



## STATEMENT OF POLICE

**In the matter of:** Special Commission of Inquiry into LGBTIQ Hate Crimes

**Place:** Sydney Police Centre

**Date:** 14 June 2023

**Name:** Anthony Cooke

Tel. No: [REDACTED]

**Rank:** Assistant Commissioner

**Station/Unit:** Central Metropolitan Region

### STATES:

1. This statement made by me accurately sets out the evidence that I would be prepared, if necessary, to give in court as a witness. The statement is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I will be liable to prosecution if I have wilfully stated in it anything that I know to be false, or do not believe to be true.
2. I am 58 years of age.
3. I have prepared a statement dated 14 June 2023 in the context of a request by the Special Commission of Inquiry into LGBTIQ Hate Crimes (**Inquiry**) on 13 April 2023 for information from the New South Wales Police Force (**NSWPF**) concerning the recommendations of Deputy State Coroner Milledge in the inquest into the deaths of Ross Warren, John Russell and Gilles Mattaini in 2003-2005 (**Taradale Inquest**) (**Taradale Statement**). In my Taradale Statement, I address four recommendations made in the Taradale Inquest, being:
  - a. *Reintroduce the Gay Liaison Officers 'in service training' programme (Recommendation 11).*

Witness:

[REDACTED]

Gretchen Grove-Jones  
Inspector  
Central Metropolitan Region  
14 June 2023

Signature:

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- b. *Ensure all Local Area Commanders are aware of 'beats' in their areas and promote the need for crime prevention strategies to minimise risk (Recommendation 12).*
- c. *Promote the use of 'Standard Operating Procedures for Policing Beats' within each Local Area Command (Recommendation 13).*
- d. *Develop and implement the 'Beat Usage Reduction and Safety Improvement Project' (Recommendation 14).*
4. In respect of Recommendation 11, my Taradale Statement is therefore specifically directed to improvements to the Gay Lesbian Liaison Officer (**GLLO**) training programme in light of the nature of the recommendation made by Coroner Milledge and questions posed by the Inquiry. However, changes to the GLLO training programme were only one aspect of a much wider set of initiatives and improvements to the GLLO Program at this time. I therefore make this statement to the Inquiry to assist the Inquiry in understanding this broader context, including the:
- a. development and role of the Sexuality, Gender Diversity and Intersex (**SGDI**) portfolio within the NSWPF;
- b. role of the Gay Lesbian Liaison Officer / LGBTIQ+ Liaison Officer program (**GLLO program**) and the improvements made to the GLLO Program over time; and
- c. initiatives taken to seek to develop a relationship of trust and respect between the lesbian, gay, bisexual, transgender, intersex and queer (**LGBTIQ+**) communities and NSWPF and to ensure all feel safe and supported by a police force reflective of the community it serves.
2. I make this statement based on information known to me from my experience and my review of relevant records held by NSWPF, unless otherwise stated.
3. At the time of signing this statement, I have been shown a zipfile of electronic documents marked with electronic document IDs in the format '**NPL.XXXX.XXXX.XXXX**'. Where I refer to a document in this statement, I refer to it by its document ID.

**ROLE AND POLICING EXPERIENCE**

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***Policing experience***

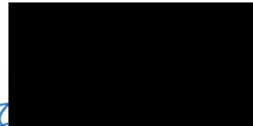
4. I am an Assistant Commissioner of Police. I am currently the Commander, Central Metropolitan Region. I have held this position since April 2022.
5. I have been a sworn officer of the NSWPF since attesting from the Police Academy in 1986.
6. I have broad-based policing experience across field operations and in specialist and support commands. I have performed generalist policing, criminal and specialist investigative roles.
7. I have been a Commissioned Officer for almost 23 years. A commissioned officer holds the rank of Inspector or above and requires a greater level of involvement and responsibility in the management and leadership of NSWPF.
8. I have held command positions since 2007, including Commander, Flemington Local Area Command (**LAC**) (acting 2007), Commander, Specialist Support Operations, World Youth Day Security Command (WYDSC 2008), Commander, Drug & Alcohol Coordination (DAC 2009), Operations Manager, Central Metropolitan Region (2010), Commander Drug Squad and Organised Crime Squad, State Crime Command (2014 - 2019) and Commander, St George Police Area Command (**PAC**) (2019).
9. I was promoted to Assistant Commissioner in 2021 to the South West Metropolitan Region. I rotated to my current attachment, Central Metropolitan Region, in April 2022. The Central Metropolitan Region comprises the following PACs: Sydney City, Surry Hills, Kings Cross, Inner West, Leichhardt, South Sydney, Eastern Beaches, Eastern Suburbs, St George and Sutherland Shire.
10. As a Commander, I have gathered significant experience in the planning and commanding of large, complex, community and state-based events and NSWPF operational support to maintain public order in the context of such events. In this context, I have had the benefit of forming a range of longstanding relationships with many people engaged in the events industry, including event promoters and providers, government and non-government agencies and diverse and multicultural communities. This includes the LGBTIQ+ community.

