

Public document

**VEOHRC Response to Victoria Police Action Plan  
Community Consultation on Field Contacts and Cross-Cultural Training**

**Year One**

<p>Create/establish infrastructure</p> <p>(includes establishing community advisory groups, including Strategic Advisory Committee and Stakeholder Advisory Groups via Priority Communities Division)</p>	<p>The Commission supports this action noting that the detail of how these forums will work needs to be developed.</p> <p>The focus of these groups should be collaborating on implementation of actions and providing oversight and monitoring of results.</p> <p>The Commission would welcome an invitation to sit on the Strategic Advisory Committee</p>
<p>Implement a Victoria Police Community Engagement Strategy</p>	<p>The Commission supports this action, noting that once finalised, the Strategy needs to be published in a variety of formats and languages, and that the implementation of the Strategy will require additional investment in practices that promote accessibility in community engagement.</p>
<p>Review our policies to ensure they do not lead to racial profiling</p>	<p>The Commission supports this action and welcomes the effort to incorporate findings from the review across a broader range of policies and practices to ensure the whole organisation is strengthened.</p> <p>The Commission welcomes the acknowledgement that the policy review will also require support for the education for members.</p> <p>The Commission welcomes the commitment that there is a zero tolerance for racial profiling.</p>
<p>Revise Field Contact policies and processes</p>	<p>The Commission supports this action. This should be undertaken in partnership with community representatives.</p> <p>The Commission would welcome an invitation to participate in the re-development, noting that the Field Contact Policy and Process Review recommended our participation.</p>

	<p>We welcome the focus of this work. The redevelopment should include an independent monitoring/analysis of Field Contact data as a means of enhancing transparency.</p> <p>As noted in the report, the establishment of the independent Crime Statistics Agency may provide an appropriate public forum for the reporting of this data. However if this is not possible, data will still need to be independently monitored to ensure transparency.</p>
<p>Reform communication and feedback mechanisms of complaints processes</p>	<p>The Commission welcomes action in this area and notes the need to improve communication about complaints and the handling of complaints. The message from the community consultation is that the existing complaints processes are not working as well as they should.</p> <p>The Commission's preferred option is to have an independent complaints mechanism that gives people a real alternative.</p> <p>In the absence of an independent complaint mechanism that is used in practice, the Commission considers that the auditing and review of the complaints handling process within Victoria Police is vital.</p> <p>We welcome the commitment to look at best practice regimes for on-going performance monitoring.</p>
<p>Scope, develop and trial a receipting pilot</p>	<p>The Commission supports this action and looks forward to assisting Victoria Police in developing, implementing and evaluating the pilot with a view to ensuring that receipting can be rolled out across the state.</p> <p>The Commission recognises that this trial is a significant step for Victoria Police and appreciates that much work needs to be done at the front end to ensure the validity of trial. However, communities will want work to commence as early as possible. Accordingly, starting work on scoping as soon as possible in 2014, and communicating this to the community, will be an important indicator of commitment by Victoria Police.</p> <p>The Commission would welcome an opportunity to be a member of any working party established to provide input on the development of the trial.</p>
<p>Develop a cultural, community and diversity education strategy</p>	<p>The Commission supports this action, noting that it intersects with a range of activities/strategic directions within Victoria Police.</p> <p>We welcome the opportunity to provide expert advice to Victoria Police in the development of learning in these key areas:</p> <ul style="list-style-type: none"> <li>➤ Unconscious bias</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Immersion</li> <li>➤ Human rights</li> <li>➤ Cultural awareness</li> <li>➤ Enhanced communication training for Victoria Police members to ensure all interactions with community are respectful, clear, and do not reflect prejudice.</li> </ul>
Develop and implement unconscious bias training packages as a component of redeveloped human rights refresher training	The Commission supports this recommendation. We would welcome the opportunity to provide support to Victoria Police in the development and delivery of these packages.
Develop and communicate cultural and community awareness guidelines	The Commission supports this recommendation and welcomes the stated commitment to collaborate with stakeholder groups in development these guidelines, noting the distinct needs and differences of communities.

### Year Two

Receipting pilot (implementation)	Commission supports
Develop a cultural, community and diversity education strategy (implementation)	Commission supports
Curriculum Reform	<p>Commission supports in principle and welcomes the shift toward values driven and life long learning.</p> <p>The Commission would welcome the opportunity to support Victoria Police through the provision of expert advice on human rights education as part of the curriculum review.</p>

### Year Three

Receipting pilot (evaluation)	Commission supports
Curriculum reform	Commission supports
Program of works assessment	<p>Commission supports, noting that a robust evaluation of the actions and results arising from this Three Year Action Plan will help to strengthen community confidence in Victoria Police.</p> <p>The Commission seeks clarification on the role of the stakeholder groups in providing feedback into this assessment.</p>

Assessment Report	Commission supports, noting that transparency in reporting will further strengthen community confidence in Victoria Police.