
TRANSCRIPT OF PROCEEDINGS

**INDEPENDENT COMMISSION OF INQUIRY INTO QUEENSLAND POLICE
SERVICE RESPONSES TO DOMESTIC AND FAMILY VIOLENCE**

COMMISSIONER: HER HONOUR JUDGE DEBORAH RICHARDS

**COUNSEL ASSISTING: RUTH O'GORMAN QC
ANNA CAPPELLANO**

Cairns Magistrates Court, 5D Sheridan Street, Cairns.

Monday, 18 July 2022

1 COMMISSIONER: Yes.

2

3 MS CAPPELLANO: Good morning, Commissioner. May it please
4 the court, Cappellano - C-A-P-P-E-L-L-A-N-O - initials AE,
5 counsel instructing the Commission.

6

7 COMMISSIONER: Thank you.

8

9 MR HUNTER: May it please the court, Hunter, initials JR.
10 I appear with my learned friends Ms O'Connor, initial C,
11 and Ms Williams, initial S, and I appear for
12 the Commissioner instructed by the Commissioner.

13

14 MR McCAFFERTY: If the Commission pleases, McCafferty,
15 initials PJ. I appear for the Queensland Police Union of
16 Employees, instructed by Gilshenan & Luton.

17

18 COMMISSIONER: Thanks, Mr McCafferty

19

20 MS HILLARD: Your Honour, may it please the court,
21 Hillard - H-I-L-L-A-R-D - initials KM, counsel instructed
22 by Women's Legal Service Queensland.

23

24 COMMISSIONER: Thank you.

25

26 MS CAPPELLANO: Commissioner, there are six witnesses who
27 have been confirmed to give evidence today, and there is a
28 seventh witness who is not yet confirmed. Three of those
29 witnesses will give evidence in person and three via
30 videolink. Each witness has provided a statement to the
31 Commission, and there is also a map of Queensland and some
32 other documentation that has all been provided to the
33 parties and is available on the online book.

34

35 Can I begin by tendering as a bundle tender bundle E,
36 and these are the documents: a map of Queensland, the
37 statement of Kerry Johnson, a USB containing Woorabinda
38 cultural awareness video, an affidavit of
39 Jacquelin Honeywood, a statement of Amit Singh, a statement
40 of Lisa Buchanan, a statement of Anthony Moynihan, a
41 Queensland Police Service cultural appreciation project
42 from the Torres Strait Island community specific
43 information, Thursday Island police station orientation
44 package, the DFV occurrence reviewing officer checklist,
45 the domestic and family violence briefing sheet Thursday
46 Island Policing Division, and a statement of Elsie Nona.
47 Can all that material be tendered but - aside from the USB,

1 which I will hand up physically, everything else be
2 tendered electronically and the physical copies be given in
3 Brisbane?

4
5 COMMISSIONER: Yes. They will be tendered and marked
6 exhibit 8.

7
8 **EXHIBIT #8 TENDER BUNDLE E**

9
10 COMMISSIONER: Mr McCafferty and Ms (Indistinct), I must
11 apologise for the late supply of some of the statements.
12 Mr Hunter, you need to get the statements to us earlier.

13
14 MR HUNTER: We're doing our absolute best. The problem in
15 at least one case involved getting a police officer to a
16 place where the paper copy could actually be signed,
17 because he went to a police station that was closed and
18 couldn't get in, and then he was travelling to another
19 place and there were problems with his flight. So that's
20 what caused the problem.

21
22 COMMISSIONER: Yes. That would be okay if that was just
23 one statement that was late. In future, if you have
24 trouble getting things signed can you at least give us a
25 copy that we can give to the parties so they have a bit
26 more notice.

27
28 MR HUNTER: Of course. I can assure Your Honour that
29 we're doing our absolute best.

30
31 COMMISSIONER: Yes. Can you do better. Thank you. Yes.

32
33 MS CAPPELLANO: Commissioner, I'm now in a position to
34 call the first witness, if that's convenient. I call
35 Superintendent Kerry Johnson.

36
37 COMMISSIONER: Thank you.

38
39 <KERRY JOHNSON, sworn:

40
41 <EXAMINATION BY MS CAPPELLANO:

42
43 Q. Good morning, Superintendent. Superintendent, you've
44 provided a statement to the Commission, and do you have a
45 copy of that statement with you?

46 A. Yes, I do.
47

- 1 Q. Feel free to refresh your memory if needed from that
2 statement during your evidence. We can also have it placed
3 up on the visualisers throughout your evidence.
4 Mr Operator, could I have placed up the QPS organisational
5 structure, document [COI.001.0001]. As that's being placed
6 up, Superintendent, do I understand correctly that you are
7 currently in the acting position of Executive Director for
8 Communications, Culture and Engagement Division for the
9 Queensland police?
10 A. That's correct.
11
12 Q. And you can see that on the visualiser in front of
13 you. That's under the southern Queensland portfolio?
14 A. Portfolio, yes, towards the bottom, yes.
15
16 Q. And within the Communications, Culture and Engagement
17 Division there's a Change and Engagement Unit, Community
18 Engagement and Internal Support, First Nations and
19 Multicultural Affairs Unit, and the Media and Public
20 Affairs Unit?
21 A. That's correct.
22
23 Q. And your substantive position is as the Superintendent
24 of the First Nations and Multicultural Affairs Unit?
25 A. That's correct.
26
27 Q. And, Superintendent, do you also identify as a
28 First Nations person?
29 A. I have First Nations heritage, but I don't actively
30 identify as a First Nations person.
31
32 Q. Superintendent, if we could begin by going through
33 your service history. It's the case that you began in the
34 QPS in 1987; is that correct?
35 A. Yes, that's correct.
36
37 Q. So you've now had a career spanning around 35 years?
38 A. Yes, that's correct.
39
40 Q. And during that time you've been a detective for a
41 large portion of that time working in both urban, rural,
42 remote areas?
43 A. About 30 years of my service I'd say, yes.
44
45 Q. And that's also included you acting in particular
46 specialist roles as a detective?
47 A. That's correct.

- 1
2 Q. You've also had some project managerial roles, for
3 example in 2014 you were the project manager of G20?
4 A. Yes, about 13 of the portfolios in G20, yes.
5
6 Q. And then in 2015, after that, you became the detective
7 inspector of the south-west region; is that correct?
8 A. South West District, that's right.
9
10 Q. After that, in 2016 up until 2020 you were the
11 detective superintendent of the south-eastern region?
12 A. That's correct.
13
14 Q. And that includes the districts of the Gold Coast and
15 Logan?
16 A. Yes, that's correct.
17
18 Q. In that - following that service, you became the
19 commander of recruit constable training?
20 A. That's correct.
21
22 Q. And that was in 2020?
23 A. Yes.
24
25 Q. And in that role you were the senior responsible
26 officer for recruitment and training both at Oxley and in
27 Townsville?
28 A. Yes, that's correct.
29
30 Q. And also you oversaw the development of the first-year
31 constable program in that role?
32 A. That's correct.
33
34 Q. Then is it the case that it was at that point in time
35 that you became the commander of the First Nations and
36 Multicultural Affairs Unit?
37 A. Yes, I did.
38
39 Q. That's in late 2020, in November?
40 A. About November, I think, yes.
41
42 Q. And in that role you're the senior officer of the QPS
43 who is responsible for the QPS's cultural capability?
44 A. Yes, on paper. But cultural capability is everyone's
45 responsibility and ultimately the Commissioner's, but I'm
46 on her behalf, yes.
47

1 Q. In terms of that particular unit, is it the case when
2 you came on board in 2020, in November, that was actually
3 when that unit, the First Nations and Multicultural Affairs
4 Unit, commenced?

5 A. That's correct.

6
7 Q. While you're relieving in that position, being the
8 Assistant Commissioner for the - you've relieved in other
9 positions such as the People Capability Command, and in
10 your current role your substantive position is in that
11 First Nations and Multicultural Affairs Unit?

12 A. That's my substantive role.

13
14 Q. Now, I'm going to ask you about some of the things and
15 some of the initiatives that are occurring currently with
16 the First Nations and Multicultural Affairs Unit, but
17 before that I'd like to ask you some more broad-brush
18 questions about surrounding police cultural capability and
19 I guess where the QPS as an organisation is at in relation
20 to their cultural capability. The Commission has received
21 submissions and heard evidence from individuals and groups
22 within the community that have raised concerns about both
23 historical and concurrent systemic racism and lack of
24 cultural capability within the QPS both generally speaking
25 and also in relation to the attitudes towards domestic and
26 family violence.

27
28 Now, while I understand there are a lot of positive
29 initiatives currently commenced or planned, can you
30 identify for the Commission about where the gaps currently
31 are in the QPS and what the issues are with systemic racism
32 or with a lack of cultural capability as an - QPS as an
33 organisation?

34 A. I think a bit of a two-hole thing. One is that the
35 role of, if you like, opening up and being transparent
36 means hopefully complaints and issues do come through. So
37 I can sort of talk about the current time. We're starting
38 to see where we actively seek out persons who depart from
39 the organisation as to why, and occasionally if it's a
40 First Nations or multicultural member that you will see
41 they'll say they didn't feel culturally safe.

42
43 Q. What does that mean, "culturally safe"? Can you
44 explain what that means?

45 A. Queensland police is - it's a colonial based
46 organisation. It's a large government organisation. It's
47 seen a part of a lot of intergenerational trauma issues and

1 so on. So we had a certain look about us as an
2 organisation outwardly, and then inwardly itself the way
3 that we have developed over the years - I mean, it wasn't
4 that long ago in our 160-odd year history we were part of
5 the White Australia policy, all this sort of stuff. So we
6 do reflect the community and society. There is pockets of
7 racisms and issues that go on everywhere in our society.
8 The level of it - and when I gave a talk on it at ELT
9 I sort of explained it by saying --

10

11 Q. I'll just stop you there, just because of police --

12 A. Sorry, executive leadership team.

13

14 Q. Yes.

15 A. Sorry, I talk in acronyms sometimes. At executive
16 leadership team, so that's the assistant commissioners all
17 the way through to the Commissioner. As I said, you know,
18 if it's really obvious racism, that's not so hard. It's a
19 reported matter, a complaint is made against a member, it
20 gets investigated and they are either transitioned out of
21 the job or corrected in their behaviour. It's seen as
22 correctible. It's that lower level - and maybe it's just a
23 slang term but they call it canteen culture. It's just
24 that general chat at station level, in meal rooms or - and
25 some of the conversation that can go on, whilst the people
26 having it mightn't think they're doing the wrong thing,
27 somebody who might be multicultural background or First
28 Nations heritage could be deeply offended by it.

29

30 Q. So what are the sorts of things that could - what are
31 the examples of the types of attitudes that might be
32 expressed in that canteen culture?