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11. During my time as Operations Manager for the Central Metropolitan Region, between 2010 and 2014, I was involved in planning and delivering the Sydney Gay and Lesbian Mardi Gras each year. In this role I worked closely with Sydney Gay and Lesbian Mardi Gras and members of the community to gain an understanding of the concerns, perspectives and goals of all involved, and to develop policing strategies and approaches that ensured the safety of all members of the community during the event. During this time, I made important connections with LGBTIQ+ community and agency groups, such as ACON, which I continue to build and foster in my current role.
12. I was also responsible during the period 2010 to 2014 for overseeing preparations and planning for a range of public assemblies throughout the Sydney central business district, including many by LGBTIQ+ groups, such as rallies by groups including the group formerly known as Community Action Against Homophobia.

**Corporate Sponsor Role**

13. Since June 2022, I have held the role of Corporate Sponsor for Communities within NSWPF. The Communities Sponsorship encompasses the areas of Multiculturalism, Sexuality, Gender Diversity and Intersex, Ageing, Disability and Homelessness, and Customer Service. Each of these areas are referred to as "portfolios". The GLLO program sits within the Sexuality, Gender Diversity and Intersex (**SGDI**) portfolio.
14. The responsibility of the Corporate Sponsor is to direct and lead NSWPF's strategic objectives on the issues covered by their portfolio. This includes providing direction on policy, strategy and practice, promoting and supporting the development of expert knowledge within the portfolio, assisting Region Sponsors, representing NSWPF on internal and external executive committees and speaking publicly on behalf of the Commissioner on relevant matters.
15. By way of example, as Corporate Sponsor for Communities, in February and March 2023 I was the Police Commander, Operation Sydney WorldPride, and was responsible for the planning and delivery of NSWPF support to Sydney WorldPride events. Apart from providing a safe and secure environment, a key part of NSWPF's commitment was to ensure the policing approach

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was sensitive to the needs of LGBTIQ+ community. This is discussed in more detail below at paragraphs 33a, 73 and 85g.

16. I remain in regular contact with LGBTIQ+ community representatives and agencies such as ACON as part of my ongoing Sponsorship role.
17. Internally, I am also a member of NSWPF's Inclusion and Diversity Council supporting the interests of our multicultural and LGBTIQ+ staff.
18. In my Sponsorship role I am supported by a Senior Policy Officer and staff within the Crime Prevention Command, Region Sponsors and my Staff Officer.
19. Region Sponsors are Superintendent, Police Area and District Commanders within each of the six geographic police regions, being Central Metropolitan Region, South West Metropolitan Region, North West Metropolitan Region, Western Region, Southern Region and Northern Region. The Region Sponsors support commands to carry out initiatives relevant to the SGDI portfolio, and seek to facilitate positive engagement between NSWPF and the LGBTIQ+ community within their own regions.

**ESTABLISHMENT AND STRUCTURE OF THE CORPORATE SPONSORSHIP AND THE SEXUALITY, GENDER DIVERSITY AND INTERSEX PORTFOLIO**

***Establishment and history of the Corporate Sponsorship***

20. The Corporate Sponsor Program supports the Commissioner's Senior Executive to achieve corporate priorities. It is part of the NSWPF Corporate Governance Framework, which provides a framework for the governance and resourcing of the organisational response to key community, diversity and crime issues across the organisation.

21. The Program commits to:

- a. identify areas of strategic priority for NSWPF;
- b. establish systems to ensure a well-coordinated and integrated approach to corporate portfolios;
- c. maintain a senior police officer as a Corporate Sponsor in these portfolio areas;

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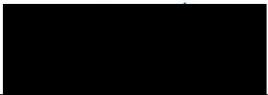
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- d. allocate Region Sponsors for key corporate portfolio areas;
  - e. provide policy and media support to Corporate Sponsors so that they can effectively represent their portfolios; and
  - f. regularly report and review the progress of corporate portfolios.
22. Corporate Sponsors represent the Commissioner within their portfolio and are responsible for leading NSWPF policy and strategy, promoting education and training, representing the NSWPF on committees or in relevant engagement and speaking publicly on behalf of the Commissioner of Police on the relevant policy, strategy and practice in their portfolio area.
23. Corporate Sponsorships are allocated to issues of importance to NSWPF and the community generally. Levels of governance and resourcing for particular sponsorships are regularly reviewed and can be activated and deactivated to appropriately service community needs. By way of example, previously the sponsorship for Sexuality, Gender Diversity and Intersex was held at the Superintendent rank. In 2019, the structure of the Corporate Sponsorship Program was changed, which resulted in the sponsorship for Sexuality, Gender Diversity and Intersex being elevated to be held at an Assistant Commissioner rank. The elevation demonstrates the importance NSWPF attaches to the SGDI portfolio. SGDI now forms part of the Communities portfolio to better respond to the diverse and intersectional community in NSW.
24. The Sponsorship fosters ongoing community engagement to ensure the NSWPF is sensitive and responsive to community needs. Key initiatives the Sponsorship has contributed to include WorldPride 2023, the annual Sydney Gay and Lesbian Mardi Gras and its associated events and Wear it Purple day. It also includes events in regional areas such as the Broken Heel Festival in Broken Hill.
25. The Sponsorship has also led to the development of inclusive policies and training across the NSWPF. By way of example, this year, specific training was developed and provided to police undertaking duties at WorldPride. Development of that training led to re-consideration of the existing NSWPF Search Manual, and amendment to include references to transgender persons. Other policy and training developments are referred to in paragraphs 85a. to 85k. below.

