QUEENSLAND POLICE SERVICE

STATEMENT OF WITNESS

QP 0125
01/06
Δ16

Occurrence #: _____

Statement no.: _____ Date: **05/07/2022**

Statement of

Name of witness: **MARTAIN, Ben Ronald**

Date of birth: _____ Age: _____ Occupation: **Police Officer**

Police officer taking statement

Name: **MARTAIN, Ben Ronald**

Rank: **Chief Superintendent** Reg. no.: **15224**

Region/Command/Division: **Office of State Discipline** Station: _____

Statement:

Ben Ronald Martain States:

1. I am a Chief Superintendent of police within the Queensland Police Service (QPS). I have approximately 24 years policing experience, having joined the New South Wales Police Force in November 1997, before immediately commencing duties with the QPS in October 2001. I have performed duties in general duties (including as a District and Regional Duty Officer), plain clothes, internal investigations and various legal and policy roles both within police districts and police headquarters.
2. I hold the following academic qualifications:
    - Bachelor of Laws (Macquarie University-2004);
    - Barristers Practice Course (Queensland University of Technology and Bar Association of Queensland- 2006);
    - Master of Business Administration (Southern Cross University- 2019);
    - Master of Studies in Applied Criminology and Police Management (University of Cambridge-2020); and
    - Graduate Certificate in Police Management (Australian Institute of Police Management 2021).
3. In February 2020 I was transferred to the position of Inspector (Manager) of the State Domestic & Family Violence and Vulnerable Persons Unit (SDFV&VPU). Between 6 March 2021 and 25 March 2022 I performed duties as the Acting Superintendent, Commander of the Vulnerable Persons Group within the Domestic, Family Violence & Vulnerable Persons Command (DFV&VPC).

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CONTINUED STATEMENT OF: **MARTAIN, Ben Ronald**

4. On 4 April 2022 I was appointed to the rank of Chief Superintendent, Operations Commander, within the Office of State Discipline. At this time I ceased all direct responsibilities for the command of the Vulnerable Persons Group and the SDFV&VPU. However, where requested, I have continued to advise and support relevant QPS members in regard to DFV related matters.

State Domestic, Family Violence and Vulnerable Persons Unit

5. The SDFV&VPU was first established in 2015, to guide and enhance strategic policy, process and procedure across eight portfolio areas within the QPS, including:
   - Domestic and Family Violence (DFV) (including Domestic and Family Violence Co-ordinators (DFVCs) within the Brisbane Police Communication Centre);
   - Elder Abuse and Disabilities;
   - Mental Health and Suicide Prevention;
   - Victims Assist Queensland;
   - Police Referrals and Homelessness;
   - Vulnerable Persons Research;
   - White Ribbon Australia Accreditation; and
   - High Risk Teams (HRT).
6. In March 2021 the DFV&VPC established a total of six DFVCs within the Brisbane Police Communication Centre (BPCC) to provide near to 24 hour, seven day per week support to frontline police responding to DFV incidents across the State. The DFVCs in PCC assist frontline officer decision-making when responding to and investigating DFV incidents through interrogation of data systems. The DFVCs within the BPCC monitor DFV incidents in real time, providing relevant, timely advice and support to responding officers, investigators, supervisors, Communication Centres and District Tasking and Coordination Centres. This support includes undertaking detailed analysis of the data sets available through the QPS QPRIME database in relation to the involved parties including: criminal and DFV history (Queensland/interstate), current protection orders and conditions (Queensland/interstate), associated grounds from private and police DFV applications, High Risk Teams (HRT) and Specialist DFV case management files, to consider whether additional protective measures are necessary to protect aggrieved persons. Additionally, DFVCs utilise past DV-PAF reports, the DV-PAF risk assessment tool, and the High Risk High Harm (HRHH) dashboard to identify High Risk/Harm DFV perpetrators, to make officers aware of DFV risk factors and

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patterns of behaviours, with the aim of ensuring police responses and protective strategies are holistic and victim-centric rather than single incident focussed. The DFVCs also work collaboratively with government and non-government entities, providing information, referrals and support to facilitate optimal outcomes for victims.