33 A. If I can just sort of say it in the terms that --

34

35 Q. Of course.

36 A. -- possibly could be used and not try be politically
37 correct, it might make it a bit easier for me to explain,
38 if that's okay? So if a number of members are talking
39 about, you know, "the blacks down at Smith Street have been
40 playing up again", now, on the surface they mightn't think
41 what they're saying is anything overly bad or otherwise;
42 it's just general, as they call it, canteen culture. Now,
43 if you're a First Nations person and you hear that, you'd
44 be deeply offended by that. You'll see instances
45 where - and the odd allegation is made where somebody might
46 be racially profiled or something like that. Well, if
47 you're a First Nations member you're going to question why

1 at 2 o'clock in the morning a group of either African,
2 Aboriginal or whatever, dark-skinned, kids will be stopped
3 and promptly spoken to, yet a group of white kids aren't
4 spoken to, Caucasian kids aren't spoken to. So those
5 little things - the officer doing the work might think
6 they're using really good due diligence and speaking to
7 somebody who could be out for no good, but the reality is
8 there could be some unconscious biases. I'm not saying
9 getting in the way of good police work. Good police work
10 is good police work, but unconscious biases need to be
11 identified.

12
13 Q. And that does exist currently in the QPS?

14 A. It can be in pockets, yes, it can. There are other
15 areas - we did a survey, it must have been 18 months ago,
16 on First Nations issues, and there was about - I think it
17 was about 12 or 1,400 persons who did the survey, and it
18 gave us some really good baseline on where we were sitting
19 in our cultural capability. So there was a number of
20 police that identified that they actually didn't have a
21 good knowledge or an acceptable knowledge of historical
22 issues between our First Nations communities, and then
23 there was a number of people who also didn't have a good
24 knowledge of the contemporary issues, and you'll see it
25 quite often where you'll hear the terminology like "we
26 should all be treated equal". Well, that's not entirely
27 the right way to deal with the situation, obviously.

28
29 Q. So can you explain that a little bit further in terms
30 of why it's not appropriate to treat everyone equally?

31 A. It's a corny analogy, I suppose, but the three kids at
32 a cricket game, they'd all got a seat to see a cricket
33 game. The fence is four foot high - don't know what that
34 is in whatever - metre - metre high. One child is in a
35 wheelchair, one child is tall and one child is short. The
36 reality is, even though they're all got their front-row
37 seat, probably only one of the children will be able to see
38 over. So cultural capability came out of - I think it was
39 the Maori nurses in 1980s, they identified where - so all
40 mums coming in, yes, they're all treated equal and treated
41 fair, but some people might have a background that will
42 always put them at a disadvantaged state, whether it is a
43 language barrier, a cultural barrier and so on. So that's
44 when I talk about cultural capability and cultural safety
45 so that they feel that they are getting the same - the
46 person is getting the same opportunities at promotion, at
47 mentoring, at anything.

1
2 Q. And I think you've talked - before when you were
3 giving evidence you said that there are historical issues
4 but there are also current issues. Can you explain what
5 the differences are?

6 A. When I was in the south-west I used to like talking to
7 the constables out there because they would quite
8 often - and south-west has a number of - or Cherbourg is
9 the only discrete community, but then a number of higher
10 population Aboriginal communities, like Cunnamulla,
11 St George, Charleville and so on, all hover around that 20
12 to 25 per cent First Nations.

13
14 Q. Mr Operator, we might put up the map of Queensland, if
15 that's available now. That's [COI.020.0001] Sorry to
16 interrupt, Superintendent. That might be useful when
17 you're discussing.

18 A. I might have to grab my wife's glasses to see this,
19 I'm sorry. It's blurry. It's not just my eyes; it's
20 blurry.

21
22 COMMISSIONER: Yes. Just see if we can get it enlarged a
23 bit. Is that better?

24 A. If we go just a little bit --

25
26 MS CAPPELLANO: A little bit west?

27 A. Yes, the dark area there is the south-west. So
28 Maranoa, Balonne, those areas there are the start of the
29 area that I had out in the south-west. So if you go right
30 out towards the - yes, that - so Murweh is Charleville,
31 Paroo is Cunnamulla. Then we've got Quilpie, and that goes
32 out to Thargomindah and so on. Maranoa is Roma area.
33 They're the main towns in those areas. So most of those
34 populations there - I think Roma, from memory, was about
35 19.5 per cent First Nations but still had our largest
36 First Nations population of people because it was the
37 largest town at about - I can't remember how close to 9,000
38 people. Some of the other towns out there further --

39
40 COMMISSIONER: Sorry, Superintendent, did you have all
41 that dark green area?

42 A. Yes. Yes, but the cutoff for me was - where it says
43 Western Downs and Goondiwindi, they were part of
44 Darling Downs' area.

45
46 COMMISSIONER: Okay.

47 A. Also I had - which is no longer - this is the current

1 map, but when I was there I had Blackall, Longreach, and
2 I think I did Barcoo as well. So, yes, the Barcoo as well.
3 So it was 34 per cent of Queensland. But, as I'd say to
4 the young constables out there when they would sort of
5 question us why - "Why do the kids not like us," "Why are
6 they throwing rocks at the car," or "Why do they swear at
7 us," or whatever else, and you'd just take the time to
8 explain about that intergenerational trauma. So it's not
9 necessarily the kids - like, if you grabbed the kids and
10 you said, "Why are you doing that," they won't know. They
11 just do it. But if you talk to some of the Elders there,
12 like Herbie Wharton and so on, he remembers - he's 84 or 86
13 now, but Herbie was a young boy when he used to see the
14 cattle trucks come in with the Aboriginal kids being taken
15 away. So that trauma is still there by living people.
16 It's not that ancient in history, and it's still passed on
17 through the families. So sometimes that - maybe "hatred"
18 is too strong a word, but it's just engrained. It's the
19 same - I suppose it's an unconscious bias, isn't it,
20 really.

21

22 So the police could go out there wanting to do the
23 best thing by the town and work, to be suddenly
24 realising - so we've got to enable our staff to be able to
25 deal with those issues and to work through that and learn
26 about liaison, and that's where our PLOs and so on come in.

27

28 MS CAPPELLANO: So did the young officers that you were
29 speaking to in the south-west understand why the kids in
30 that community might have been hostile towards them before
31 that conversation that you've had with them?

32 A. When I was out there, and that was - I'm trying to
33 think when I left there, 2016 I think I left, certainly not
34 all. Some who had been around or worked in the area or
35 others who had, for argument's sake, First Nations
36 backgrounds themselves or lived in country towns and so on
37 would. They'd have just a layperson's knowledge about it.
38 So that's part of what we do as a unit. Our job is also
39 about building up that capability in the organisation, so
40 it's piece by piece.

41

42 Q. So is that intergenerational trauma both an historical
43 and current issue that creates a conflict?

44 A. Can do, yes, and also can be our - and this is purely
45 my opinion on it. Quite often it's our not understanding a
46 lot of cultural things that are going on in the background.
47 There can be conflict in a community, and we can

1 inadvertently add to that by sometimes talking to the wrong
2 person where there's a conflict going on, and those seen
3 as - you know, whether it is jealousy or whatever in a
4 community, and we can actually add to it quite
5 accidentally. So you have to understand it. I mean,
6 First Nations politics is incredible, the layers to it. So
7 it would take a lifetime just trying to understand it. But
8 that's where our job is, is trying help as much as possible
9 to at least get a grounding on it.

10
11 Q. You were talking about unconscious bias in a general
12 sense. Do you see that unconscious bias occur more
13 specifically in the domestic and family violence space, and
14 I guess if I could be more --

15 A. I think it does. I think it would have to. I think
16 if anyone said it wasn't there and categorically didn't
17 happen, I think it would always be there, and depending on
18 your own upbringing, what was happening in your household.
19 You don't know what's going on in people's lives, and
20 suddenly where a police officer or - and then a victim
21 comes forward, the way that they deal with that situation
22 from the very outset, you know, you could be putting up a
23 wall there and not even know you're doing it.

24
25 Q. In terms of an unconscious bias or systemic racism
26 that the Commission has heard about occurring particularly
27 in the domestic and family violence space, is Aboriginal
28 women being misidentified as perpetrators because of how
29 they might present to the police?

30 A. Women being seen as violent perpetrators?

31
32 Q. In circumstances where they may in fact be the person
33 most in need of protection, sort of surrounding what a
34 perfect victim looks like. So if an Aboriginal woman was
35 seen to be aggressive towards police, the way in which she
36 presented, if she was angry, that that leads to situations
37 where she is then not seen as a person most in need of
38 protection and misidentified as a perpetrator; is that a
39 dynamic which you're aware of or that you see? Is that an
40 example of the unconscious bias that you've been talking
41 about?

42 A. I'm aware of an incident only in the last I'd have to
43 say six to 12 months where we did have an Aboriginal woman
44 come to a police station in the Brisbane area and she
45 was - she unfortunately has alcohol and drug addiction
46 issues - in the way that she presented, was turned away.
47 It was not to do with the violence happening right there.

1 The partner was in North Queensland. She was in Brisbane.
2 So there was that separation. But the way that she was
3 acting, she was turned away because it was seen that she
4 was just being argumentative and so on.
5

6 Her mother reached out to me, spoke to the OIC of the
7 station and the DVLO, domestic violence liaison officer,
8 who happens to be a First Nations woman herself, and got
9 back into the situation and supported her, which was
10 clearly breaches of DV issues. I can't say it doesn't go
11 on, and it certainly happened in my area. The extent of
12 it, I couldn't - I really couldn't comment. I don't --
13

14 Q. And you're not currently operational; you're dealing
15 with the more strategic level --

16 A. That's correct. I can certainly say at that
17 operational level when I was in those roles, I mean, the
18 standard you walk past is the standard you accept.
19 I'd never accept a standard like that, and I know the vast
20 majority of police would be like that. So where something
21 does go wrong it's either a complete miscommunication or a
22 person who's not skilled enough to be doing the job they're
23 doing, or it could be some of those unconscious or a
24 conscious bias even. And, again, they just have to be
25 taken case by case, how we deal with that.
26

27 Q. And in that example that you gave you were able to
28 intervene through a number of different channels there?

29 A. Yes.
30

31 Q. But that was because that particular person -
32 relative knew you and had that connection with you; is that
33 the case?

34 A. That's correct.
35

36 Q. In terms of the intergenerational trauma that you have
37 talked about, and I think at paragraph 61 of the statement
38 you say that the greatest challenge for police - and I may
39 be paraphrasing here, but that the greatest challenge for
40 police when interacting with First Nations people is
41 overcoming that intergenerational trauma and distrust with
42 the police and the broader government. Specifically how
43 does that present? Does it present in a reluctance to
44 report?

45 A. I could probably give a good example. So I know a
46 lady who was - a young lady who was assaulted quite
47 violently by her partner, de facto partner. She's

1 First Nations. He's not. He's European. Her mother is
2 First Nations but separated from her First Nations father.
3 The father reached out to me, "I need to know what to do."
4 He wanted to deal with it at a cultural level because - for
5 two things: one, he wasn't sure what the police could do;
6 secondly, his ex-wife was telling her not to trust the
7 police and don't speak to the police. So it was that messy
8 sort of situation like that. So through that I reached out
9 to one of our PLOs - should I say her name or?