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26. The first Corporate Sponsor (at the time referred to as a 'Spokesperson') for Gay & Lesbian issues, Assistant Commissioner Alf Peate, was appointed in 1995. The appointment coincided with the first public release of NSWPF's policy statement on LGBTIQ+ issues and the first action plan (described in more detail below at paragraphs 36 and 48). The appointment continued the momentum from a number of key preceding milestones including:

- a. the suggestion by representatives of the Gay Rights Lobby to the then-Minister for Police for the establishment of a Police Liaison Group in response to community concern about police behaviour;
- b. the appointment of Sue Thompson to the role of Client Group Consultant – Gay & Lesbian in January 1990;
- c. the publication of the 'Streetwatch Report' on 9 April 1990 by the Gay & Lesbian Rights Lobby;
- d. the establishment of Gay & Lesbian Contract Officers, the predecessors to GLLOS, on 20 July 1990;
- e. Mr Steve Ford being appointed as the first full time GLLO at Surry Hills in October 1992; and
- f. the publication of 'Out of the Blue', a research report following a survey of the 1994 Mardi Gras Fair Day participants, which explored the level of victimisation of lesbians and gay men and measured the level of satisfaction with the services of police.

27. Most recently, the role of Corporate Spokesperson has been performed by then Superintendent Anthony Crandell (from 2013 to 2019) and Assistant Commissioner Gelina Talbot (from 2019 to 2022), before passing to me in June 2022.

***Establishment and history of the SGDI portfolio***

28. As the Corporate Sponsor, I have overall responsibility for the SGDI portfolio.

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29. On 24 September 1984, NSWPF established a NSW Police Community Relations Bureau as part of a shift to implement 'Community Based Policing'. The bureau included several liaison portfolios including gay/lesbian liaison and was a response to ongoing community concerns about police behaviour.
30. In March 1985 the first coordinator of the 'Police Gay Liaison Unit', Fred Miller, was appointed. The purpose of this role was to deal with LGBTIQ+ community complaints, deliver training to officers and establish LGBTIQ+ liaison groups in metropolitan and regional areas. He had regular meetings with community groups such as Sydney Gay & Lesbian Mardi Gras and Gay Rights Lobby. This role evolved over the years and, as noted above, Assistant Commissioner Alf Peate was appointed as the first Corporate Spokesperson in 1995.
31. The SGDI portfolio was also established in 1995 and was referred to then as Gay and Lesbian Issues. The portfolio was created on the back of over a decade of work by the NSWPF to improve police relations with the LGBTIQ+ community and build a collaborative approach to community safety and, as set out in paragraph 24 above, was part of a suite of changes made by NSWPF in 1995 to continue the momentum of change.
32. The portfolio was established to enhance the relationship between the NSWPF and the LGBTIQ+ community, so as to increase the capacity of the NSWPF to work in partnership with the LGBTIQ+ community to reduce crime against members and, in turn, the fear of crime, so as to assist LGBTIQ+ people to live comfortably and openly in the broader community.
33. The name of the portfolio changed to SGDI in 2013 so as to be more reflective of the whole community that it seeks to engage and support. The portfolio currently involves both inward and outward facing initiatives:
- a. Inward facing initiatives are designed to ensure the provision of high quality, professional and informed policing services to all members of the LGBTIQ+ community, with a focus on victims and/or witnesses of crime. Inward facing initiatives also provide an inclusive and supportive workplace for LGBTIQ+ NSWPF employees and those performing GLLO and related duties. One example of these type of inward facing initiatives is the training packages developed for police

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involved in Sydney WorldPride. The training includes packages concerning hate crime, searching and the proper use of police powers. As part of this training package, I included a personal message detailing my expectation of all police attending and performing duties at such events.

- b. Outward facing initiatives are targeted to prevent, disrupt and respond to the incidence and impact of crime and violence upon LGBTIQ+ people and communities and enhance the capability of NSWPF staff to adopt an equitable and inclusive approach to LGBTIQ+ community issues. For example, we have recently partnered with the Grindr app to deliver safety messages to persons who might use the service. Further, in January 2023 our Engagement and Hate Crime Unit released a public campaign aimed at increasing the reporting of Hate Crime, including crime targeting gender and sexually diverse people. An example of media from that public campaign is attached to my statement at **NPL.0100.0001.0366**.

**Responsibilities of the Corporate Sponsor**

34. As the Corporate Sponsor, I have the responsibility for the publication and implementation of all policy related to the SGDI portfolio.

**Strategy on Sexuality, Gender Diversity and Intersex**

35. The Strategy on Sexuality, Gender Diversity and Intersex is a public document released approximately every four years by NSWPF. There have been five strategies released from the time of the first publication in 1997, although I observe that the first four iterations were described as a 'policy' rather than as a strategy.