7. The roles and responsibilities of DFVCs within the Brisbane Police Communication Centre are outlined within the 'DFVC-BPCC Instruction Manual'. I can produce a copy of this document to the Commission of Inquiry, marked **Attachment A.**

Domestic, Family Violence and Vulnerable Persons Command

8. In March 2021 the SDFV&VPU structurally transitioned from within the Road Policing and Regional Support Command to the newly formed Domestic, Family Violence & Vulnerable Persons Command (DFV&VPC). The DFV&VPC is led by an Assistant Commissioner of Police. The objectives of the DFV&VPC include:
    - Assuming responsibility for the QPS DFV&VP capability;
    - Leading the broader strategic DFV&VP environment and policy direction;
    - Transitioning existing centralised QPS DFV&VP units under the functional command;
    - Leading the review and continuous improvement of the QPS end-to-end DFV&VP system and processes; and
    - Informing, guiding and supporting district led frontline operationalisation of DFV&VP prevention, disruption, investigation and response activities.
9. In this role I reported directly to the Assistant Commissioner of the DFV&VPC and had responsibility for the leadership and management of the SDFV&VPU. All DFV&VPC staff with the exception of HRT staff operate from Police Headquarters, 200 Roma Street, Brisbane. I can produce a copy of the DFV&VPC Organisation Chart current as of March 2022 to the Commission of Inquiry, marked **Attachment B.**
10. HRTs are led by the Department of Justice and Attorney-General (DJAG) and supported by a coordinator drawn from local DFV support services. The duties and responsibilities of QPS HRT members are contained within section 9.15.5 of the QPS Operational Procedures Manual (OPM). I can produce a copy of this document to the Commission of Inquiry, marked **Attachment C.**
11. QPS HRTs are currently functionally aligned to the DFV&VPC (i.e. not a district resource) and operate in eight locations across Queensland (Logan/Beenleigh, [redacted] Mount Isa/Gulf, Cherbourg, Brisbane, Ipswich, Cairns, Mackay and Caboolture

12. HRTs core functions include:
    - providing integrated, culturally appropriate responses to victims and children at high risk of harm or lethality;
    - assessing and referring high-risk DFV cases into the HRT;
    - collating agency held information on cases;
    - executing actions as part of victim safety plans; and
    - attending regular meetings to share information (under part 5A of the *Domestic and Family Violence Protection Act 2012*) and co-developing a plan for managing the safety of the victim and holding the perpetrator to account.
13. As the Acting Superintendent of the DFV&VPC I also had a shared responsibility for leading a range of strategic and operational activities as outlined within the QPS Domestic and Family Violence Strategy and related Domestic and Family Violence Action Table.
14. The QPS Domestic and Family Violence Strategy was approved by Commissioner Katarina Carroll on 21 January 2022. The DFV&VPC, as the strategic capability owner of the Domestic and Family Violence Strategy, has responsibility for leading the implementation of the strategy in partnership with Commands, Divisions and Regions across the QPS. I can produce a copy of this document current as of March 2022 to the Commission of Inquiry, marked **Attachment D**.
15. A Domestic and Family Violence Action Table outlining a number of immediate, medium and long term actions aimed at enhancing the policing of DFV has also been developed with the QPS Domestic and Family Violence Strategy. I can produce a copy of this document current as of March 2022 to the Commission of Inquiry, marked **Attachment E**.
16. In developing the Domestic and Family Violence Strategy, the QPS consulted with members of the QPS DFV Advisory Group (DFVAG). The DFVAG was formed on 25 August 2021 and is constituted by members of the DFV&VPC and external entities and sector leaders, including representatives from DV-Connect, Queensland Women's Legal Service, the Red Rose Foundation, Multicultural Australia, Queensland Family and Child Commission and Academia.
17. The DFVAG meets quarterly and its overarching functions are to:
    - Advise the Commissioner of Police on strategic DFV issues and recommend appropriate action.