10

11 Q. You don't have to.

12 A. Okay. So I reached out to Jacqui Carter, who is an
13 experienced First Nations woman PLO. Jacqui then reached
14 into the woman and her mother, and was able to talk them
15 around to actually approaching the police, which was out of
16 a very violent domestic situation. So culturally it was
17 working against the police trying to intervene, that
18 intergenerational trauma. Now, her mother was quite a
19 well-respected woman but just simply not trusting police,
20 and that would be that build-on from generation after
21 generation of issues.

22

23 Q. How does that then affect the police officers'
24 attitudes towards responding to First Nations people?

25 A. That's part of our role, is to make sure that police
26 officers are more sensitive to what's going - to understand
27 there are those - could be those trust issues that sit in
28 the background, and this is not - even when - and I can say
29 this from my own son when he was in the police. Even when
30 a DV is happening and the male is removed - the male was
31 the aggressor, the respondent - was removed from the
32 situation, the aggrieved was fighting with the police all
33 the way to the car. My son, and knowing enough obviously
34 with his own background and my background, knew enough to
35 speak to her later on. But he also understood that the
36 reason why she was doing that was that, if he got out and
37 if he came back into the house, she didn't want to be seen
38 to be siding with the police.

39

40 So these are complex layers. If you're an operational
41 cop not exposed and not having an understanding of it,
42 you're dealing with what's in front of you, and, you know,
43 there's a lot of risk issues and so on, that would be quite
44 an easy situation for her to be in the watchhouse - be in a
45 watchhouse van and getting taken to the watchhouse herself,
46 when what she's trying to do is save face in front of her
47 partner who is being taken away, the father of her

1 children. I would suggest no matter what paper we put on
2 people at some stage they would probably - back together,
3 you know, as these issues get quite complex.
4

5 Q. And I know that - I'm going to ask you to explain some
6 of the training packages that are currently being designed
7 about these continuing dynamics of colonialisation
8 intergenerational trauma. But, prior to that being rolled
9 out, is that a gap in the current cultural capability? Is
10 that something that has been taught to police as we sit
11 here now?

12 A. We did years ago, and then just how tight the
13 curriculum got and so much in there it has been a gap in
14 the last - and I couldn't even give you the number of
15 years. It has been a gap that has been identified and is
16 not being rectified.
17

18 Q. Superintendent, I'm not asking you to give a precise
19 amount of time, but are you talking five years, two years,
20 10 years?

21 A. I would say it's been over the last five-plus years
22 that we've had - we've not had that cultural training at
23 the academy, to my knowledge. Someone who will give
24 evidence later on today will have a better understanding of
25 the - of what actually is trained and how it's done.
26

27 Q. In terms of the cultural capability that occurs - so,
28 as I understand it, currently the academy - there is a gap
29 there, there is not cultural capability training properly
30 explaining these issues of intergenerational trauma --

31 A. Yes.
32

33 Q. And those associated issues. Now, that's at the
34 academy level. If we're talking about police who are out
35 of the academy, so continuing education in this space, is
36 the only mandatory cultural capability training at the
37 moment the SBS inclusion programs?

38 A. I think there's a couple of other ones, online
39 learning products --
40

41 Q. And this is mandatory or optional?

42 A. SBS is mandatory, and I believe most of the other ones
43 are mandatory as well. But, again, I think
44 Jacqui Honeywood might be able to clarify that. But you've
45 got to also remember too that that's why we have PLOs as
46 well and cross-cultural liaison officers and police liaison
47 officers and Torres Strait Islander police liaison

1 officers, is that on-the-job training as well and
2 understanding as it goes. You can't - no matter what
3 training we do, we can't cover all scenarios. So there's
4 also a role for people at station level, including the
5 OICs, as I said, the PLOs and the CCLOs.
6

7 Q. If we're talking about that mandatory SBS inclusion
8 packages, that's something, as I understand it, that has
9 been only recently introduced over the last 12 or
10 18 months?

11 A. Twelve months, I'd say, yes.
12

13 Q. And that was at the recommendation of the
14 First Nations and Multicultural Affairs Unit?

15 A. That's correct. We wanted to do our own, but we
16 just - the time it would have taken us to build a package
17 like that, and SBS has a pretty good package, so it was
18 ready made.
19

20 Q. And it's an online learning product that goes for
21 about an hour; is that how long it goes for?

22 A. I think so, around that, yes.
23

24 Q. And that's about general cultural awareness rather
25 than sort of specific policing issues or --

26 A. Yes, general awareness, yes.
27

28 Q. Now, would it be fair to say that also another
29 identified current gap in the cultural capability of
30 police - of the QPS as an organisation is when people are
31 posted to remote locations or locations where there's
32 either a discrete Aboriginal and Torres Strait Islander
33 community or a place where there is a high population of
34 First Nations people - that there is a gap in the - or
35 there can be a gap in terms of what sort of training people
36 are getting in those situations?

37 A. That's correct, more at the lower levels than I'd
38 suggest the higher levels, because the higher levels you're
39 going generally for a job interview and that
40 would - I can't say all the time, but the majority of the
41 time, overwhelming majority of the time, it would be part
42 of the questioning and part of what you're looking at with
43 that applicant.
44

45 Q. And in terms of the lower or the higher levels, an OIC
46 as opposed to a --

47 A. Lower levels, so constable, senior constable generally

1 would be a transfer. You wouldn't probably actually be
2 applying for the job and having an interview like you would
3 at a sergeant or a senior sergeant, officer in charge
4 level.

5
6 Q. And currently there's not a mandatory induction
7 process if people are posted to a remote community or a
8 community in regional Queensland where there's a high
9 First Nations population; is that correct?

10 A. It's been largely up to the district and station level
11 to provide whatever training they can for their members.

12
13 Q. How does the turnover of staff or having relieving
14 officers in temporary roles affect cultural capability
15 particularly in remote and regional areas?

16 A. It is an issue and it's a complaint I've had from a
17 number of Elders over the years, those gaps - I mean, it's
18 got to be a fair process too where people can all apply and
19 so on. We're bound by that. But quite often where you
20 will have, say, a sergeant relieving as a senior sergeant,
21 it's not so bad a transition because if they stay and they
22 get promoted, well, then it gives it that stability. It's
23 where a person leaves for a considerable period of time, it
24 can be a lengthy period of time, well over six months
25 sometimes, before that position is filled. You'll get
26 relievers in there, and relievers are really just holding
27 the fort. So they don't get the time to build those
28 relationships.

29
30 The other thing too is that a lot of those discrete
31 communities - there's 15 discrete communities and the two
32 Torres Straits shires, but those - a lot of those discrete
33 communities, if not all of them, are two-year tenures.
34 I would have to check that for sure. So after two years
35 the officer can leave. So that's pretty short turnaround,
36 I would suggest. By two years you're just starting to get
37 to know your town and who the Elders are and who are the
38 leaders and so on.

39
40 Q. Although operationally this might be complex, would it
41 be of assistance if there was some sort of crossover
42 before - particularly at that higher level of the station,
43 OIC level for example, from having an OIC come in before
44 the previous OIC left to be able to start those
45 introductions, to establish relationships?

46 A. I think there would be an absolute benefit. I know it
47 would be quite expensive because of the travel allowances

1 in these discrete communities is extremely high. It's not
2 a cost to be laughed at. It's quite significant. But, to
3 answer your question, it would be very handy.
4

5 Q. And why is that? Why is it so useful?

6 A. That handover knowledge - you know, a Hope Vale Elder
7 said to me, "Kerry, it takes us 18 months to get to know
8 our police," and she said, "We come and have a burger with
9 them on a Friday" - and this is different, First Nations,
10 like, health and housing and so on, and the leaders of the
11 community - "We have a burger, we have a can of coke, and
12 then they leave us, and then we've got a new person there,"
13 and then you get that awkward almost like a first date
14 trying to approach one another. So it just - you know,
15 it's a barrier; where, if the officer was there and there
16 was a handover and an introduction, it just makes it so
17 much smoother.
18

19 Q. Are there any other specific barriers that you can
20 identify in the current structure of the QPS that limit its
21 capacity to develop and drive cultural capability?

22 A. In my unit, in my First Nations --
23

24 Q. No, not in the First Nations unit, just generally
25 speaking in the QPS as an organisation?

26 A. Look, a barrier is - and when you look at our
27 vacancies, and it's in my statement, a barrier is getting
28 suitable applicants in those PLO positions. PLOs are, for
29 want of a better term, worth their weight in gold. So
30 we're working where we can with OICs in the districts to,
31 if you like, skill people up in, like, the TAFE colleges
32 and so on to try and help with that process. That being
33 filled, like, when you look at the Torres Straits, there's
34 a significant number of vacancies we're carrying up there,
35 which then makes it difficult for me with the new
36 allocation from government to work out where to put people
37 because if we fill the spots, if we had them full, would we
38 really need to have more people there? So throwing
39 vacancies at something doesn't help. I need staff working
40 in those areas.
41

42 Q. I think you said that in the Torres Strait there's
43 about 17 vacancies --

44 A. That's correct.
45

46 Q. Of the 38?

47 A. I think it's 38. Don't hang me, but I think it's 38

1 positions, Torres Strait Island positions, and there's
2 about - yes, that sounds about right, what you just said
3 then, number of vacancies.
4

5 COMMISSIONER: So if there's 17 vacancies is anyone
6 relieving in those or are they just vacant?

7 A. No. So they're PLO positions. So a person can't
8 relieve as a PLO. They have to be --
9

10 COMMISSIONER: A PLO?

11 A. Yes, a PLO, yes. The mainland spots, it's a bit
12 cloudy because there's identified First Nations positions
13 out of 181, I think there might be, and then there's the
14 multicultural positions. But I have found also
15 that - I say this the right way - PLOs that are
16 multicultural background, like Indian, like African and so
17 on, are generally very good in our First Nations space as
18 in, if you think about it, they're First Nations people
19 from their own country, they're part of that colonisation
20 process that happened throughout the whole world, so they
21 actually do understand and are able to talk to
22 non-First Nations and non-multicultural officers and
23 explain some of the challenges. So it's not a direct
24 substitute but it certainly is not a disadvantage having
25 multicultural PLOs in those spots.
26

27 COMMISSIONER: I suppose they have dealt with racism too?

28 A. That's correct.
29

30 COMMISSIONER: Superintendent, just on the PLOs can I just
31 ask, the PLOs -- you said we need more PLOs. Why not more
32 police that are First Nations?

33 A. What's that, sorry?
34

35 COMMISSIONER: Are PLOs preferable to First Nations
36 police, or you just want both?

37 A. No. No, no, two different roles, I think, and even
38 the protective service officers, that's another dynamic
39 that's coming into play now, and I'm really excited about
40 what's happening in Palm Island with that. I don't know if
41 somebody is talking at the inquiry with regards to --
42

43 COMMISSIONER: No. Can you explain that, actually?
44 I know you've told us about it in discussions, but --

45 A. So that's that sort of middle ground, and in the
46 Torres Straits we're seeing a bit of that at the moment
47 where the old - they were called QATSIP, was - they were -

1 had limited powers as a PLO, if you like, in the Torres
2 Straits. It was a project that went for a while, being
3 revisited, but the protective services officers group
4 probably provides that middle ground. So, no, they're very
5 different things. If you like, PLOs, their main role is
6 that cultural bridge and educating us, our mainstream
7 police, on what are issues. Knowing that when there's
8 issues going on in a community because of not just the
9 government but obviously their local connections and so on,
10 knowing there's issues, to try to address them early in the
11 police before it becomes a big issue. Sworn police is a
12 little bit different. That's the response mode. Still
13 good, still very handy because they have an understanding
14 when they're attending domestics for First Nations people,
15 or any persons for that matter, and it certainly adds a lot
16 more depth to our ability to deal with things.