36. The first NSWPF policy on gay and lesbian issues released in 1997 focused on violence prevention, customer service and improving the relationship between NSWPF and the LGBTIQ+ community. There have been numerous policies developed since this 1997 policy was endorsed, including a second update in 2003.

37. The Policy on Sexuality and Gender Diversity 2011 to 2014 was released in April 2011 (**2011 Policy**). It formally acknowledged bisexual, transgender and intersex people as groups

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vulnerable to prejudice-related violence and therefore of particular concern to police. The 2011 Policy had three key purposes, being:

- a. to provide a framework and clear strategic directions for police in working with LGBTIQ+ individuals and communities in an operational context – whether they present to police as victims, witnesses or concerned community members;
- b. to inform police officers, relevant unsworn staff and the wider community of the principles and priorities guiding the policing of community issues; and
- c. to contribute towards a safe and harmonious NSW for members of these communities.

38. A copy of the 2011 Policy is attached at **NPL.0100.0001.0676**.

39. The NSW Police Force Strategy on Sexuality, Gender Diversity and Intersex 2016 to 2020 was released in April 2016 (**2016 Strategy**). The 2016 Strategy:

- a. highlighted the need to support inclusive and respectful workplaces; and
- b. recognised the need for interaction across other programs and disciplines within the NSWPF, such as School and Youth Liaison Officers, Police Citizens Youth Club Case Managers, Crime Prevention Officers, Domestic Violence Liaison Officers, Multicultural and Aboriginal Community Liaison Officers and general duties police officers, all of which had the responsibility to provide people from the LGBTIQ+ community with the best possible customer service.

40. A copy of the 2016 Strategy is attached at **NPL.0100.0001.0636**.

41. The fifth and current policy is the NSWPF Strategy on Sexuality, Gender Diversity and Intersex 2019 to 2022, which was released in April 2019 (**2019 Strategy**). The 2019 Strategy:

- a. highlighted that police recruits are introduced to sexuality and gender diversity issues at the start of their training;

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- b. acknowledged the acronym used to describe the community had expanded to “LGBTIQ, embracing new and emerging identities such as queer and questioning”; and
- c. stated that the primary focus of our Police Area and District Command GLLOs is two-fold:
  - i. facilitating positive relationships between police and members of LGBTIQ+ communities; and
  - ii. improving the overall capacity of officers within commands to work effectively with members of these communities, whether they are a victim of crime or have concerns for their safety and well-being.

42. The 2019 Strategy also included statements from the LGBTIQ+ community organisations with which NSWPF has partnered and collaborated, about the qualitative improvements made to the relationship between NSWPF and the LGBTIQ+ community.

43. One such statement was from Sydney Gay and Lesbian Mardi Gras. Each year NSWPF and the Sydney Gay and Lesbian Mardi Gras work together to plan and implement what is one of the largest community events in Australia. The relationship goes far beyond NSWPF members (including GLLOs) merely marching in the parade; it includes collaborating to develop policing strategies and approaches to ensure the safety of all attendees and participants at the event. This collaboration was acknowledged in the 2019 Strategy:

*“...We would particularly like to acknowledge the GLLO’s (Gay and Lesbian Liaison Officers), without whom much of what we have achieved would not be possible. They are over 25 years strong and we look forward to our continued engagement with them.*


*We welcome the renewal of the LGBTIQI policy and acknowledge the importance placed on community safety at events. We also commend the importance that the police place on working collaboratively with organisers and the community to make sure events are successful.*

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*The NSW Police's efforts to strengthen safety, trust and respect with LGBTIQI communities is vital. We look forward to this terrific work continuing long into the future."*

44. A further statement included in the 2019 Strategy was by Twenty10. Twenty10 is a support service for members of the LGBTIQ+ community, with a particular focus on young people. The service is invited to present at both Academy graduate classes and at the GLLO training program. NSWPF has also approached it to provide feedback and guidance about the content of the GLLO training program. Twenty10 observed:

*"Our relationship with NSW Police has grown considerably over the last few years. We greatly appreciate the opportunity to be part of recruit training at the Goulburn Police Academy ensuring that every recruit leaves their training with a base level understanding of the needs and challenges of LGBTIQA+ communities, particularly young people. The LGBTI Liaison Officer (GLLO) Program has been incredibly helpful for some of our clients, and sends an important message of acceptance to our communities. Respectful use of preferred names and pronouns are essential, so being able to speak with a GLLO means our clients will have their identities, genders, bodies and relationships respected.*

*The more we understand the nature of police work, the easier it is for us to support our clients in their interactions with the police. It is important to find new ways to encourage young people to feel comfortable to approach police when needed.*

*NSW Police involvement at events such as Mardi Gras... sends a very clear message to LGBTIQA+ young people of acknowledgment, respect and support.*

45. A copy of the 2019 Strategy is attached at **NPL.110.014.1434**.

**Action Plan**

46. In addition to the Strategy, I have the responsibility for the implementation of the Sexuality, Gender Diversity and Intersex Action Plan state-wide (**Action Plan**).

