policing of Beats.

Pre-operation Briefing

Before undertaking duties that will include policing a beat, officers should be briefed on the following:

1. Why it is necessary for the area to be policed;

Reasons include:

- complaints from residents or locals;
- assaults or other serious crimes have occurred at the location;
- media interest in a particular location in relation to alleged offensive behaviour;
- ongoing police monitoring of a known beat.

2. The purpose of the tasking;

- explaining the purpose of a tasking has a direct bearing on the role of officers when attending the area, ie. deterring offensive behaviour, gathering intelligence in the wake of assaults etc, and give officers a better idea of the type of policing response a situation requires.

3. Any sensitivities surrounding the area that may impact on the activities of the officers.

Police Protocol At A Beat

When patrolling a beat, officers are advised to consider the following:

High Visibility Policing

HVP is the preferred policing response to an area identified as a beat.

Professionalism

Officers are also to be reminded of the level of professionalism expected in undertaking their duties as dictated by the NSW Police Code of Conduct and Ethics. Under no circumstances should officers use language that is, or could be considered, homophobic.

Approaching a Member of the Public

When approaching a member of the public at a known beat, it is important to have legitimate reasons for doing so. Investigation of a crime, canvassing an area for witnesses, collecting intelligence or engaging members of the public in relation to personal safety messages are all examples of legitimate reasons for why an officer might engage with a member of the public at a beat.

All members of the public have a general right to be present at public areas. A male person at a beat should only be approached if officers have a legitimate reason for doing so and not solely on the basis that the person is male and present at a known beat.

Requesting or Demanding Identification

Officers are entitled to speak to members of the public, and are generally entitled to ask questions or request information, as long as to do so would not transgress what is reasonable and thus constitute harassment. Note, however, that a member of the public is equally entitled to refuse a request for information or to provide identification. Officers are encouraged to speak to members of the public, however, should only request identification from persons at a beat where there is a legitimate reason for doing so and it is required in the course of undertaking legitimate police business.

Where an officer demands information or identification, a legislative foundation for doing so must exist.

Collection and Storage of Information

Officers should refer to the current relevant NSW Police policies and user guides on the collection and storage of information when entering intelligence reports or events into COPS. It is important that officers do not collect information in a manner that is unethical, or inappropriate. Under no circumstances should information such as people's names and addresses or vehicle registration plates be entered into COPS purely on the basis that a person was at an area that is also a beat.

When making a COPS entry about an incident at a beat, officers should include as much information as possible about an event, including why a person was approached and an account of what was said.

When making a COPS entry, officers should beware of using inappropriate or homophobic language. A COPS entry should record the facts as objectively as possible and not be seen to make judgments about any behaviour that is not illegal in nature. The use of such language may not be consistent with NSWP policy.

Gay and Lesbian Liaison Officers and Corporate Support

Officers can contact the following for advice about beats:

- (a) the Senior Programs Officer (Gay, Lesbian and Transgender Issues), Operational Policy and Programs, [REDACTED]
- (b) a Gay and Lesbian Liaison Officer at the nearest LAC.

Related Documents

NSW Police Code of Conduct and Ethics

NSW Police Policy on Beats

NSW Police Guidelines for the Effective Policing of Beats

NSW Police Policy Statement on Gay and Lesbian Issues

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NSW Police Policy on 'Beats'

Definition

The term 'beat' is used to describe a public location, such as a park, beach or public toilet, where men meet hoping to negotiate and/or engage in social or sexual contact of a homosexual nature with other men.

How is a Beat Identified?

The nature of beats, that they are public areas where a range of activities can be undertaken, means that often it will be difficult to identify that the area is also a beat. In addition, that beat users attempt to be discreet whilst at a beat, avoiding unwarranted attention from those using the area for more traditional purposes, also contributes to the clandestine nature of beats. Beats are often identified by members of the public, or members of certain occupations, such as security guards, who then contact police to report the matter.

Purpose of Policing Beats

A range of illegal activity is committed at beats. Crimes range in seriousness from wilful exposure and theft from motor vehicle through to homophobic assault and murder, robbery and drug possession and/or supply. The seriousness of the activity being policed should dictate the response.