17

18 MS CAPPELLANO: And are police liaison officers generally
19 from the community in which they're stationed --

20 A. Not always.

21

22 Q. Or do they travel to different communities as well?

23 A. Not always, and our - the dynamics in a lot of our
24 First Nations communities now with that removal and
25 displacement of persons - now, places like Palm and
26 Cherbourg and a number of places have 30, 40, 50, 60
27 different groups, if you like, in the one town. So it's
28 quite blended now, a lot of our communities like that. So,
29 no, quite often not; quite often they can be. You tend to
30 see the more distant, remote places they are; the more
31 closer, like your Rockhamptons, Townsville, Cairns and so
32 on, quite often they'll be a First Nations person from
33 perhaps a different background.

34

35 Q. And you've talked about cross-cultural liaison
36 officers, police liaison officers and also the protective
37 services officers. Can I just make sure that I understand
38 the differences between those three roles. In terms of
39 cross-cultural liaison officers, are they - they're sworn
40 police officers?

41 A. Correct.

42

43 Q. And their role is to establish and liaise between
44 First Nations or multicultural people in the community and
45 enable things to operate on a policy point of view, are
46 they more strategic?

47 A. Could be a lot of stuff. It can be the coordination

1 of the PLOs, police liaison officers, to go to events,
2 patrol areas and so on, the day-to-day PLO duties. Can
3 also be meeting with community groups. Can also be
4 significant events in calendars and stuff like that,
5 organising the events and so on, "Working with my people".
6 We probably hold the biggest ones, which is - you know, in
7 some of the multi-faith type dinners and the Cairns mayors
8 summit and so on. We'll handle those bigger events like
9 that - Iftar dinner and so on. But the districts very much
10 look after their own little - their smaller events, if you
11 like.

12
13 Q. So it's more events, activities --

14 A. That's correct.

15
16 Q. That sort of liaising rather than day-to-day
17 operations?

18 A. Yes.

19
20 Q. Now, do I understand correctly that to be a
21 cross-cultural liaison officer you have to be at the rank
22 of sergeant or above?

23 A. Generally, yes.

24
25 Q. But that they're not people in identified positions?

26 A. No, no, they're not. No, I --

27
28 Q. Are there specific First Nations cross-cultural
29 liaison officers, or is it a cross-cultural liaison officer
30 deals with First Nations/multicultural communities?

31 A. That's correct, our multicultural communities
32 throughout the whole of Queensland. It's just probably
33 more Brisbane - or South East Queensland centric, but -
34 like, here has a healthy African population and so on. So,
35 you know, it's throughout the state.

36
37 Q. And cross-cultural liaison officers don't have to
38 complete any specific cultural training to hold that
39 position, do they?

40 A. They wouldn't have a specific training package they'd
41 have to do, but it would be part of their process to get
42 that job. They'd have to show how they are skilled or have
43 an ability and an understanding to work in those fields.

44
45 Q. In terms of that particular role, that particular
46 sergeant who is a cross-cultural liaison officer, say, in
47 Cairns, is that their only role, or do they have other

1 duties and they perform that role on top of the duties?
2 A. Hopefully I'm not going to be wrong here. I think
3 that's their only role, because they're coordinating quite
4 a large number of resources, yes.

5
6 Q. Then in terms of police liaison officers - first, can
7 I ask about the protective services officers. Do
8 I understand correctly that that's a specific trial that's
9 occurred in Palm Island and it's been in other places as
10 well?

11 A. Protective services officers have been around for a
12 long time. You would have seen them - the white shirts out
13 the front of government buildings, transferred across to
14 the Queensland police. What's the change that's happened
15 in recent times is - and they took work that we did with
16 our PLO positions where we actually asked for identified
17 positions, so First Nations people to actually get PLO
18 spots. If you want me to explain that, I can.

19
20 So with protective services officers the difference
21 there is that in some of the remote communities, say, for
22 Palm Island, traditionally it was fly-in, fly-out
23 government security. So the project was about giving local
24 people jobs, which changes careers, changes lives and, you
25 know, makes a lot better communities. So trialled that,
26 had a number of applicants, put on six persons out of that,
27 been a success, and I think there's more being filled and
28 it's being rolled out to the rest of Queensland. So they
29 are identified positions, First Nations people from their
30 community helping protect their community.

31
32 Q. And so that's, for example, downstairs at court?

33 A. Yes, that's correct.

34
35 Q. The people who are at the entry of court are
36 protective services officers, but there's a trial in
37 Palm Island that those are identified positions and they
38 are people from the community filling that role?

39 A. And there will be identified positions - and I can't
40 say in all of our discrete communities because a number of
41 those communities don't have government infrastructure
42 there. But certainly the places like the Torres Strait and
43 so on, where there is a significant number of government
44 infrastructure and they have got protective service
45 officers there, those communities where - they have been
46 given their exemption, I believe, for identified positions.

47

1 Q. I understand that from the community point of view
2 you've had very positive feedback about having
3 First Nations people or community members in that
4 protective services officer role. Is that the case?

5 A. It's been outstanding, and the crime figures speak for
6 it. It's --

7
8 Q. Can you articulate that a bit further and why that's
9 been so - why there is such positive feedback, why it's
10 considered to be a success?

11 A. Probably - when you look at a police function, if
12 uniformed police respond to something, that's the start of
13 conflict space. We're up there talking to him, whatever
14 might happen, if they're arrested and so on, you know,
15 police doing their function, you know, protect society,
16 victims and so on. If you look at protective services
17 officers, they are more chasing them away, you know, "Go
18 home or I'll tell Aunty," or that sort of thing. So it's
19 de-conflicting from the start. The kids are getting away
20 from where they shouldn't be. So you're seeing things like
21 wilful damage and that sort of stuff in those communities
22 has absolutely dropped right down. I mean, in some of them
23 it's just non-existent now, which speaks for itself. It's
24 an outstanding success.

25
26 COMMISSIONER: So that's just basically --

27 A. Sorry, I beg your pardon?

28
29 COMMISSIONER: The protective services officers
30 interfering before things happen, basically?

31 A. Yes.

32
33 COMMISSIONER: And what powers do they have?

34 A. What, sorry?

35
36 COMMISSIONER: What powers do the protective services --

37 A. They have limited powers of detention. They do
38 carry - you know, like, I think they have got handcuffs and
39 baton for protection. So they can detain a person found
40 offending and they can hand them over to state authorities.
41 The same as the transport police, very similar sort of
42 powers to that. But the reality is that's rarely called
43 upon because they're not going down that path. You know,
44 if the child identifies the adult in the police uniform,
45 the state protective services officer uniform, they know
46 who they are, and when they're telling - rousing at them to
47 get home, they're getting home, you know, they know they're

1 going to get told on.

2

3 MS CAPPELLANO: And just if we're talking about the
4 powers, so the protective services officers do have
5 additional powers and --

6 A. Very limited powers, but - and I would have to confirm
7 it. I believe they have the power to detain and, you know,
8 to stop, ask names, that sort of stuff, direct people to
9 move off property, because someone could be trespassing,
10 and that sort of thing.

11

12 Q. What sort of training did the protective services
13 officers as part of this pilot have?

14 A. They go through the academy, like any other police
15 officer. Their course is separate. It's more about
16 learning what their powers are, learning what their roles
17 and responsibilities are and so on. So they do - it's a
18 much shorter course, but you'll see quite often those
19 particular services officers will either have applied or
20 later on applied to join mainstream policing. So we
21 actually - mainstream policing poaches quite a few out of
22 that area.

23

24 Q. Are they similar to the powers that you were talking
25 about, the QATSIP officers, which, as I understand, is
26 Queensland Aboriginal and Torres Strait Islander --

27 A. I would have to go and have a look at what QATSIP's
28 specific powers were, but they wouldn't be far off each
29 other.

30

31 Q. Can you just explain what QATSIP officers are? That
32 was just in the Torres Strait?

33 A. Yes. So it was in the Torres Strait, and what it was
34 basically - because remember the history of this is a lot
35 of our councils had their own compliance officers, if you
36 like. That merged into what the PLO program is and what
37 TSIPLO is. A couple of years ago they trialled limited
38 powers back to see whether they could assist. It's
39 difficult because if you - you either want them to do a
40 cultural liaison function or you want them to do an
41 enforcement policing function, and they are at odds with
42 each other, or can be at odds with each other. So that's
43 why I think, regardless of how successful the PSO,
44 protective services officer, program is and regardless how
45 mainstream policing is, that middle ground, that PLO, is
46 still a necessity. Not every PLO - some of our PLOs can be
47 at a stage in their life where they don't want to be in

1 that conflict space and fighting, and I'd suggest probably
2 don't need to because they're incredible communicators and
3 bring much more to the table in that regard as opposed to
4 being a force multiplier for mainstream policing.

5
6 Q. So is it really the case that that's a separate - the
7 PSO sort of role is separate to --

8 A. Separate.

9
10 Q. And both are necessary to a PLO role. Can I just ask
11 you a bit more about in the Torres Strait. Is it the case
12 that the Torres Strait Islander police liaison officers
13 have a different role to police liaison officers on the
14 mainland in that they have to perform more functions? They
15 might be on an island without any police officers and their
16 role is different to a PLO on the mainland?

17 A. So their job descriptions are the same, but the
18 reality of where they're working - it's the same as a PLO
19 working in a discrete community is probably very closely to
20 what a PLO - a Torres Strait - a TSIPSO is doing in the
21 Torres Straits as opposed to somewhere in our major
22 centres. They are - you know, whilst they have all got the
23 same position description, the roles that they do from day
24 to day - so on the islands - there's eight main islands,
25 and four of those haven't got sworn police presence, but
26 there is Torres Strait Islander police liaison presence
27 there. So they're seen as the Queensland government's law
28 and order in that island.

29
30 Q. And TSIPSO is - is that a, I guess, correct
31 abbreviation for Torres Strait Islander police liaison
32 officers --

33 A. Yes.

34
35 Q. Or the common term. Is it the case that people who
36 are currently in that TSIPSO role don't have any additional
37 powers; their powers are the same as a PLO in Cairns or
38 Brisbane?

39 A. That's correct. That's correct.

40
41 Q. Is it also the case that previously they were QATSIP
42 officers, where there were the limited powers?

43 A. Limited powers, yes.

44
45 Q. Is there any reason, other than the requirement for
46 training and resourcing, that TSIPSOs couldn't have those
47 limited powers that, say, the protective services officers

1 have?

2 A. On the surface, no, I couldn't think of anything
3 further other than the additional training and the impact
4 on that. But it's not just TSIPSOs. It's probably the
5 discrete communities as well, you know, in our northern
6 communities in particular would all benefit out of that,
7 because quite often there's one police officer and one PLO
8 or one police officer and one TSIPSO attending jobs and
9 attending things.