47. The Action Plan reflects NSWPF's commitment to meaningful engagement with LGBTIQ+ communities and the continued development of NSWPF practices. It builds on the public statements of intent contained in the Strategy by setting out specific actions to be taken and

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the areas of focus of the SDGI portfolio. It is an internal NSWPF document developed by senior policy officers in the Crime Prevention Command. Direction for the Action Plan is provided by me, in my role as Corporate Sponsor, and includes relevant insights from community consultation and internal stakeholders. It is endorsed by the Commissioner's Executive Team.

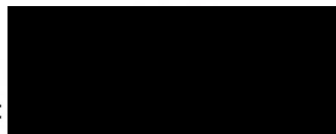
48. The Action Plan is reviewed annually to ensure it remains reflective of current and emerging community issues. It is updated when there is a need to establish new actions in the SDGI portfolio; for example, in response to societal changes such as COVID-19 or in recognition that previous actions or changes have been completed. The first action plan was released in 1995.
49. A copy of the current Action Plan released in 2021 (**2021 Action Plan**) is attached to this statement at **NPL.0100.0001.0204**.
50. As set out in the 2021 Action Plan, the policy objectives for NSWPF are to:
- a. Ensure that all LGBTIQ persons are treated with respect, dignity and care.
  - b. Prevent, disrupt and respond to the incidence and impact of crime and violence upon LGBTIQ people and communities.
  - c. Enhance the capability of NSWPF staff to adopt an equitable and inclusive approach to LGBTIQ community issues.
  - d. Provide leadership and ensure the provision of high quality, professional and informed policing services to all members of LGBTIQ communities, with a focus on victims and/or witnesses of crime.
  - e. Strengthen partnerships with LGBTIQ stakeholders through community engagement to improve the lives of LGBTIQ communities.
51. One of the opportunities identified in the 2021 Action Plan was to build greater awareness amongst frontline police officers of key LGBTIQ issues, including transgender (youth) and gender diverse experiences with law enforcement, LGBTIQ sexual assault and family and domestic violence.

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52. Further, to increase staff education, training and development, one goal was to work with NSWPF Education & Training to develop and design online LGBTIQ training for staff at all levels, including specific training for Youth Officers, and pilot a blended GLLO course program of online modules and a face-to-face component. The implementation of the blended GLLO course program is discussed further in paragraphs 80 and 82 below.

53. The Sexual, Gender Diversity and Intersex Action Plan 2023 (**2023 Action Plan**) is currently being finalised. The 2023 Action Plan will replace the 2021 Action Plan and provide updated guidance on the NSWPF strategic direction while the 2019 Strategy undergoes a review in preparation for the release of the sixth Strategy at the end of 2023. The 2023 Action Plan requires endorsement by the Commissioner of Police prior to publication. A report seeking this endorsement is being developed and it is expected the 2023 Action Plan will be published internally in June 2023.

54. As set out in the 2023 Action Plan, the policy objectives for NSWPF are to:

- a. Ensure all LGBTIQ+ persons are treated with respect, dignity and care.
- b. Enhance the capability of NSWPF staff through continued education and training.
- c. Provide high quality, professional and informed policing services to all members of LGBTIQ+ communities with a focus on victims and/or witnesses of crime.
- d. Develop and implement policies to reflect best practice policing within an evolving LGBTIQ+ community.

55. One of the opportunities identified in the 2023 Action Plan is the expansion of the GLLO network beyond metropolitan areas, ensuring that regional LGBTIQ+ communities are engaged and supported by NSWPF. The training and resourcing of the GLLO Program is set out in more detail in paragraphs 76 to 84 below.

#### **ESTABLISHMENT OF THE GLLO PROGRAM**

56. The GLLO program is part of a wider strategy of NSWPF to support all types of diversity. GLLOs work across all areas of NSWPF to provide support and guidance for police employees to develop their understanding of LGBTIQ+ communities. Where possible, GLLOs are actively

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engaged with the community, including through participating in events such as Mardi Gras and Wear it Purple day.

57. The Streetwatch Report and the related work of the Gay & Lesbian Rights Lobby helped establish a partnership approach to addressing homophobic violence and provided evidence to support the need for a Gay & Lesbian Liaison Officer program for the NSWPF. The GLLO program was first established by Ms Sue Thompson in 1990.
58. At the time of its establishment in 1990, it was the first of its kind in Australia, and during its early years the focus was on reducing homophobic crime and violence and encouraging positive contact between the LGBTIQ+ community and the NSWPF, including by way of increased reporting of crime perpetrated against members of the community to the NSWPF. The visual history set out in “25 Years and GLLO-ing” sets out the key milestones in the development of the GLLO program. The 25 Years and GLLO-ing document is attached to my statement at **NPL.0100.0001.0117**.
59. In the early stages of the GLLO program, the majority of the GLLOs were officers located in LACs in metropolitan Sydney, such as Surry Hills and Newtown. Initially, six officers were appointed across six Metropolitan Commands. By 1992, 19 police officers had been appointed as GLLOs. By the end of 1994, 83 GLLOs had taken up the role across 70 police stations.
60. Today, the number of participants in the GLLO Program has expanded so that there are GLLOs in almost every command in NSW, including the regional Police Districts. Over 300 current police employees have received GLLO training.
61. The overarching goals of the GLLO program remain the same as at its inception, but with an increased emphasis on fostering confidence and trust amongst community members to facilitate reporting of incidents to police, prevention of crime and assisting in creating a safe and secure community.
62. The SGDI portfolio is responsible for the implementation of policies, governance and training of GLLO.

