



QUEENSLAND POLICE SERVICE STATEMENT OF WITNESS



QP 0125A
05/22
A2

Occurrence #: _____

Statement no.: _____ Date: _____

Statement of

Name of witness: **TAPSELL Teresa**

Date of birth: [REDACTED] Age: [REDACTED] Occupation: **Staff Member**

Police officer taking statement

Name: _____

Rank: _____ Reg. no.: _____

Region/Command/Division: _____ Station: _____

Statement:

Teresa TAPSELL States:

Current Role

1. I am currently the Acting Senior Research Officer (AO6) for the Queensland Police Service, First Nations and Multicultural Affairs Unit (FNMAU), Communications, Culture and Engagement (CCE) Division. I have held this position since 15/03/2021.
2. My substantive position, is Police Liaison Officer (PLO) Training Officer (AO4), Recruit Training, Police Academy Oxley within People Capability Command (PCAP).

Service History


3. I commenced my career in the Queensland Police Service in 1999 as a Telephonist, Police Communications Centre, Queensland Police Headquarters.
4. In 2001, I attained a secondment to the Commonwealth Heads of Government Meeting (CHOGM) Planning Unit as Finance Officer. I then seconded to the Police Academy Oxley in 2003, as Administration Officer, Human Resource Branch before placement as Assistant Finance and Executive Officer, Police Academy Oxley in 2004.
5. I attained further secondment in 2007 as Staff Development Officer (AO5) at Staff Member Training and Development, Police Academy Oxley within the Police Liaison

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6. Officer Training portfolio before securing placement in 2010 as the PLO Training Officer (AO4). Due to an internal restructure in 2012, the PLO Training portfolio was relocated to the Indigenous and Multicultural Education Unit (IMEU) within Recruit Training, Police Academy Oxley.
7. Due to the machinery of government change in 2014, staffing at IMEU decreased resulting with me being the only PLO Training Officer for the state of Queensland.
8. The role of PLO Training Officer includes:
 - a. Delivery of Police Liaison Officer education and training programs;
 - b. Conducting assessments of work submitted by participants enrolled in Police Liaison Officer training and education programs;
 - c. Coordinating access to Police Liaison Officer training and education programs and provide culturally appropriate support to participants;
 - d. Coordinating the development of individual learning plans and customised learning materials;
 - e. Contributing to the planning and development of culturally appropriate training products and services;
 - f. Maintaining Police Liaison Officer Training electronic student records, other program records and training resources;
 - g. Coordinating travel arrangements for participants enrolled in Police Liaison Officer training and education programs;
 - h. Establishing and maintaining effective communication and networking with all stakeholders and organisations to complement service delivery; and
 - i. Providing advice and information to Service personnel on relevant cultural aspects of training programs in relation to cultural and diverse groups.
9. In 2017 I undertook an internal secondment to Instructional Designer (AO5), Learning Technologies, Police Academy Oxley. In 2020, I was seconded as a Senior Staff Development Officer/Workplace Manager (AO6) SAFE Business Support Unit, Wacol, followed by the secondment to my current role.


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10. All secondments were approved by Inspector Recruit Training on the condition that along with my higher-level duties I would continue to undertake certain PLO training duties. These duties include coordinating, facilitating and assessing PLO training courses, develop and review training sessions, contribute to the planning and development of culturally appropriate training products and services, manage two PLO national qualifications, provide support to PLOs, Cross Cultural Liaison Officers (CCLOs) and Officers In Charge (OICs) and provide statistical advice to management on training initiatives for PLOs.

Police Liaison Officers

11. The role of PLOs in the QPS are to:
- a. Assist in developing trust and understanding between members of the Queensland Police Service and wider community, with particular focus to local (specific culture) communities;
 - b. Contribute to organisational understanding of identifies cultures;
 - c. Assist police officers to communicate effectively with cultural appropriateness to members of the local community by providing advice on identified cultural customs and protocols;
 - d. Work with QPS members to identify opportunities to strengthen community engagement and the development of QPS crime prevention and early intervention strategies, that are culturally appropriate;
 - e. Assist identified cultural community members to access policing services and provide advice to QPS members on referral to other community services where necessary;
 - f. Positively and proactively engage with identified cultural community groups to identify and build community based and community led programs and initiatives; and
 - g. Identify and link key stakeholders across police, community and government agencies in support of community based/community led programs and/or initiatives to improve community safety.