- Collaboratively discuss and exchange ideas regarding policy and operational challenges/ experiences with a view of driving possible reforms across the DFV system.
- Actively promote an awareness of the role of the QPS with respect to DFV and to encourage engagement of policing responses and participation in programs and coordinated service delivery, where appropriate.
- Promote understanding of DFV within the QPS through engagement, education, training, policies and practices.

18. In July 2021, each Deputy Commissioner and the Commissioner of police endorsed the QPS DFV Doctrine which articulates the responsibility, goals and shared commitment of the QPS in the prevention, disruption, response to, and investigation of DFV. I can produce a copy of this document to the Commission of Inquiry, marked **Attachment F**.
19. On 28 October 2021, the Queensland Police Service (QPS) was formally re-accredited as a White Ribbon Australia (WRA) workplace, having originally achieved workplace accreditation on 23 November 2017. To achieve WRA workplace accreditation, the QPS was required to meet 15 criteria across the three accreditation standards of: (1) Leadership and Commitment, (2) Prevention of Violence Against Women, and (3) Responses to Violence Against Women, to demonstrate organisational commitment to addressing gender-based violence, abuse and harassment of women in the workplace. I can produce a copy of the application and the QPS WRA workplace accreditation to the Commission of Inquiry, marked **Attachment G**.

Region/District Based Domestic and Family Violence Policing Structure

Domestic Family Violence Co-ordinators and Officers

20. The QPS is comprised of seven Regions and fifteen police Districts. Specialist DFVC positions at the rank of Sergeant are located in each of the fifteen police districts. These officers are responsible for coordinating and monitoring the policing response to DFV within their district in accordance with QPS strategy, plans, policy, legislation and procedures. DFVCs are also assisted by full time Domestic and Family Violence Officers (DFVOs) at the rank of Senior Constable or Constable. I can produce a copy of the 'Position Description' for a DFVC and DFVO to the Commission of Inquiry, marked **Attachment H**.

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21. The roles and responsibilities of DFVCs and DFVOs are also outlined both within Chapter 9 of the QPS OPM and within the SDFV&VPU website on the QPS intranet. I can produce a copy of these documents to the Commission of Inquiry, marked **Attachment I**.

Domestic Family Violence & Vulnerable Persons Units

22. As of March 2022 the QPS had established eight District Domestic and Family & Vulnerable Persons Units (District DFVVPU) in South Brisbane, North Brisbane, Sunshine Coast, Gold Coast, Logan, Maryborough, Townsville and Cairns. These units actively engage with victims and perpetrators of DFV at a police district level. This engagement includes identification of support options via the police referrals program, investigation of criminal elements of DFV incidents and perpetrator accountability. The District DFVVPUs located in the South Brisbane, North Brisbane, Sunshine Coast and Logan Districts at that time had embedded specialist DFV support service workers working alongside police.
23. Voluntary partnerships with multiple DFV support service providers based on a co-located service model to support women experiencing DFV or who need advice when attending a police station also operated within Moreton, Gold Coast, Mt Isa, Toowoomba and Townsville Districts.
24. In May 2021 the QPS Executive Leadership Team resolved to grow the existing District DFVVPUs to operate within all fifteen police districts. This decision appears as a key activity within the QPS 2021-2022 Operational Plan as an Operational Priority to, *continue to implement DFVVPUs in partnership with other agencies to enhance an integrated response strategy in regional areas.* To assist police districts in establishing and building a DFVVPU the DFV&VPC have developed a DFVVPU Capability Framework. I can produce a copy of this document to the Commission of Inquiry current as of March 2022, marked **Attachment J**.
25. DFVC's, DFVO's and DFVVPUs play an important role in the whole of QPF DFV policing approach but they do not, in a supervisory sense, directly answer to the DFV&VPC. Rather DFVC's, DFVO's and DFVVPUs are district managed and based resources that report through to the District Officer (Superintendent or Chief Superintendent) of a police district.