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63. The GLLO program is supported by an advisory committee (**GLLOAC**), who provide advice and are consulted on state-wide initiatives. The GLLOAC is chaired by the Senior Policy Officer from the Crime Prevention Command (who reports to me), and members include current GLLO representatives. Membership does not require specialist qualifications and instead seeks to reflect a broad range of roles and experiences across the NSWPF.
64. The GLLOAC aims to meet approximately four times a year to provide advice and direction on the GLLO program and related LGBTIQ+ community issues.

## **ROLE OF GLLOS**

### ***Key functions***

65. GLLOs support commands to develop their knowledge and understanding of LGBTIQ+ communities and take an active role in community engagement. The GLLO role does not have specified duties and GLLOs undertake the same range of core policing duties as other police officers. However, in addition to their substantive duties, their specific training assists them to engage positively and support members of the LGBTIQ+ communities and act as a resource to assist other officers with their engagement and support of LGBTIQ+ communities and victims of crime.
66. For example, members of the LGBTIQ+ community (or any other member of the community who wishes to access a GLLO) may ask to speak with a GLLO at any time and for any purpose. It is usual however, that such occasions most often relate to the reporting of a crime. That might not necessarily be a 'hate crime'. It may instead be a property crime of some description or a domestic violence-related matter.
67. If such a request is made, it will be facilitated. That may involve the GLLO personally taking the report or assisting another officer to take the report and be a support to the person reporting. On rare occasions it may not be practicable for a GLLO to be available immediately; for example, in the event that the local GLLO is on leave and a GLLO from a neighbouring command is not available. However, in that scenario, arrangements will be made for a GLLO to either meet with or contact the person reporting to facilitate their inquiry and/or report as soon as practicably possible.

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68. If a GLLO receives a report of a crime it does not mean the GLLO will retain any associated investigation. However, where appropriate, the GLLO may remain in contact with the victim to provide support, having regard to factors such as the nature of the case, the GLLO's availability, and the wishes of the reporter.
69. In my experience, Police Commanders are very supportive of the valuable contribution of GLLOs to their commands and the additional specialised training they receive. In particular, GLLOs provide significant assistance to commands in facilitating effective and sensitive communication with members of the LGBTIQ+ community in often stressful and difficult circumstances such as the reporting of a crime. Making GLLOs available in this way is intended to make members of the LGBTIQ+ community feel more comfortable in reporting matters to police. It also assists investigating police, with the guidance of the GLLO, to develop their own knowledge and understanding of issues which may impact upon members of the LGBTIQ+ community. An understanding of these issues may, depending on the nature of the offence, assist in gathering evidence and, in turn, solving the relevant crime.
70. GLLOs may also become involved in a range of community engagements and events. That might include such events as:
- a. presentations to school visits or community groups on safety, crime prevention and the option of utilising a GLLO when reporting a crime;
  - b. engaging with local stakeholder groups to understand current and emerging issues; and
  - c. working with government and non-government agencies to promote inclusive and respectful community engagement.
71. GLLOs provide a link between NSWPF and the LGBTIQ+ community. In terms of community engagement, the most often-used GLLO function is engagement with community and stakeholder groups. Those meetings are held on an as-needs basis, at times at the request of community and stakeholder groups, and most often involve discussion of issues of concern to the LGBTIQ+ community and what actions police might have either taken or might consider in response to the issue raised. As a result of these meetings, the LGBTIQ+ community is, in my

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experience, well versed in the role of GLLOs. The existence and use of community meetings by GLLOs is a reflection of NSWPF's commitment to building better relationships with the community and providing greater access for the community to police to ensure they are comfortable to report crime and seek assistance from police where it is required.

72. Another aspect of GLLO's role is to champion LGBTIQ+ inclusion in the workplace and provide support to LGBTIQ+ members of NSWPF. At times, GLLOs provide training for their peers on diversity and inclusion or promote inclusive practices through the promotion of and engagement with community events such as Mardi Gras.

***Accessing GLLOs***

73. GLLOs are identifiable through a distinctive triangle badge worn on their uniform. To my observation, the existence of the role is well known through the LGBTIQ+ community, as a result of the work of the GLLOs over the many years of the program. Most recently, to coincide with Sydney WorldPride, the role and function of GLLO's was also the subject of multi-media campaigns and engagement with community and stakeholders such as ACON. Attached to my statement at **NPL.0100.0001.0613** is an example brochure designed to educate the LGBTIQ+ community about the triangle badge designation of GLLOs and the history of the GLLO Program.