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PLO Positions are advertised on the Queensland Government smart jobs and careers website. Positions are 'cultural specific' and only occur when there is a vacancy in a police district.

Barriers have been identified with the completion of applications by a large proportion of applicants of First Nations and multicultural background. Namely, the provision of appropriate content aligning with the key accountabilities required of the position and the Leadership Competencies for Queensland (LC4Q) framework.

12. A number of districts are now conducting community workshops providing future applicants with the requirements to complete applications and also provide practical assistance in formulating resumes. FNMAU have assisted at some workshops conducted at Toowoomba and Logan in 2022, providing support to the presenter/s by way of physical presence and responding to any queries as required.
13. There are no qualifications are required prior to PLO appointment.
14. FNMAU provide support to State-wide PLOs by:
 - a. Reviewing and identifying PLOs positions and recruitment;
 - b. Supporting and providing professional development and training;
 - c. Promoting the role of First Nations and Multicultural PLOs and TSIPLOs within the Service, external partners and community members;
 - d. Maintaining the PLO and CCLO Networks via virtual meetings enabling State-wide PLOs and CCLOs opportunities to raise and discuss issues and address items of interest and concern;
 - e. Supporting other relevant consultative groups, such as the QPS Culturally and Linguistically Diverse (CALD) Consultative Group established to consult, engage and elicit views from diverse members of the QPS workforce on matters including (but not limited to): scoping appetite for the mentoring of new QPS members from CALD backgrounds; input in the revision of the Multicultural Action Plan; input on matters relating to culturally appropriate and inclusive uniforms; and internal policies impacting members from CALD backgrounds (e.g. culturally appropriate leave).
 - f. Assisting districts to identify emerging issues in the community at monthly CCLO and PLO virtual meetings conducted by the Senior Sergeant, State PLO Coordinator (FNMAU) who also maintains regular contact via email, Teams

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meetings, phone calls with Officers In Charge Stations, District Officers, etc. Utilising these communication strategies to gain community insight assists PLOs by recognising tasks achieved; showcasing community engagement, highlighting cultural capability and identifying trends and workforce growth

PLO Training


15. It is compulsory for all newly appointed PLOs to attend a two-week Police Liaison Officer Initial Employment Training (PLOIET) Course conducted at the Police Academy Oxley in May and November annually.
16. As Training Officer with no administrative support, I coordinate logistics including Police Academy accommodation, course meals, travel and travelling allowance advances, transportation to and from Brisbane Airport and for course excursions, facilitators, training rooms, joining instructions, course budget and checklists.
17. I also create the course timetable, review learning guides and assessment portfolios and arrange for the printing of course training materials and course purchases. The PLO Training budget is \$25,000.00.
18. In addition to attending the two week course, PLOs are automatically enrolled in the Certificate II in Community Engagement (POL21115) national qualification and they can volunteer to enrol in the Certificate III in Police Liaison (POL31215) national qualification. I manage both qualifications. Completion of the Certificate II in Community Engagement (POL21115) national qualification is not a condition of PLO employment.
19. Post course, I create training sessions on QPS IGNITE Learning Management System enrolling PLOs in the above named qualifications as part of their training plans. When assessments are successfully completed, I finalise enrolments and issue PLOs with nationally recognised qualifications.
20. As the PLO Training Officer, I work collaboratively with subject matter experts, fellow QPS facilitators and the QPS Registered Training Organisation (RTO) to design and deliver training sessions pertinent to PLO Training.