Recording and Review of DFV Occurrences

26. Pursuant to section 100 of the *Domestic and Family Violence Protection Act 2012* and Chapter 9 of the QPS OPM, QPS officers are required to investigate all reports of DFV. Officers are also required to appropriately record all DFV matters in

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QPRIME, ensuring the creation of a what is known as an 'DV occurrence'. The full requirements are outlined in OPM 9.4 'Investigation of Domestic Violence' and 9.10 'QPRIME Domestic Violence occurrences'. I can produce a copy of these documents to the Commission of Inquiry, marked **Attachment K**.

27. DFVC's are to undertake their duties in compliance with OPM s. 9.15.3 'District Domestic and Family Violence Coordinators'. DFVCs are to conduct 'quality assurance' of all DV occurrence types in their districts in accordance with OPM 9.15.3 and SDFV&VPU Intranet - Functions and Duties of DFVCs which includes the *'(ix) regular monitoring of QPRIME for quality assurance, ensuring an appropriate response and compliance with policy and legislation on a district-wide basis*'. I can produce a copy of these documents to the Commission of Inquiry, marked **Attachment L**.

28. Through a daily review of DFV occurrences, DFV specialist officers in DFV&VPUs or DFVC's identify high-risk DFV cases for possible referral to the multi-agency HRT teams. General Duties or other police officers can also send tasks to DFV specialist officers in DFV&VPUs or DFVCs for assessment of high-risk DV matters or to initiate a HRT referral.

29. OPM s.9.15.3 and the QPRIME User Manual also provide that where three or more DFV related calls for service occur within a 6 month period, officers a required to create a repeat calls for service case management file within QPRIME. As part of a case management approach officers in charge of police stations and DFVCs are required to coordinate and implement policing strategies in partnership with other government agencies and DFV support services to prevent and disrupt further DFV from occurring.

30. From 1 July 2021 the QPS implemented a decision to enhance the consistent practice of recording criminal offences associated with DFV investigations across the state within QPRIME. When responding to and investigating a DFV occurrence, police across the state are now required to consistently record all DFV related criminal offences identified in the same incident within the QPRIME system. This enhanced recording of DFV offences practice will provide a more accurate picture of the true prevalence and harm of DFV occurring across the state.

Training Education and Development

31. In response to the *Not Now, Not Ever* recommendations, the QPS engaged the Queensland Centre for Domestic and Family Violence Research Central Queensland

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University to conduct an audit and review of training. Their final report: *Evidence-based review of Queensland Police Service's DFV training* provided the following recommendations:

- develop a state-wide DFV education and training framework recognising foundational, promotional and ongoing professional development needs of all QPS employees;
- annual DFV refresher training, continual education opportunities for the DFV Coordinator (DFVC) network and development of an evaluation strategy to enable ongoing review of programs;
- review of delivery models and methods of current training programs to ensure they achieve optimum learning outcomes;
- address identified training gaps through inclusion of specific communication and interpersonal skills, cultural awareness and understanding of the complexities of DFV within specified communities, enhanced understanding of the role and benefits of police referrals and in knowledge and understanding of strangulation.

32. The QPS has introduced several training and education packages to assist police to recognise, respond to and investigate DFV, focusing on the relationship rather than the incident. The training outlined below is offered and delivered to QPS members commensurate with their experience, position (including rank and type of duties),training history and existing skill sets.

Vulnerable persons training package

33. The vulnerable persons training package was developed in 2017 in response to recommendations made in the Queensland Police Service Violent Confrontations Review and the *Not Now, Not Ever report.* The training package has been delivered to all police officers up to the rank of Inspector and selected staff members. It comprises two parts: an online learning product (OLP) providing officers with the knowledge needed to ensure the QPS is compliant with legislative and associated policy and procedural requirements; and face-to-face workshops.