Minor Offences Including Wilful Exposure

For minor crimes, such as wilful exposure, the aim of policing beats is the deterrence of anti-social and inappropriate behaviour. Crime prevention through High Visibility Policing is the preferred policing strategy. Consequently, priority should be given to using marked vehicles and uniformed officers when patrolling beats.

It is not recommended that plain clothes officers and covert operations be used in relation to investigating complaints of obscene exposure. Where covert operations in relation to obscene exposure are required, they are not to be conducted without prior written approval from the Local Area Commander.

Regardless of the policing response to a beat, officers must be advised, either verbally or through operational orders, of the following:

- they are not to incite or encourage unlawful conduct or behaviour;
- evidence obtained via entrapment/agent provocateur may be excluded by the courts and so these strategies are not to be employed;
- due to the sensitive nature of policing beats, the integrity of officers' conduct is paramount;
- homophobic language or behaviour is not to be used.

More Serious Offences

More serious and/or ongoing offences, such as assaults and theft from motor vehicle, may require a more sophisticated policing response than High Visibility Policing. Where this is the case, the Local Area Commander may authorise a covert operation. Where a covert operation involves gay, lesbian

or transgender issues, such as homophobic assaults, the Senior Programs Officer (Gay, Lesbian and Transgender Issues), Crime Management Faculty, is available to give advice and can be contacted on E/N 29158.

Related Documents

NSW Police Code of Conduct and Ethics

NSW Police Guidelines for the Effective Policing of Beats

NSW Police Standard Operating Procedures for Policing Beats

NSW Police Policy Statement on Gay and Lesbian Issues

DRAFT

GUIDELINES FOR THE EFFECTIVE POLICING OF BEATS

The term 'beat' is used to describe a public location, such as a park, beach or public area, where men meet hoping to negotiate and/or engage in social or sexual contact of a homosexual nature with other men. As policing beats can be a sensitive issue, both politically and at the individual level, it is important that officers are equipped with the necessary skills to police beats effectively and appropriately. It is recommended that Crime Managers and/or Crime Coordinators use the following information as a guide for preparing officers to effectively police beats.

Briefing Officers

An effective briefing for officers prior to policing a beat will provide the requisite information necessary to execute effective beat policing strategies. Adequately briefed officers have the potential to improve relations with those people using an area identified as a beat whilst reducing the risk of allegations of misconduct or discrimination. When briefing officers on policing a beat, it is recommended that the following be included:

(1) WHY AN AREA IS RECEIVING POLICE ATTENTION?

Reasons could include:

- complaints from residents or locals;
- assaults or other serious crimes have occurred at the location;
- a media article on offensive behaviour at a particular location;
- ongoing police monitoring of a known beat.

Informing officers of the reasons for policing a venue will give them a better understanding of their role and the environment within which their actions will be viewed by members of the public.

- For example, where an officer encounters men using a beat for appropriate social contact and the officer has been briefed about assaults in the area, the officer can discuss issues of personal safety with the men. This situation may facilitate a relationship and rapport with beat users and has previously lead to intelligence on perpetrators of assaults and other crimes.

(2) WHAT IS THE PURPOSE OF POLICING AN AREA?

Explaining the purpose of a tasking has a direct bearing on the role of officers when attending the area, ie. deterring offensive behaviour, gathering intelligence in the wake of assaults etc, and give officers a better idea of the type of policing response a situation requires.

- For example, if an area is being policed as a result of complaints about offensive behaviour then, in line with the NSW Police Beats policy, the goal of policing is general deterrence and so High Visibility Policing is the preferred policing response.

Further, explaining the reasons for policing an area may have the added effect of increased officer confidence in undertaking certain tasks and/or procedures, particularly in relation to sensitive issues, as they are endorsed and supported by their Local Area Commander or Crime Manager.

(3) *WHAT IS EXPECTED OF TASKED OFFICERS?*

It is important that officers are aware of the level of professionalism that is expected of them, particularly when responding to a known beat. Previous allegations of misconduct and unethical behaviour resulted in the first Commissioner's Circular on responding to beats in 1995. The subject of beats can elicit negative emotional responses and some officers respond through adopting a level of professionalism lower than expected.