10

11 Q. So, for example, in a place like Marpoon -
12 Mr Operator, could we please have the map of Queensland up
13 again - is it the case that there's not actually a police
14 station?

15 A. Marpoon?

16

17 Q. I just I guess picked that as an example, but in some
18 places in the north would it be that there's not a --

19 A. Marpoon mightn't have a police officer there, but it
20 might have a - yes, it might have a - Marpoon might be one
21 of those, yes.

22

23 Q. So, if there was a domestic violence incident in
24 Marpoon or on Badu Island, it's a TSIPSO dealing with that?

25 A. They shouldn't be dealing with it because - just
26 safety aspects of it. I mean, what - they're still leaders
27 in their own communities as well, so no doubt there would
28 be involvement. But I know in the Torres Straits they have
29 a system in place where they - I can't remember it is a
30 helicopter or a light plane to get police as quickly as
31 possible to wherever the incident is happening. But they
32 themselves shouldn't be involved in a violent domestic, and
33 they should be able to at least let us know beforehand if
34 things are starting to brew as well.

35

36 Q. And I understand that you're not in charge of sort of
37 the operations of the Torres Strait, but, just to
38 understand I guess the powers that different people have,
39 if there was on Badu Island a domestic violence incident
40 and there's a call that a person is in danger, what is a
41 TSIPSO supposed to do in that situation?

42 A. What they can do is call for help.

43

44 Q. And what is the victim in that situation supposed to
45 do?

46 A. Yes. Like I say, to answer your question, though, as
47 far as the TSIPSO goes, they are not trained or skilled or

1 have the accoutrement to deal with those sorts of
2 situations.

3
4 Q. Should they be? Would that improve safety of --

5 A. I think it's a case by case. I don't think it's for
6 everyone because, like I say, a number of our - and I'd
7 have to - you would be starting to get down to specifics
8 here, but some of our PLOs and TSIPSOs, I'd suggest it's
9 that sort of - it could be rough and tumble in the policing
10 world like that, it's probably outside of their skill sets.
11 Maybe not 30 years ago, but certainly now, you know, there
12 would be real concerns about their ability to deal and cope
13 with the situation, and also dealing with - when I talk
14 about more traditional cultural sense, dealing with the
15 fallout of the situation. You've now intervened in a
16 situation where - well, quite possibly two different family
17 groups - you've intervened in that, and you're living on
18 that island, you're living with those people. Are you
19 going to then have to deal with the fallout of that, the
20 knock-on effect and so on, which is very real. So that's a
21 very complex question that you're asking.

22
23 Q. And we can hear some evidence from people from the
24 Torres Strait about those issues. But, in terms of the
25 First Nations and Multicultural Affairs Unit role with
26 cross-cultural liaison officers, police liaison officers,
27 Torres Strait Islander police liaison officers, is your
28 role to - your unit's role is to train, provide training
29 for those roles, not so much cross-cultural liaison
30 officers, but for the PLOs and the TSIPSOs?

31 A. PLOs - PCAP, police capability command, actually had
32 the training function. Teresa Tapsell - who works for me
33 because I poached her and brought her over into a research
34 role. Teresa that works for me still is the person who
35 provides the main bulk of that training and usually with a
36 sergeant from the academy as well.

37
38 Q. And that's for all PLOs in Queensland?

39 A. All PLOs in Queensland, yes. So that's that initial
40 training, that two weeks they do, usually at the academy.
41 They come into headquarters for a few days and so on.
42 I know this week they're up in Torres Straits as well. So
43 she does the bulk of all that training.

44
45 Q. In terms of where PLOs are allocated, is that at the
46 discretion of the region or the district?

47 A. Yes, regions or districts. So even allocations - a

1 good living example of that. We've asked for, if you like,
2 a business case for the 65 positions that were given to us
3 by government over the next - until 2025. So from that we
4 sought out - we helped prioritise where we need those,
5 because it's not - if we just remove the First Nations side
6 of it for a second, we have some emerging things like
7 Afghan refugees and so on. So we've got to be able to
8 place people suitably from that community in those areas
9 and so on.

10
11 Q. I think someone else can give us this evidence, but is
12 it the case that - I think, for example, in Doomadgee at
13 the moment there's no PLOs?

14 A. I don't believe there's a PLO in Doomadgee, yes.

15
16 Q. So there are some discrete communities where there
17 aren't currently?

18 A. That's correct. So - and it's also about safety too,
19 like, to make sure that - quite often where we put a PLO,
20 try and put two PLOs so they have got somebody there with
21 them for their own cultural safety, I suppose.

22
23 Q. So the Commission has heard about - I think the
24 terminology you used was the PLOs are worth their weight in
25 gold, and that's something that the Commission has heard
26 already. What are the barriers to getting more PLOs or
27 those positions filled?

28 A. Look, there's so many issues with that because we're a
29 competitor in a job market where health, education -
30 there's so many - I thought of it one day, then I thought,
31 no, wouldn't it be lovely if we just had government liaison
32 officers and they could service all of us. But even that's
33 too complex. And also what I find is when we do have
34 people that are good in that role, you know, the poaching
35 is unbelievable to try and grab them across to other - both
36 private mining sectors and so on, there's a lot of
37 competition in those places, because remember we're looking
38 for the right person with the right values and so on that
39 match with our organisation, and then putting them into
40 their role.

41
42 Q. And whose - is it the First Nations and Multicultural
43 Affairs Unit's job to be trying to recruit PLOs?

44 A. I have one person. That's Adrian Coolwell. So his
45 level is A05.

46
47 Q. Actually, we could put up the - Mr Operator, can we

1 put up I think it's attachment A to Superintendent
2 Johnson's statement. While that's occurring, that falls
3 within the gambit of the First Nations and Multicultural
4 Affairs Unit?

5 A. So if you're looking at the screen, second column, it
6 says "First Nations", second bottom is A05. That's
7 Adrian Coolwell.

8
9 Q. And he is a person trying to recruit, fill those
10 positions?

11 A. So he is my talent scout. So what he does, he looks
12 after the recruitment for sworn and quite often refers to
13 admin PSOs, there's quite a lot of different areas that
14 he's involved in, because you'll see when he's talking to
15 people he's very good at what he does. He'll identify the
16 best fit for that person in the organisation depending on
17 who they are and what their lifestyle --

18
19 Q. And is his role also for First Nation - recruiting
20 First Nations police officers?

21 A. So he used to belong to PCAP, and I took him across to
22 my area.

23
24 COMMISSIONER: Superintendent, what's the red writing as
25 opposed to the black writing on this chart? Is there some
26 significance to that?

27 A. The which one, sorry?

28
29 COMMISSIONER: You've got some names in red and some names
30 in black?

31 A. They would be relieving people.

32
33 COMMISSIONER: So who's relieving? The red?

34 A. Yes, they would be, because Teresa still belongs
35 to - yes, red would be people who are relieving in the
36 positions and black are people who are permanently attached
37 to the positions, and "vacant" is obviously vacant.

38
39 MS CAPPELLANO: So is there five permanent positions, or
40 non-relieving --

41 A. No. If you look at the 1000 number, so that means
42 that's a permanent position for my unit for that unit
43 there. 4000 numbers are temporary spots. So if you see
44 Mark Lingwood at the top there, that's my spot that I'm
45 assigned to, and this is where anomaly starts. So I sit
46 against a temporary position. Now, our spots should have
47 been made permanent but haven't been because we had a

1 divisional review, which we're still a couple of months
2 away from finishing because another area now is getting
3 reviewed as well.

4
5 Q. So this unit has been operational for around two
6 years, 18 months?

7 A. Eighteen months, I'd say.

8
9 Q. Since November 2020?

10 A. Yes.

11
12 Q. How did it come about? Was there an equivalent
13 beforehand?

14 A. Yes, there was. The - I've got to think of the name
15 of the forerunner. Is it cultural liaison unit or
16 something like that? The Commissioner identified a bit of
17 a gap in the way that business was being done out of that.
18 They became probably quite I suppose centred around events,
19 if you like, event driven, as opposed to being policy and,
20 you know, strategic driven and so on and that higher
21 tactical level of things. So she identified the need to
22 start this up. I got approached when I was at the academy
23 and got an offer I couldn't refuse. No, she asked me if
24 I would like to come across. So I took it.

25
26 Q. So the overarching purpose of the First Nations and
27 Multicultural Affairs Unit is to create - I think at 26 of
28 your statement you say "to create a culturally inclusive,
29 culturally responsive and culturally capable QPS". So how
30 do you go about trying to achieve that?

31 A. So many different levels. One of them is by even just
32 linking us in with that higher government level with the
33 closing the gaps and - what do you call it - Thriving
34 Communities, all those sorts of higher level government
35 things. I usually at my level either as acting ED or as
36 the superintendent of that area are involved in those
37 meetings, trying to influence the way the government reacts
38 and responds, all the way down to things like we've got a
39 cultural capability plan, but, you know, eventually that
40 will probably form into more First Nations specific ones
41 and more multicultural ones.

42
43 We also set up things like the reference groups and so
44 on. So Jacqui set up the multicultural reference group.
45 There was already a First Nations reference group when
46 I started - sorry, a First Nations network when I started.
47 So that's inside the organisation with policing. So help

1 that relationship, give them skills and so on, and also
2 redundancies so that they can carry on if things happen.
3 Also those community groups, you know, the reference groups
4 I was talking about before, the police ethnical advisory
5 group, which is now the multicultural advisory group, but
6 also the First Nations reference groups and so on, building
7 those all together.

8
9 Q. And you said before that - if we could just,
10 Mr Operator, have the structure up again, attachment A.
11 You were talking before about the unit still being
12 temporary. Does that mean that there - like, how many
13 positions are there? You said the one --

14 A. I think it's about 14 at the moment. I'd have to
15 count.

16
17 Q. There's 14 positions in the unit, and of those it's
18 only the ones with the 1 in front of them that are
19 permanent positions?

20 A. The 1000 ones are - yes, permanent spots are
21 allocated. The 4000s are temporary spots that are
22 allocated. But we were in the process of having those all
23 converted across to 1000s, but then of course the review
24 happened, so ...

25
26 Q. So does the temporary nature of the unit at this point
27 in time limit its effectiveness to an extent?

28 A. What it limits me mostly is all those red names. So
29 they're all people who are relieving in there because of
30 the goodwill of another area in the organisation to allow
31 them to continue to relieve there, and I must admit I don't
32 have too many fights trying to keep people as the service
33 understands what our role is and very much supports it.

34
35 Q. Do you have any sense of when the review would be
36 complete? Have you been --

37 A. Our review was actually completed, but then they
38 started reviewing safety and wellbeing, and I'm told that
39 that will be about two months. So not this area but
40 certainly other areas under my division are very closely
41 linked to safety and wellbeing.

42
43 Q. Has a lack of permanency of the unit currently led to
44 a higher turnover of staff?

45 A. Sorry, what was that?

46
47 Q. Has the fact that the unit isn't permanent at this

1 point in time or for any stage throughout its last
2 18 months - does that lead to a higher turnover of staff?
3 A. Yes, it - look, I mean, the reality is if it's
4 permanent then you can start building some real good future
5 plans and develop some of the staff into different roles
6 and then be quite - you tend to have to hunker down and
7 just do your job as to where it's sitting at the moment.