DFV Specialist Course

34. In response to the *Not Now, Not Ever* recommendations, the SDFV&VPU developed a specialist DFV course. This five-day, face-to-face course is designed for specialists working in the area of DFV such as: District DFVCs, DFVOs, Police Prosecutors, Detectives, Child Protection Investigation Unit members, Intelligence Officers and HRTs.

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35. The training provides specialists with the necessary knowledge, skills and contacts to address DFV in their respective districts. Importantly, this course develops a consistent investigative approach to DFV, teaching participants how to identify and address any potential gaps in a police investigation and prosecution.
36. The course draws upon the expertise of people both within and external to the QPS, such as practitioners, prosecutors, academics, people with lived experience and other professionals.

Domestic and Family Violence Culture Change Program

37. A DFV Culture Change Coaching Program has been developed, highlighting the influence QPS members have in their everyday roles in responding to DFV. The overall aim of the DFV Culture Change Program is to promote positive cultural and attitudinal change to DFV across the Service through leadership and mentoring by influential members. The inaugural Culture Change Coaching Program was delivered in late 2019 to selected Culture Change Champions located throughout the 15 police districts.
38. It was intended for these Champions to lead a state-wide rollout of the program in 2019/20 and 2020/21, however COVID-19 public health restrictions and the deployment of frontline police to locations throughout the State prevented this from occurring. As an alternative, the SDFV&VPU used key themes from the cultural change training in messaging to QPS members via the internal social media platform 'Workplace' and through the development of 'Officer in Charge Packages' to be delivered to frontline police by local Officers in Charge.
39. A further Culture Change Coaching Program is intended to be delivered in 2022, with Culture Change Champions to deliver a cultural enhancement program within their respective police districts. The training objectives of this program are to:
    - improve awareness of behaviours and attitudes towards DFV and to enhance the culture and policing response to DFV;
    - explain why behaviours and attitudes towards DFV matter and how this impacts outcomes for people experiencing DFV;
    - understand what workplace culture is and the factors that contribute to it;
    - identify localised culture around managing and responding to DFV;
    - explain the need to continually improve the policing response to DFV; and
    - confidently exercise individual responsibility to enhance the culture and policing response to DFV.

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Vulnerable Persons Conference

40. In June 2021 the DFV&VPC hosted a two day Vulnerable Persons Conference attended by over 130 DFV and Vulnerable Persons specialist officers from across the QPS. Attendees heard and engaged with speakers from organisations including the Australian National Research Organisation for Women's Safety Limited (ANROWS), the Red Rose Foundation, Queensland University of Technology, University of Wollongong, New South Wales Police Force and Victoria Police.

Recruit and First Year Constable training programs

41. Recruit and First Year Constable programs include DFV training. The recruit training program includes training on the nature and dynamics of DFV, the use of effective communication when responding to DFV incidents, internal culture and attitudes, referral and integration services, cultural awareness and sensitivity to diversity, legislation and policy, and non-lethal strangulation. The first-year constable program includes and reflects contemporary approaches to communication, non-lethal strangulation and changes to legislation, including face-to-face training for some components.

DFV policing enhancement training

42. On 28 June 2021 a 'DFV Policing Enhancement' OLP was released for mandatory completion by all police officers up to the rank of Inspector. The OLP is aimed at developing an improved understanding of the complex nuances and dynamics of DFV and refresh officers' knowledge about legislative, policy and procedural requirements and considerations when investigating DFV. As of 22 February 2022, a total of 9,345 officers had completed the training.