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21. Training sessions post course (May/November) are reviewed against legislation and policy amendments in preparation for the next two week course with learning guides, assessment portfolios and training sessions updated as required.
22. Where new training sessions are requested to be delivered during the two week PLOIET courses, I develop and design sessions in consultation with subject matter experts. I seek their feedback and endorsement, before presenting at courses (i.e., Youth Justice, Cautioning and Domestic and Family Violence). Where possible, I invite subject matter experts to present their specific session to PLOs, to provide validity, authenticity and accountability towards the information presented.
23. As the PLOIET Course is delivered over a two week period, I engage with facilitators from various work and training units to deliver sessions. I ensure police officers deliver training of specific policing and operational content. (i.e., crime scene preservation, *Police Powers and Responsibilities Act*, search of person, driving skills etc.).
24. Course training sessions are as follows:
 - a. Introduction to role and responsibilities of a Police Liaison Officer;
 - b. Protocols and Chain of Command within the QPS;
 - c. Community Members Powers at Law;
 - d. Workplace Health and Safety;
 - e. Ethical Standards;
 - f. Privacy Awareness;
 - g. Employment conditions;
 - h. Health and Wellbeing;
 - i. Authorised Use of Social Media;
 - j. Development and Performance Plans;
 - k. Effective Presentations;
 - l. Working with Communities;
 - m. Criminal Justice System;
 - n. Police Powers and Responsibilities Act 2000;
 - o. Introduction to the Liquor Act;
 - p. PLO Communication for Individuals in Crisis;
 - q. Crime Scene Preservation;


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- r. Youth Justice;
 - s. Official Police Notebooks;
 - t. Street checks;
 - u. Public Order;
 - v. Police Communication/Negotiation;
 - w. DFV Elder Abuse/Domestic and Family Violence;
 - x. Custody Awareness and Court Procedures;
 - y. Practical mock Station scenarios;
 - z. Practical driving skills;
 - aa. Computer Training includes QPRIME; and
 - bb. Search Of Persons includes introduction to tasers.
25. A one week training course is also scheduled for delivery 18 July 2022 to 22 July 2022, at Thursday Island for all PLOs of the Torres Strait. Sessions include:
- a. Introduction to the role and responsibilities of a Torres Strait Island Police Liaison Officer in a distal policing environment;
 - b. Employment Conditions;
 - c. Incident Reports and Welfare Checks;
 - d. Development and Performance Plans;
 - e. Domestic and Family Violence;
 - f. Operational Skills Training specific to self-preservation;
 - g. Operational Skills Training specific to behavioural observations, use of force options;
 - h. Intel Reports/Street Checks;
 - i. Health and Wellbeing;
 - j. Scenes of Crime/Preservation; and
 - k. Ethics and Code of Conduct including Declarable Associations.

Domestic and Family Violence (DFV) Training

26. In consultation with the Domestic, Family Violence and Vulnerable Persons Command (DFV&VPC), a DFV training session PowerPoint has been created by me as the PLO Training Officer. The PowerPoint has been reviewed, updated, and delivered by Senior PLOs from South Brisbane District to PLOIET Course participants. Present during the training sessions are a Sergeant from Recruit

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Training and, when available, the CCLO South Brisbane District to provide support to the Senior PLOs and respond to any police related queries that may arise.

27. Additionally, Senior PLOs undertake group discussions with PLOIET Course participants inviting participants to share experiences and concerns they may have and providing actual examples of incidents attended, explaining the role of Police Officers and the role of Police Liaison Officers in situations of Domestic Violence and providing helpful hints to address areas of concern.
28. The DFV training session is delivered over a three (3) hr timeframe and is an introduction and awareness package for PLOs. The learning outcomes include:
 - a. Definition of Domestic and Family Violence;
 - b. Legislation;
 - c. Signs of coercive control;
 - d. Contributing factors;
 - e. Police documentation; and
 - f. The role of Police Liaison Officers.
29. This is all of the information that I can supply to assist the Commission.

Justices Act 1886

I acknowledge by virtue of section 110A(6C)(c) of the *Justices Act 1886* that:

- (1) This written statement by me dated 12/07/2022 and contained in the pages numbered 1 to 8 is true to the best of my knowledge and belief; and
- (2) I make this statement knowing that I may be liable to prosecution for stating in it anything that I know is false

.....Signature

Signed at Thursday this 18 day of July 2022

Island
Station

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