8
9 Q. Now, in terms of the responsibilities, you outlined
10 those in your statement. Can I ask you about - one of the
11 responsibilities that you talk about is the work that
12 you're doing with PCAP to develop the cultural awareness
13 education plan. Now, when did that work begin?

14 A. Look, there was talk of it when I was a commander
15 there. But the ability to do something about it because of
16 how time critical that curriculum is for people going
17 through that six months - six months seems a long time, but
18 that's very short in what you're cramming into somebody to
19 go from civilian life into policing life.

20
21 I'd say the most activity has been on certainly for
22 the better part of this year, you know, that sort of
23 working with them and trying to pull it together. We've
24 already had trials out there with the one group. I don't
25 know if you're aware of the Living Under the Act. I think
26 it came out of child safety years ago, and it's a really
27 good bit of footage, quite confronting, about the removal,
28 displacement, all the way through to genocide of persons
29 and so on. So we had one session out there where we put
30 students through it to sort of gauge - trying to work out
31 what that curriculum would look like. But that was one
32 part of it. Now, that was a few months ago, a fair few
33 months ago.

34
35 Q. Now, I understand from what you outline in your
36 statement that stage 1 of this broader education plan is
37 intended to incorporate two days of face-to-face cultural
38 awareness training within the recruit training program at
39 the academy?

40 A. That's correct.

41
42 Q. And that's still under development but expected to be
43 completed in the next eight weeks?

44 A. Yes.

45
46 Q. At paragraph 11 of your statement you outline the
47 proposed topics, including what is cultural diversity,

1 understanding First Nations culture, interacting with
2 people from CALD backgrounds, including trauma informed
3 practice, and the lived experience of CALD and
4 First Nations people. In terms of that lived experience,
5 is that intended to incorporate people from First Nations
6 backgrounds/people from a CALD background actually
7 attending in person at the academy and talking to recruits?
8 A. Yes, that's correct. Also utilising the people that
9 we have in our own organisation from those backgrounds that
10 can help out and help sort of colour in those grey areas.

11

12 Q. So you might have PLOs come to the academy?

13 A. PLOs, but also sworn police, even some of our PSOs.
14 I know on the multicultural reference group - sorry, the
15 multicultural network team, one of the guys there is a PSO
16 from - he may be an Indian background or something like
17 that.

18

19 Q. Would it also be critical to include people from
20 outside the QPS --

21 A. Yes, that's correct.

22

23 Q. For community leaders, for example?

24 A. Yes, build up a cadre of people who can come along,
25 because obviously people have things going on in their
26 lives, they can't always commit to an ongoing process like
27 that.

28

29 Q. Is it the case that at some point in the past that did
30 use to happen, people - community Elders did used to come
31 into the academy?

32 A. Yes, so coming through to - how do you mean, sorry?

33

34 Q. The academy training perhaps 10 years ago used to
35 include community Elders coming into the academy and
36 talking to recruits about cultural issues that they should
37 be aware of?

38 A. Yes, that would be correct, yes.

39

40 Q. When did that stop, or do you have any understanding
41 of why that stopped?

42 A. I think when that program's going to start
43 up - I think we only went through ELT probably about a
44 month ago to get to seek the approval to get the training
45 extended, because the training had to be extended
46 about - I can't remember now, it's four to six weeks or
47 something like that, and then things like this will go into

1 that. So I know the Commissioner is pretty keen on getting
2 it up and going.

3
4 Q. You say at paragraph 12 that, "While not the sole
5 focus, the training is proposed to include the impact and
6 prevalence of domestic and family violence within
7 First Nations and CALD communities, and cultural
8 considerations in relation to domestic and family
9 violence." What other types of cultural considerations are
10 intended to be included there?

11 A. Look, they have got to try and cover - the
12 multicultural side of house is so big, we have so many
13 different cultures here. So, yes, domestic and family
14 violence, even the way - and understanding people's -
15 especially on the African side of things. They could have
16 spent 10 years in a Kenyan camp on their transition through
17 to here. So, you know, we have issues where in some of our
18 countries child soldiers and so on that are now part of our
19 population. So an understanding of what is the make-up and
20 the, if you like, inhibitions and fears and so on from
21 those people who are dealing with them and why there may be
22 different reactions to police directions and so on.

23
24 Q. You talk about this two-day face-to-face training at
25 the academy being stage 1. What other stages are
26 anticipated? Have they been thought out in any sort of
27 broad way?

28 A. Yes, I'd like to see where we have packages in place
29 for any officers going to communities. Look, at the moment
30 there is a locality profile and so on and, you know, the
31 training in our different discrete centres and so on. But
32 I would like to see it as a more formalised systematic
33 approach to the training of it when they're go into that
34 area, that portion and, you know, a better process of it,
35 as opposed to just - because quite often what will happen
36 is some areas do something really well and then other areas
37 mightn't be doing it as well. So we need to standardise -
38 and the standard will be lifted high. It's not like we're
39 going to the bottom level. I'd like to see that
40 standardised throughout Queensland.

41
42 Q. And where it's reliant currently on - where it's not
43 standardised, I guess, is it therefore then reliant on
44 particular personalities? So there might be a grad OIC at
45 a particular station who's done this training package, but
46 if they leave and there's no relationship that could just
47 fall away? Is that what can happen now and does happen?

1 A. Yes, look, and I mean the other thing is that the
2 people who are in areas could be very good police officers
3 but just not understand those cultural issues that go in
4 the background. So that's what our job is, is to help
5 doing that. And the training package - I don't know if
6 you're played it all - for Woorabinda is a good example
7 of - that's a living document - that in time we can change
8 or whatever. But it's a good way - for somebody who's
9 going to go there to work, gets an understanding of it, but
10 it's also a good way that other OICs can see how that
11 senior sergeant who's doing a fantastic job with a really
12 good community, Woorabinda, see how they can work together
13 and what is possible. Sometimes it's hard when you're the
14 OIC of a place and, you know, you sometimes can't see that
15 vision of what it should be like or how it should operate.
16

17 Q. In terms of that particular training video, that's
18 been tendered and will be watched by the Commissioner. We
19 can't play it in court now. But other members of
20 the Commission have seen part of that video. Is that
21 something that has been developed recently by the
22 First Nations and Multicultural Affairs Unit with PCAP?

23 A. It was developed, yes, in coordination with us, and
24 also our police media have their media and public affairs
25 side of the house. So they helped pull it together as
26 well. That's some months old now. That was in its final
27 kind of editings and that sort of stuff.
28

29 Q. In terms of what an ideal induction, if you're looking
30 at going to a remote community, would look like, the
31 Commission has heard of inductions where new police spend
32 time with PLOs, they're taken around to the community,
33 they're introduced to the community leaders, to staff at
34 support services and have the cultural protocols explained.
35 Is that essential for any of that face-to-face interaction
36 essential for any induction, in your view?

37 A. Should be in every induction. That's exactly right.
38 It's not something you learn on a computer screen. That
39 can prepare you for - because it's very different to, you
40 know, major centre living and so on, and the reality is,
41 the number of the staff that we employ, recruits that go
42 through may never have stood in a discrete community or had
43 anything other than a pass in the street of a First Nations
44 person. So it's absolutely imperative. It's absolutely
45 necessary.
46

47 Q. And do I understand correctly that the First Nations

1 and Multicultural Affairs Unit is in the process of
2 updating what's called a locality profile or a fact sheet
3 about each of the discrete communities --

4 A. That's correct.

5

6 Q. And there's also initiatives such as the video, but
7 that any of those sort of processes does need to be in
8 tandem with face-to-face interactions and sort of real-life
9 introductions to community?

10 A. That's correct. Yes, it's, you know, the old saying,
11 "not about us without us". So you've got to include the
12 community when you're developing anything like that. No
13 point us telling someone something and it's our policy
14 anecdotal type whatever. It's got to be the community
15 involved.

16

17 Q. We have already asked a lot about police liaison
18 officers, and I understand currently that they have two
19 weeks training in the academy, and attachment B to your
20 statement is an example of some of the training that's done
21 in terms of domestic and family violence, I think as a
22 PowerPoint. Is that something that's developed with PCAP,
23 or is that something that falls under your --

24 A. No, that's PCAP, but in coordination with us,
25 consultation with us.

26

27 Q. Do you have an idea of how long current PLOs in that
28 two-week training package are able to be taught about
29 domestic and family violence?

30 A. Do I have what, sorry?

31

32 Q. An idea of how long that unit takes?

33 A. No, I couldn't tell you, sorry. I (indistinct) sat
34 through it.

35

36 Q. No, and that's --

37 A. That would be Teresa.

38

39 Q. That might be PCAP, or Teresa is involved in that?

40 A. Teresa.

41

42 Q. You also talk at paragraph 50 and 51 about
43 PLO - sorry, 51 about having to also complete a
44 certificate II in community engagement and also there's a
45 voluntary certificate III. How does that happen? Does it
46 happen at the same time? Is that paid for by police but is
47 supposed to happen in the --

1 A. It doesn't cost anything for the PLO. So once they do
2 their - the certificate II is mandatory, and that's what
3 they - after their two-week training. To be a senior PLO,
4 CLC, SPL0 or a senior Torres Strait Islander police liaison
5 officer, to do that they have to have their
6 certificate III, I believe.

7
8 Q. So for the certificate II, if there was a new PLO
9 being recruited they would spend two weeks doing academy
10 training, and then how long does a certificate II take?

11 A. That's a Teresa question, sorry.

12
13 Q. Teresa is the person to ask about that.

14 A. She's far smarter than me.

15
16 Q. In terms of you've talked about police - a little bit
17 about First Nations police officers. Before you expand on
18 that and the importance or otherwise of First Nations
19 police officers, can I just ask you if there's any pathways
20 between a PLO becoming a First Nations police officer? You
21 said that occurs with the protective services officers, but
22 what about PLOs?

23 A. It's not - the pathway itself is still very similar.
24 So Laurie Bateman is a good example. I met him at
25 community events out at Cunnamulla when we were building
26 Dynamic Exchange, I think the project was, but
27 Project HOPE. So he became involved in that. We recruited
28 him as a PLO and then in time could see that he had a
29 certain style and attributes about him that were desirable
30 for someone in a sworn position, was a fantastic PLO, and
31 was just encouraged at station level by a pretty good
32 support network around him and then put him through the
33 Townsville academy and got him sworn in. So there can be
34 that informal level. There can also be that level of -
35 with Adrian Coolwell, where a phone is picked up and, "Hey,
36 Uncle, I'm thinking about coming across. What do you
37 think," and he'll talk them through the process. And
38 Adrian sits on our recruitment interviews and all that sort
39 of stuff.

40
41 Q. So would Adrian sort of try to headhunt if there were
42 PLOs who, like Laurie, had those attributes?

43 A. And a lot of our PLOs don't want to be sworn police.
44 They are really quite happy with being PLOs and having that
45 sort of job and are very passionate about what they do.