Coercive Control training

43. On 31 January 2022 a 'Coercive Control' OLP was released for mandatory completion by all police officers. The OLP was developed in consultation with the ANROWS and the Queensland Domestic and Family Violence Death Review Board. The OLP aims to improve the recognition of, response to, and investigation of coercive control within the current legislative framework. The OLP will prepare members for the proposed legislative changes and build foundational knowledge. As of 24 February 2022, a total of 4,396 officers had completed the training.
44. The OLP is part of a two-step training plan, with a future face-to-face training program to be delivered to all QPS members to provide a more in-depth knowledge once the future legislative framework regarding the criminalisation of coercive [redacted] control is known.

45. A QPS DFV Training Plan was developed in 2021 by the DFV&VPC outlining immediate, short-term, medium-term and long-term training initiatives for delivery over the next 18-24 months. . I can produce a copy of the DFV Training Plan current as of March 2022 to the Commission of Inquiry, marked **Attachment M.**

QPS DFV Risk Assessment Tools

46. The QPS Domestic Violence Protective Assessment Framework (DV-PAF) as contained within OPM s.9.6.2, Appendix 9.1 was introduced to the QPS in 2013 to assist frontline officers in assessing the protective needs of an aggrieved at a DFV incident and to support decision making of officers whilst in attendance at a DFV scene. The DV-PAF was developed by then Post-Doctoral Candidate Dr Shellee Wakefield under the supervision of Professor Mark Kebbell of Griffith University.
47. Since 2013 the DV-PAF has been amended and updated following both emerging research findings and various DFV Death Review Advisory Board Recommendations. The DV-PAF currently requires police officers at the scene of an incident to consider:
    - A total of 22 'Category 1' and 'Category 2' DFV risk factors;
    - an aggrieved/victims fear level; and
    - provide an assessment of an overall level of risk.
48. Whilst at the scene of the incident officers are required to record details of the DV-PAF in their official police notebook which are then to be entered into QPRIME. In 2021 the DFV&VPC provided 9000 DV-PAF trifold information cards to Districts to assist frontline police usage of the DV-PAF. I can produce a copy of the DV-PAF to the Commission of Inquiry, marked **Attachment N.**
49. In 2019, Professor Mark Kebbell of Griffith University completed an evaluation of the DV-PAF. The evaluation detailed positive aspects of the DV-PAF, including that it was not onerous, officers showed a good understanding of risk items, it allowed for the documentation of what police were seeing when attending DFV incidents and it may improve the quality of investigations of DFV by potentially encouraging officers to think about and investigate risk factors listed within the DV-PAF. The evaluation did find, however, that the DV-PAF, like most police DFV risk assessment tools utilised by Australian and international policing jurisdictions, did not accurately predict DFV recidivism.
50. In response to these evaluation findings, the QPS have engaged data scientists from an external information technology company, academics and internal DFV and child abuse specialists as part of a DFV predictive modelling working group, to explore

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options for a more holistic actuarial process for identifying and responding to harm caused by DFV.

QPS Total Harm Ranking and Evaluation Tool

51. The QPS Total Harm Ranking & Evaluation Tool (THReT) is designed to identify and rank offenders based on their known potential for committing significant harmful offences. The QPS THReT collates large volumes of known data across QPS databases and, through a series of automated mathematical applications, presents the data for individual offenders into a usable intelligence and tactical risk mitigating and resource allocation ranking.

52. The resulting QPS THReT output ranks offenders from the highest known potential for committing harmful offences to those who have no identifiable data indicating factors associated with harmful offences. Various validated forensic assessment tools were reviewed to inform the QPS THReT algorithms and design.

53. In developing the tool, a review of academic literature was undertaken, including predictors of DFV homicide, violent extremism, homicide, and general forensic theories of crime.

54. In March 2021 the THReT tool was piloted in five police districts as part of a 'focussed deterrence' DFV operation Tango Alessa. The evaluation of the pilot was anticipated to be completed in the first half of 2022.