74. Members of NSWPF, including those members that are part of the LGBTIQ+ community, may interact with a GLLO in a range of situations. For example, GLLOs regularly assist in training sessions in their respective Commands for officers on subjects of particular interest or relevance to the LGBTIQ+ community. The GLLO network across the state is a very useful resource for officers. GLLOs are, in my experience, asked to advise on matters ranging from how to correctly use inclusive language, to an appropriate approach to a witness in a complex investigative situation. Making advice of this kind available is designed to build the capacity of all fellow officers to deliver appropriate and sensitive services to the LGBTIQ+ community.

75. The names of GLLOs are often recorded on posters in Commands so staff can readily identify who to contact if they, a member of the LGBTIQ+ community, or any other person requires their assistance. Given the number of police officers on active duty in metropolitan areas who

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are also GLLOs, it is generally the case that there is a GLLO on duty, if not at a particular station, then certainly nearby. This is not always the case in regional areas, although the number of GLLOs are increasing in those areas and training of GLLOs in regional areas is being prioritised, as outlined at paragraph 78 below. Contact with a GLLO in another area can always be established if assistance is required on an urgent basis.

#### **TRAINING AND RESOURCING OF GLLOs**

76. All NSWPF Academy students undertake mandatory LGBTIQ+ training as part of their induction to the force. The session takes several hours and consists of presentations to graduating classes from the Corporate Sponsor, a GLLO and a community member. On the most recent occasion, a member of the '78ers' (a participant in the events that took place in 1978) also presented to the class.
77. Further, all NSWPF employees were required to complete a mandatory online LGBTIQ Awareness and Inclusion refresher module in mid-2020. A copy of the refresher training module is attached to this statement at **NPL.0100.0001.0309**. The refresher course was developed by the Corporate Sponsorship and policy support staff. It is available to all NSWPF employees to recomplete any time they wish to refresh their knowledge.
78. Prospective GLLOs are required to apply for the GLLO program. Successful applicants are selected based on their interest in engaging with and advocating for the LGBTIQ+ community and to address operational needs, for example by reference to the availability of other GLLOs in the relevant command. In addition, NSWPF has a commitment to have more GLLOs in regional and rural areas of NSW and is working to ensure there is adequate GLLO coverage across all commands.
79. There is no limit to the recruitment of GLLOs and the training is offered to as many staff as operationally possible. The training is advertised through Region Training Coordinators via email. Where possible, commands with no active GLLOs are prioritised for training.
80. Successful applicants attend an in-person training course which runs for approximately two and half days and is held once or twice a year, depending on the number of applicants and to otherwise meet the operational needs of NSWPF. The outline of the 2022 training course is set

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out in the Course Summary attached to this statement at **NPL.0100.0001.0146**. An example of one of the training modules, being the use of inclusive language, is attached at **NPL.0100.0001.0206**.

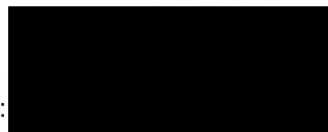
81. Importantly, the training includes presentations from a number of key external partners including Pride in Diversity, the Gender Centre and Twenty10, who have worked closely with NSWPF to provide feedback, guidance and information to support the development of the GLLO training program.
82. The GLLO training has five online pre-requisite modules as part of NSWPF's shift to blended learning. The modules are not SGDI specific but are intended to improve the prospective GLLOs' awareness of community engagement and diversity support. After completing the pre-requisite modules, learners then complete a series of online modules and activities to enhance their knowledge prior to attending the in-person GLLO training. The modules include:
- a. LGBTIQ policing issues and the GLLO program;
  - b. the importance of language;
  - c. attraction, identity and behaviours; and
  - d. becoming a GLLO (LGBTIQ Liaison Officer).
83. A total of 75 officers completed GLLO training in 2022, with courses held in Sydney, Goulburn and Newcastle.
84. The approximate GLLO numbers per region as at June 2023 is as follows:
- a. Central Metropolitan Region: 51;
  - b. South West Metropolitan Region: 19;
  - c. North West Metropolitan Region: 20;
  - d. Northern Region: 41;
  - e. Southern Region: 9;
  - f. Western Region: 18; and

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- g. Specialist Commands: 55.

**INITIATIVES DESIGNED TO IMPROVE THE NSWPF-LGBTIQ+ COMMUNITY RELATIONSHIP  
 AND NSWPF'S UNDERSTANDING OF LGBTIQ+ ISSUES**

85. The inception of the GLLO Program was a significant step in building a relationship of trust and respect between NSWPF and the LGBTIQ+ community. NSWPF continues to engage with the LGBTIQ+ community with the goal of ensuring the community feels safe and supported by police. Initiatives designed to further this goal include:

- a. Assignment of the portfolio as a Corporate Sponsorship at Executive level. The designation of an issue as requiring inclusion in a Corporate Sponsorship indicates the issue is considered of strategic significance to NSWPF. Ongoing positive and respectful police engagement with members of the LGBTIQ+ community remains a priority of the NSWPF.
- b. Inclusion of the Corporate Sponsor as a representative to the NSWPF Inclusion and Diversity Council. The Inclusion and Diversity Council is focused on internal NSWPF policy, including recruitment and retention. The representation of the Corporate Sponsor on this council ensures that key policies, priorities and community concerns are discussed and addressed across the NSWPF. This ensures NSWPF has a consistent approach and can proactively address issues raised across different forums.
- c. Development of the Strategy on Sexuality, Gender Diversity and Intersex, followed by the Action Plan, as explained at paragraphs 46 to 55 above.
- d. Presentations by the Corporate Sponsor, GLLO's and community representatives to each graduating class of policing students at the NSWPF Academy in Goulburn. The most recent presentation took place on 20 April 2023.
- e. Assistant Commissioner Crandell's apology to the '78ers' in March 2016. A copy of Mr Crandell's apology is attached at **NPL.0100.0001.0354**.