Where it is considered necessary, tasked officers should be reminded of the standards of professionalism expected by the organisation, as stated in the NSW Police Code of Conduct and Ethics, and that this standard remains regardless of the subject matter of work being undertaken.

Every situation will be different and the appropriate policing response will vary according to the individual situation, however, it is important to stress that NSW Police has mandated levels of professionalism to be adhered to.

Tips for Approaching People at Beats

Following are some suggested tips for officers policing beats that could be given in the briefing stage:

(1) **Remain Professional**

The majority of complaints about police at beats are from men who, whilst present at an area that is a known beat, are not committing an offence when approached by police. Complaints cite police as being rude, harassing, accusatory and homophobic. Officers should be reminded of the Code of Conduct and Ethics when interacting with people at beats and remain professional at all times.

(2) **Motivation For Approaching Someone**

Distinction must be made between "obscene exposure" and all other behaviour that may be exhibited by men at a beat, such as simply being present, or talking to another beat user. "Obscene exposure" occurs when a person "wilfully exposes his or her person" and is against the law. A person participating in obscene exposure would attract the legitimate attention of law enforcement. However, simply being at a beat, picking someone up at a beat or two men kissing in a car at a beat is completely lawful behaviour and should not provoke police attention per se.

When patrolling a beat, officers should apply sensible criteria when deciding whether to interact with someone. High Visibility Policing is often enough to deter people from engaging in illegal behaviour. Unless canvassing members of the public generally about an issue, targeting someone simply because they are male and at an area that is a known beat is generally not basis enough for approaching someone and questioning them as to their reasons for being present. Even where a male is present because the area is a beat, his presence alone does not constitute a crime nor should it necessarily warrant police attention. However, where appropriate, officers are still encouraged to speak to members of the public when patrolling an area or gathering intelligence.

(3) **Use Appropriate Language**

When speaking to members of the public, it is important to use appropriate language. Where advising members of the public about possible incidents of obscene exposure it is preferable to state that there have been incidents of offensive behaviour in the area, without attributing it to a specific social group. Whether the offensive behaviour is committed by heterosexuals or homosexuals is irrelevant.

Comments should be confined to the crime itself (offensive behaviour), rather than the participants (who may be gay, bisexual, married with kids, heterosexual etc). The main purpose is to warn members of the public about inappropriate behaviour, which should be done without potentially contributing to anti-homosexual sentiment.

Collection and Storage of Information

It is important that information that is collected in the course of law enforcement duties is done so in a manner that is ethical and appropriate. Please refer to the relevant NSW Police policy in relation to the collection and storage of information. The following are examples of the **inappropriate** collection and storage of information in beat situations:

- approaching a man at a park when he is not committing an offence and requesting his particulars. Further recording this information in COPS as an intelligence report would also be inappropriate;
- recording the registration plates of vehicles that are present at a known gay beat, and recording this information on COPS. This is also inconsistent with intelligence-led policing when the intention of the drivers of the cars is not known.

However, it is important that officers do record information that is relevant to their tasks and that may be of interest to the local area command.

Gay and Lesbian Liaison Officers and Corporate Support

Support structures exist within NSW Police to ensure that officers can seek advice on gay, lesbian and transgender issues where they are not clear on appropriate procedures or behaviour:

- (a) the Senior Programs Officer (Gay, Lesbian and Transgender Issues), Operational Policy and Programs, [REDACTED]
- (b) the fulltime Gay and Lesbian Liaison Officer at Surry Hills LAC – [REDACTED]

Conclusion

The majority of problems experienced by police at beats relate to officers being discourteous and rude. Often this results in the deterioration of relations with the public as no charges are laid, but a complaint is made against an officer(s) and managerial intervention may result. By maintaining levels of professionalism and courtesy when policing beats, many of these problems can be averted. Further, a professional approach by police will often lead to better relations with members of the community and community groups that can advantageously impact on policing an area.

Related Documents

NSW Police Code of Conduct and Ethics

NSW Police Guidelines for the Effective Policing of Beats

NSW Police Standard Operating Procedures for Policing Beats

NSW Police Policy Statement on Gay and Lesbian Issues