DV Predictive Model

55. In accordance with one of the recommendations of Professor Kebbell, the QPS, through the aforementioned contracted data scientists, have developed the Domestic Violence Predictive Model (DPM) as a tool aimed at piloting a more holistic actuarial process for identifying and responding to harm caused by DFV. The Domestic Violence Predictive Model (DPM) is an automated machine learning random forest model algorithm for identifying at-risk individuals of DFV. Rather than existing QPS systems that are respondent based, the DPM is a couple-based model. A couple is a respondent, victim pair in a non-family relationship that has had a DFV occurrence in the last 12 months.

56. Using data available in QPRIME, the DPM builds a profile for each couple. The model takes relevant information about the respondent, victim and the couple and generates a probability of escalation within the set response window. The model produces a risk score (probability) between one and ten that a couple will have a severe, harmful, or dangerous domestic violence incident within the next 12 months.

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The DPM contains 220 different features focusing on the couple's current relationship history (occurrence-related and demographic information); the respondent/victim's past relationship history (occurrence-related); and the respondent/victim's individual police history.

57. It was proposed a pilot of the model will commence within two police districts in 2022.

QPS High Risk High Harm Dashboard

58. The QPS High Risk High Harm (HRHH) Dashboard aims to equip frontline officers with real time data analytics to more effectively target and track DFV perpetrators across five key areas: (1) High risk; (2) High harm; (3) Multiple orders involving different victims; (4) Propensity to re-offend and (5) Recidivism / Re-victimisation.
59. The HRHH Dashboard was implemented across the State on 1 November 2021 and is currently accessible by all QPS police officers. The HRHH Dashboard allows for the rank ordering of DFV perpetrators across the aforementioned five key areas at a state, region, district, patrol and divisional police level. As of 23 February 2022, thirty one training sessions have been delivered to fourteen police districts in how to use the HRHH Dashboard and strategies for operationalising the insights that it provides.
60. Pending the evaluation outcomes of the pilot of both the THReT and DPM, it is intended for these tools to also be displayed via the HRHH Dashboard and be accessible by all QPS police officers. The purpose of the THReT, DPM and HRHH Dashboard is not to replace the professional judgment of officers, but to assist in better informing decision making through collating patterned and objective data.

Enhancing DFV Service Delivery

Co-locating DFV Specialist Officer within a DFV Service

61. In the first half of 2022 the QPS will commence implementation of a 12 month pilot embedding a DFV specialist police officer within the premises of the Brisbane Domestic Violence Service and the Ipswich Domestic Violence Action Centre. The purpose of the pilot is to:
    - remove barriers and increase access to justice for victim/survivors of DFV;
    - provide a safe location for victim/survivors of DFV to positively engage with police;
    - increase reporting rates of DFV to police;

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- enhance the satisfaction of victim/survivors of DFV in reporting such matters to police;
- enhance the sharing of information within the current legislative framework;
- enhance the timely provision of wrap-around services to victim/survivors;
- reduce the trauma for victim/survivors of DFV in seeking the assistance of police; and
- enhance the collaborative relationship between DFV Support Services and QPS.

Gendered Service Delivery Model

62. In the first half of 2022 the QPS and the University of Queensland intended to pilot a randomised controlled trial of a gendered service delivery model. The pilot provides for a police staffed Mobile Police Facility (MPF) in a high visibility location for police to offer the services of a traditional 'shopfront' police beat. The MPF provides the ability to move in accordance with demand requirements.
63. One of the purposes of the pilot is to assess the impact and benefits of providing a gendered police service delivery model in the context of DFV, including whether there is an increased reported rate of DFV when MPFs are staffed only with female officers. The pilot will be evaluated by University of Queensland.