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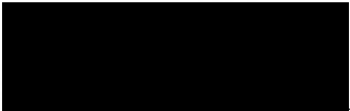
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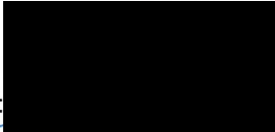
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- f. Commissioner Fuller's apology to the '78ers' in August 2018. A copy of Mr Fuller's apology is attached at **NPL.0100.0001.0351**.
- g. In 2021, NSWPF established a LGBTIQ+ employee network – Pride in Police – whose purpose is to support and enable all NSWPF employees to bring their whole selves to work and encourage all NSWPF employees to promote workplace inclusion. Pride in Police hosted several events in 2022 and presented at the Police Academy to new recruits. Attached at **NPL.0100.0001.0615** is a copy of the presentation delivered to class 351 at the Goulburn Police Academy in February 2022. Pride in Police is supported by a Committee, which was also launched in 2021. The Committee is comprised of employees of NSWPF across a variety of sworn ranks and civilian grades. The Committee participated in Sydney WorldPride 2023 and Sydney Gay and Lesbian Mardi Gras, and works alongside the GLLOAC to advocate for inclusive NSWPF practices and policies.
- h. Continued NSWPF membership of the Pride in Diversity Network, which is a national, not-for-profit employer support program for LGBTIQ+ workplace inclusion and is one of ACON's Pride Inclusion Programs.
- i. In September 2022, NSWPF hosted the first Western Region GLLO/LGBTIQ+ Conference in Broken Hill. The conference was held by three Assistant Commissioners and brought together GLLOs and local Aboriginal and LGBTIQ+ leaders from across the western region, to discuss the role of the GLLOs and improving relationships and services for the communities they serve.
- j. In 2019, NSWPF released its first 'Transgender and Gender Diverse Employees Policy' to support the growing number of staff and new employees identifying as gender diverse or transgender. This policy addresses key health issues and priorities identified by transgender and gender diverse people across the state. It also provides that individuals may be able to access additional leave, in addition to standard leave entitlements, to support persons undertaking any transition.

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Accompanying this policy are comprehensive management guides that are provided to commands to support employees and teams throughout the process.

- k. NSWPF Person Search Policy has been updated to reflect the necessary considerations for transgender and non-binary persons. This was developed in consultation with transgender and non-binary employees and community stakeholders such as ACON.

86. NSWPF also continues to have ongoing engagement in community events and initiatives to support community safety and continue to develop the NSWPF relationship with LGBTIQ+ communities. These events and initiatives include:

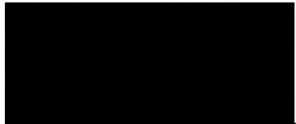
- a. Commissioner Webb led NSWPF's marching contingent in the Sydney Gay and Lesbian Mardi Gras parade in 2022 (and again in 2023). This was the first time a Commissioner has marched, leading a contingent of 40 GLLOs, allies and LGBTIQ+ staff.
- b. NSWPF continues to be a member of ACON's "Welcome Here" Project, promoting its commitment to providing a welcoming and inclusive space for LGBTIQ+ people in hundreds of stations across the state.
- c. NSWPF continues to support and promote diversity through engagement in LGBTIQ+ events. The NSWPF involvement ranges from demonstrating support through social media and media messaging, to the celebration of LGBTIQ+ community events including Mardi Gras, where police stations are proudly decorated with LGBTIQ+ flags. The engagement is driven by police at every level seeking to highlight their support for the LGBTIQ+ community. The NSWPF also offers operational support to ensure public safety at major events such as Mardi Gras and works with the organisers throughout the year to ensure policing strategies are appropriate and reflect community expectations. Operational support at other major events include the following annual events:

- i. IDAHOBIT (International Day Against Homophobia, Biphobia and Transphobia);

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- ii. Wear it Purple Day. In 2022 NSWPF took part in over 40 community events across the state;
- iii. Transgender Awareness Week; and
- iv. Broken Heel Festival in Broken Hill.

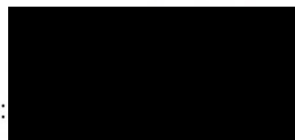
87. NSWPF continues to partner with members of the LGBTIQ+ community so that policy and training for all NSWPF members, including GLLOs, is responsive to the needs of the LGBTIQ+ community and to insure the continuous improvement of engagement and the provision of effective policing services.

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