46
47 Q. In terms of First Nations police officers, you at

1 paragraph 62 of your statement say that a number of ways in
2 which police can work to overcoming the challenges that
3 they face in terms of forming positive relationships with
4 First Nations people is to increase the employment and
5 engagement of - sorry, increase the numbers of
6 First Nations people employed within the police. Can you
7 first explain why that is important?

8 A. Again, it's trust, and I remember the lady from
9 Yarrabah said to me about, "Why would I want to give you my
10 son to work for the police? You'll just take him away,"
11 and you have to explain that, no, we don't take him away
12 and put him in Brisbane, but he may work in Cairns and at
13 some stage he may come back and he'll stay in the area.
14 Probably not best he polices there. So I think with what
15 we're saying with that is that, you know, trust is a
16 two-way street. Community has got to trust us to want
17 people from communities to work in our organisation. When
18 there are sworn people and they can see that - you know,
19 you've only got to look at - and it's been told to me a
20 dozen times over, a First Nations person walks down a
21 street and sees two police officers. The First Nations
22 person has done nothing wrong, but they'll still feel that,
23 "Oh, no, it's the cops. They're looking at me." You put a
24 First Nations person with the other police officer, you
25 know, one of each, and suddenly it's, "Hey, how are you?"
26 It just takes so much of the confrontation away that
27 doesn't need to be there. A very visual thing, and maybe
28 I'm oversimplifying it but it works.

29
30 Q. How do you go about trying to recruit more
31 First Nations police officers?

32 A. Adrian's got some magic that he does. Look, he's very
33 good at the cricket, the football, rugby league, all those
34 sorts of things, goes there, sees the kids, sets up a stall
35 there. Even at the mayors summit he will have that out the
36 front. We don't expect to recruit a mayor to be in the
37 Police Service, but it gives the mayors a bit of a visual
38 that, "Oh, okay, that's what it's about." Employment days
39 on Palm Island - most of the communities have employment
40 days, and Adrian will turn up at those, usually with one of
41 my other officers to help out, and also we do cultural
42 tours, where we go throughout the south-west and stop off
43 at each centre there and meet the locals and then sort of
44 show what we're about, and try to encourage employment.

45
46 Q. Are there any particular barriers or challenges when
47 it comes to recruitment?

1 A. Other organisations. I mean, you've got the
2 Australian Navy out at Cunnamulla and Charleville. I was
3 out there doing a recruitment drive. That doesn't help us
4 out. But - so other organisations. And some of the
5 barriers too is that a lot of First Nations kids don't
6 think, because of who they are, that they can
7 actually - can be a police officer. I've said about it in
8 the past, like, we don't need to bring out international
9 football stars and super businessmen to communities to show
10 what you can do if you dream and you have a go at
11 something. Sometimes it's at that worker level. Sometimes
12 having a First Nations cop working in a town, the kids see
13 that and they realise they can do that. So powerful.
14

15 Q. You talk at paragraph 60 about there being anecdotal
16 information showing that some former members didn't feel
17 culturally safe in the organisation. You talked about that
18 a little bit earlier, but can you explain --

19 A. What was that, sorry?
20

21 Q. At paragraph 60 you say that specific challenges for
22 First Nations police officers is sometimes people don't
23 feel culturally safe. Is there anything further you can
24 add to that other than what you talked about before?

25 A. No, not really. I mean, it's got its own unique
26 issues. You're in an organisation where you can feel a bit
27 lonely, I suppose, as far as - if you're the only
28 First Nations person in a station you've got issues.
29 That's why we have things like the network and so on, where
30 there is an avenue for people to reach in to talk. But
31 you've got - that cultural safety is an important part of
32 anyone's identity.
33

34 Q. And is that some of the things you were talking before
35 about unconscious bias or systemic racism or the canteen
36 talk?

37 A. That's correct.
38

39 Q. Becoming - being racist, making people feel unsafe?

40 A. Yes.
41

42 Q. Is there anything that you can identify that would
43 assist in the recruitment or retention of more
44 First Nations police officers?

45 A. No, it's just one of those things we - the earlier we
46 can get into kids at school and so on - so there's talk now
47 of PLOs in primary schools and so on, and the earlier we

1 can get into those sort of situations and get kids in the
2 community familiar with what we are and we're trying to
3 achieve, have good role models, good role models of police,
4 and, when there are issues, getting into the community very
5 quickly to allay fears and so on, that will all build
6 towards the trust that will go with it and will increase
7 over time. But it is a slow burn. It's not something that
8 can be fixed up overnight.

9
10 Q. Do you have any view on the role of community justice
11 groups?

12 A. Community what, sorry?

13
14 Q. Community justice groups. Is that something that
15 you're involved with and --

16 A. Yes, so a lot of that is held at localised levels the
17 community goes to, (indistinct) the OICs go to because it's
18 too big a state for me to attend to. I'd probably go to
19 the main ones around south-east corner just by virtue of my
20 role as the superintendent there, so the Black Lives
21 Matter, Aboriginal Deaths in Custody meetings and so on,
22 so - and that very much feeds into what the justice
23 groups - because - Alan Joyce, some justices there and a
24 number of the other government stakeholders, and it's
25 community led.

26
27 Q. Can I ask you a specific question about what you say
28 towards the end of your statement at paragraph 62(g).
29 Perhaps if that could be placed up, Mr Operator. You say
30 there that one of the things that is important in
31 overcoming the challenges include undertaking careful and
32 timely succession planning for replacement of key personnel
33 with effective relationships. Are you talking about that
34 OIC level there?

35 A. That's correct.

36
37 Q. And how important is that level in terms of affecting
38 sort of relationships with communities? Do things start
39 with the OIC if we're talking about remote communities, or
40 is it everyone or --

41 A. Look, it's - I mean, it's mainly the OICs, and that's
42 just out of a hierarchical thing. That's the boss at the
43 station level, so that's the person who should be
44 appropriately dealing with those community leaders. But
45 it's everyone's responsibility, and I'd suggest at the more
46 lower ranks - see, most of those discrete communities,
47 there's only a couple of police there. I used to have the

1 numbers. I don't have it anymore. Some of them actually
2 have quite a number of police. So in the smaller
3 communities where there's only a very limited number of
4 police I'd suggest it's all the police. In the bigger
5 ones, as long as it's sergeants, senior sergeants, there's
6 ability there with that. The rank and file will come and
7 go, and they'll soon learn what the norm is and accepted
8 practices are in the station.
9

10 Q. Can I ask you just a few final questions on that.
11 You've outlined a number of positive initiatives where the
12 First Nations and Multicultural Affairs Unit is trying to
13 build that cultural capability. How does the QPS ensure
14 that that cultural capability that's sort of trying to be
15 built at a structural level actually filters down to the
16 rank and file and affects that canteen culture talk?

17 A. So I suppose if you look I'm the capability holder,
18 but that's out of - when you look at proper capability
19 stuff, I have to use my influence with
20 the assistant commissioners and district officers to filter
21 what we want to do down through the ranks all the way down
22 to the OIC level. The Commissioner has performance reviews
23 around the state. All regions, commands and divisions and
24 so on have to go through a performance review. So that's
25 one of the things - out of that review this would come up,
26 "What are you doing about it," and almost like the
27 cross-pollination on best practice. So, again, these are
28 things that will be done more over time, and then the
29 immediate stuff that we do is like our different training
30 packages and so on.
31

32 Q. You've mentioned about the lack of - with the unit
33 being temporary and not having that permanent position. Is
34 there anything else other than that that is currently
35 limiting the effectiveness of the First Nations and
36 Multicultural Affairs Unit building that cultural
37 capability?

38 A. Look, if I had a magic wand I would love to
39 create - and these are things we have to go to, demand and
40 allocation and resourcing and so on, but what we're doing
41 in that First Nations space with Adrian I absolutely truly
42 believe in, but I also need help for him. He needs to
43 have, if he's an A05, some sort of level under there,
44 whether it is sworn or unsworn, I'm not quite sure, but
45 assistance in that department.
46

47 Q. In recruitment?

1 A. Yes. And then the other part is in our multicultural
2 side of the house I see the success that comes out of that,
3 and I know the work that Jacqui's doing with a number of
4 her members in our African communities and so on, and she
5 picked up an award from the African community, from
6 Queensland African association, community, whatever it is,
7 picked up an award for employment out of that. So I can
8 see the value in that. But I can't have Jacqui do that
9 because at her level she's too involved in the more senior
10 level of policy writing, that sort of stuff, for me. But
11 I can see Adrian's equivalent being necessary in that role,
12 and then of course support for him as well.
13

14 The PLO training, whilst it's PCAP and I have it by
15 virtue of Teresa working for me, I can see that it works
16 really well in my area, but I would love to have more
17 support for her, and then the ability to roll out not just
18 at that two-week course but to roll out in major centres
19 and do those upskills and that sort of stuff, because, you
20 know, you don't want to forget our PLOs. You can't just
21 two-week course and then do a couple of certificate II and
22 IIIs and then see you later when you retire. You've got to
23 have that ongoing - there's mandatory training stuff, but
24 that ongoing cultural training and so on.
25

26 Q. And aside from the things that you've mentioned, and
27 I guess more specifically focused on your particular unit,
28 is there anything, if, again, you had your magic wand, that
29 more broadly speaking would assist the police in
30 effectively building cultural capability within the
31 organisation?

32 A. A lot of it is just time and effort that it will take
33 over time, and those OICs, the people who are at the
34 coalface, if you like, working with their communities,
35 seeing the value of that, because you do. Once you see
36 where you can avert a lot of crises and a lot of that
37 reactionary style of policing by getting in front of the
38 game and having good relationships with community and
39 understanding. Things will happen. We're in a conflict
40 space. People unfortunately get hurt in policing response
41 and so on, and to have credibility and trust it suddenly
42 starts bringing that off the simmer a lot quicker, if that
43 makes sense.
44

45 Q. Yes.

46 A. So that's all time.
47

1 Q. Thank you, Superintendent. They're all the questions
2 I had for you. Commissioner, just prior to any further
3 questions, would it be appropriate to have a five-minute
4 short adjournment?

5
6 COMMISSIONER: That's fine.

7
8 **SHORT ADJOURNMENT**

9
10 COMMISSIONER: Superintendent, can you just tell me in
11 paragraph 13 of your statement you talk about these
12 inclusion and diversity workshops with the QPS four
13 internal support networks. So can you tell me what the
14 four internal support networks are?

15 A. Yes. So there's four. There's probably soon to be
16 five. But the four, there was LGBTIQ+, I think I said
17 disabilities in my statement, it should have been
18 accessibilities, First Nations, and women, are the four
19 different groups. So part of the role for the change and
20 engagement area is to help facilitate that, where we get
21 them all together to make sure that they're being effective
22 in what they're doing.

23
24 COMMISSIONER: So what do you mean by support networks?

25 A. Sorry. Those support networks, so what it is, there
26 will be a group - in, say, the First Nations side of it,
27 the First Nations network is made up of our First Nations
28 members who are sworn, unsworn and so on in our
29 organisation, and it's just a separate network. A lot of
30 what they do is done via Workplace, which is a Facebook
31 platform where they post articles, and basically they are -
32 almost act as peer support officers, mentors guiding and so
33 on. People like myself on the First Nations one are part
34 of, if you like, the board that sits with it. Yes, so
35 generally looking at leadership development, any of those
36 sorts of things. Can help out members of each of those
37 groups. So probably the most established one is --

38
39 COMMISSIONER: So they are like a separate Facebook group;
40 is that essentially what they are?