DFV Co-responder models

64. During 2021 the QPS operated DFV co-responder models in two police districts in partnerships with DFV Support Services. DFV co-responder models broadly involve both police and a DFV service provider social worker attending together at or near to the scene of a DFV incident after the initial police response has been completed and safety has been ensured. This enables a victim to receive immediate support from a DFV service provider, while enhancing the risk assessments undertaken by frontline police. The QPS is exploring whether further co-responder models can be developed in other parts of the State.
65. These models enhance assistance, services and advice to victims, their families and associates in a timely manner to improve victim and perpetrator outcomes and reduce harm.
66. In August 2021, the QPS established a co-responder program with the Centre for Women & Co. The program operating within the Logan Police District, uniquely utilised general duties police officers working with Centre for Women & Co. support

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workers within a Domestic Violence Engagement Team, as opposed to solely specialist domestic and family violence police officers, to co-respond to DFV incidents and conduct post incident case management follow up with victims and respondents.

67. The program provided benefits in terms of training and informing a more victim-centric and trauma informed approach to police responding and investigating domestic violence.
68. During the pilot there were multiple reported cases identified, wherein, but for the involvement of Centre for Women & Co support workers, a victim most likely would not have reported DFV to police. The reasons why some victims are unwilling or feel uncomfortable in reporting DFV to police, are compelling, multifaceted, and in some instances steeped in culture and intergenerational trauma. Police and support workers through this program have reported anecdotally that as a result of this program, victim-survivors of DFV have been more willing and felt greater confidence in accessing the support they require from police.
69. The QPS DFV&VPC had utilised doctorate level qualified researchers to establish an evaluation framework, consisting of both quantitative and qualitative outcome measures. However, in December 2021 the CEO for the Centre for Women & Co advised due to an inability to secure ongoing funding they were unable to continue their participation in the program. However, I am aware that in June 2022 the program was able to recommence from funding the Centre for Women & Co were able to obtain from the Small Steps 4 Hannah Foundation.
70. The second co-responder model operated within the South Brisbane Police District in partnership with the Brisbane Domestic Violence Service (BDVS). This program is focussed on case management follow up with high risk aggrieved persons by support workers from BDVS and members from the South Brisbane Police District DFV&VPU.

Online Reporting of DFV

71. On 3 April 2020 the QPS delivered two alternative options for reporting DFV through the development of a DFV online portal and a DFV SMS contact service. The online portal provides for non-urgent contact with the QPS using a 'Request contact with police' form available on the QPS public facing website: www.police.qld.gov.au. The online portal design allows victims and survivors of DFV to discreetly provide their reason for making contact, their preferred contact method, and an option to request a specific police officer who may already be

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familiar with an investigation or case under management. A key safety feature of the online portal is a 'Close this site' button, allowing users to instantly close the site.

Police Referrals

72. The QPS Police Referrals network enables QPS members to link at risk and vulnerable people with external support providers. This fully automated system had as of March 2022 528 service providers, covering 67 different issues, which are broadly grouped into 22 referral categories, including DFV offering referrals for both victims and perpetrators.
73. Frontline police officers are able to offer and complete a police referral both at the scene of a DFV incident using a QPS 'Q-Lite' device or via a desktop computer at a QPS police establishment.
74. In 2022 the QPS Police Referral network developed the capability to share DV-PAF indicators to DFV support service providers. The sharing of this data assist with the delivery of targeted intervention and support services to a victim. This enhancement more effectively enables the finite DFV service provider services to be delivered to high risk victims in a timelier manner.

Continuous Learning

75. Our policing response to at-risk and vulnerable Queenslanders, is shaped through continuous learnings that promotes innovation, collaboration and best practices. To this end, the QPS has and continues to examine DFV policing approaches both internationally and nationally, including within Victoria, which is considered by many within DFV policing as the benchmark of DFV policing within Australia. The QPS particularly acknowledges the power of lived experience and continues to seek active contribution from these courageous members of our community to support and enhance our policing responses.
76. The QPS acknowledges however, our organisation does not have all the answers. We need to work together, with all levels of government, non-government organisations, businesses and the community – to identify and deliver sustainable, long term and culturally appropriate solutions.

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Ben Ronald Martain

Chief Superintendent

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(Witness's signature)	(Justice of the Peace (Qual.)/ Commissioner for Declarations's signature)	(Signature of police officer preparing statement)