41 A. They are, yes, basically, yes. Workplace is a
42 more - for organisations, a more secure form of what
43 Facebook is, but it is still a social media platform. So
44 each of those groups use that medium, but the network
45 itself will - part of what they do is meet with - there is
46 an assistant commissioner generally with each of those
47 groups that is their sponsor, if you like, and so they meet

1 regularly with that person to discuss issues and how to
2 progress them. So it could be anything from industrial,
3 cultural, whatever it might be. For the accessibility side
4 of things it might be, you know, the layout of buildings -
5 whatever it might be, it's a platform for them so they can
6 get issues at a very senior level that can be discussed at the
7 appropriate level for there to be meaningful change.

8
9 COMMISSIONER: So who are the assistant commissioners that
10 have these groups?

11 A. For First Nations actually has five. For
12 First Nations has five.

13
14 COMMISSIONER: Five assistant commissioners?

15 A. Five - my ED spot was one of them as well - a
16 deputy commissioner and --

17
18 COMMISSIONER: Who is?

19 A. So the deputy commissioner was Paul Taylor. The other
20 deputy commissioner was Doug Smith. So it had two
21 deputies. It had Michelle Tayler, who was the ED, which is
22 the spot that I'm sitting in now. She's since gone.
23 Brett Schafferius and Maurie Carless is the two
24 assistant commissioners.

25
26 COMMISSIONER: Okay. When you say "had", do you mean have
27 or had?

28 A. It - well, technically it still has me there. But
29 Mick Condon has just retired, so it's back down to four.
30 So that will - in due time as we get a replacement now in
31 that vacant position, then they'll work out who the fifth
32 one is.

33
34 COMMISSIONER: Okay.

35 A. Some of the areas like the --

36
37 COMMISSIONER: The LGBTQI+?

38 A. That was Mick Condon, who has now gone, and I couldn't
39 tell you who it is that's sitting in that place. I'd have
40 to go and do - find out who that is.

41
42 COMMISSIONER: Okay. Will you let us know? You'll let us
43 know?

44 A. Sorry?

45
46 Q. You'll let us know?

47 A. Yes. No, the LGBTI I think has one

1 assistant commissioner. Then there's - out of the
2 accessibilities - I'm probably going to get this wrong.
3 I thought it was Ben Marcus. I'd have to find out,
4 Your Honour, and get them back to you, who are the
5 champions, if you like, in each of those areas.
6

7 COMMISSIONER: Okay. And accessibility, what's that?
8 A. Disabilities, accessibilities. So a number of our --
9

10 COMMISSIONER: So is that a big group within the police
11 force?

12 A. In our admin side of things, people are wheelchair
13 bound, hearing issues, eyesight and so on. I wouldn't say
14 a large group because you've got to remember as an
15 organisation most of our sworn - that's probably one of the
16 areas that we do discriminate in, is that we have certain
17 standards with health and fitness --
18

19 COMMISSIONER: Because of operational requirements.
20 A. Yes, that's correct.
21

22 COMMISSIONER: I understand that. And I see in the
23 challenges you've got "collating true and accurate
24 diversity data". So who keeps that data?

25 A. Essentially it's through HR. But the majority of our
26 data is not - or all of our data is not mandatory other
27 than probably gender, when you look at it. So a person
28 doesn't have to identify as anything, multicultural or
29 First Nations.
30

31 COMMISSIONER: So are you collating true and accurate
32 diversity data?

33 A. Yes, we do collate as - but, again, it's voluntary,
34 so --
35

36 COMMISSIONER: So it's not accurate?

37 A. No, and I think I said in the statement there, there's
38 six-and-a-half thousand employees who - 6,540 or something
39 like that who don't identify as anything.
40

41 COMMISSIONER: Yes.

42 A. So, you know, there could be a lot of demographics
43 we're touching on there, and we just don't have it.
44

45 COMMISSIONER: Okay. And these support networks are all
46 voluntary positions; is that right?

47 A. That's correct.

1
2 COMMISSIONER: Thank you. Ms Hillard?

3
4 **<EXAMINATION BY MS HILLARD:**

5
6 Q. Superintendent, just in relation to the training that
7 you've outlined today to Counsel Assisting, if we look at
8 paragraph 53 of your statement at subparagraph (e), the
9 Torres Strait Islander police liaison officers, they have
10 specific domestic and family violence training, we can see
11 from your statement. But we look, for example, at the PLO
12 positions at paragraph 49. Am I correct that the PLO
13 positions don't have specific domestic and family violence
14 training as part of their --

15 A. That has specific what, sorry?

16
17 Q. Don't have specific domestic and family violence
18 training as part of their two weeks that they complete, or
19 if you're not sure --

20 A. Yes, they would have. On 53 there, part (e) should
21 have "domestic and family violence". That's part of the
22 training that they'll be given. Is that the question?

23
24 Q. So that up until now the PLOs, the police liaison
25 officers, haven't had the domestic and family violence
26 training, and at paragraph 53 that's an intended thing
27 that's going to take place now; is that correct?

28 A. You'd have to talk to Teresa to find out as to
29 actually what the content is, I'm sorry, I couldn't tell
30 you.

31
32 Q. Okay. In respect of paragraph 62 of your statement,
33 where you speak there about the number of ways that
34 Queensland Police Service can work to overcome the
35 challenges, and you list a number of those, there doesn't
36 appear to be a great level of intersection between domestic
37 and family violence and the racism/cultural issues that
38 you've been talking about today. Is that something that's
39 going to be looked at or addressed, or is that one of the
40 challenges that you've identified?

41 A. I think it's more about the way that I worded my
42 statement. I think I was just going with the, you know,
43 challenges with police interaction in general with
44 First Nations people, not specifically - I didn't
45 specifically target DV. But it's - put it this way, all of
46 our police that are sworn in, if you could probably pick
47 the most common things they're trained in, there's

1 domestic, traffic stop, street disturbance and probably
2 mental health, are probably the most four common things
3 that are interwoven into a lot of their training practices.
4 So that's sort of like the underpinning part of it.
5 First Nations specific wise, you know, we don't necessarily
6 target First Nations persons or any demographic like that.
7 It's more just a general sort of term.

8
9 Q. And is it correct then that when you're recruiting
10 people in these First Nations roles, these Torres Strait
11 Islander roles and these liaison roles that you don't
12 specifically recruit people with domestic and family
13 violence training and/or knowledge?

14 A. No, we wouldn't, not in those - especially not in PLO
15 roles. It's quite - the standards don't include those
16 sorts of things. There's no, like, RPL required stuff. A
17 lot of it was just their on-the-job training that they pick
18 up out of it, so we wouldn't specifically target that.

19
20 Q. The Commission is going to hear some evidence about
21 some of the vulnerabilities of some of those officers,
22 particularly on the island. I'm talking about the liaison
23 officers more specifically. Is there any benefit in your
24 view to having a liaison officer who is in a situation on
25 an island to also have a social worker who is a trained
26 domestic and family violence expert or specialist to
27 assist?

28 A. If we're doing our job right we're referring through
29 to those appropriate groups, and if you look at the police
30 response, that initial response, it will probably be
31 difficult to get all the skill sets you're talking about
32 there available at the time. Co-responder model stuff is
33 being done in a number of different areas - mental health
34 and youth and all that sort of thing. So I think it's
35 something that's probably outside of my expertise, if you
36 like. But I think there's certainly merit in what you're
37 saying. The logistics of it, though, could be different.
38 I would love to have all of our PLOs negotiator trained.
39 But the reality is to put them through something like that
40 would be quite lengthy and quite expensive and so on. So
41 I think we probably make the best of what we can do with
42 what we have available to us for those trainings.

43
44 Q. When we're talking about training, there are
45 resourcing issues, I suppose, with what's available and
46 what can be delivered to the police liaison officers
47 compared to other areas that you have to service.

1 Optimally, what would the period of training be for a
2 police liaison officer? We've got two weeks here. It
3 seems quite short. Could it optimally be longer and more
4 involved and canvass all of these other areas, and is that
5 something that's being looked at?

6 A. We have to go back to what the PLO is employed for.
7 They're employed for that cultural advice, not necessarily
8 as a responder in anything. I think that certainly the
9 existing PLOs we have, even what's in their position
10 description, what you're suggesting probably goes beyond
11 that because they are a cultural link, that's their main
12 function. It's up to us then to refer people and use those
13 other government services and so on.

14
15 Q. Does the current training for the police liaison
16 officers and the TSIPLOs or those officers, liaison
17 officers, sorry, involve information that is provided to
18 them about the ability of the service providers to provide
19 services on these remote areas?

20 A. Yes, every station, every area, because so many areas
21 have so much different stuff available, they have a list of
22 referral agencies through each of the - say,
23 domestic violence, mental health, drug addiction and so on.
24 So they are - certainly just as much knowledge of that as
25 any other police officer to help with those referrals and
26 stuff.

27
28 Q. One of the issues in remote communities can be
29 connectivity, and Counsel Assisting asked you some
30 questions about Badu Island. Am I correct - not
31 specifically Badu Island but across some of these
32 communities, internet connectivity can be an issue, mobile
33 phone connectivity can be an issue, can be affected by
34 weather and can be affected by other factors as well. Is
35 that an issue that you also have for your PLOs or their TSI
36 liaison officers in those communities as well?

37 A. So the remoteness of the communities and even just the
38 government resources that are available, we take for
39 granted, in all these major centres are just not there.
40 The provider levels are generally all outsourced and
41 outside. So the challenges are everything from
42 communications through to what's available to help out.

43
44 Q. And is it correct that when you're talking about your
45 police officers who are in some of these remote communities
46 they can have connectivity issues with their Qlite device,
47 for example, when they're going out?

1 A. I couldn't really comment on that, but I know that
2 certainly the ability on the 4 and 5G networks, in
3 especially the Torres Strait there is no network coverage.
4 So it is an issue.

5
6 Q. Just back to the selection process. You were asked a
7 few questions about that, and you spoke very highly of your
8 recruitment officer who sits on the panels. Can I ask
9 whether or not on the selection process panels are there
10 any diversity groups, for example any women or any other
11 multicultural groups who sit on the panels, or any domestic
12 and family violence trained people that sit on those
13 panels?

14 A. Case by case I can say that our discrete
15 communities - so central panels - every sergeant, senior
16 sergeant position is - central panels overview that.
17 Certainly with Mark Pengelly when they very first started
18 up expressed that they should always have a member of the
19 community on the panels and, if possible, First Nations
20 police officer. So they'll have either one or both, quite
21 often both. So that's the First Nations side.
22 Multicultural, that's - the issue there is that - where we
23 can we will put especially where it's a member of the
24 community in. Sometimes in our own organisation there will
25 always be a female. At least one of the panel members will
26 always be a woman, and we try to make it as diverse as
27 possible. But there's so many different positions.
28 I couldn't put hand on heart and say it happens in all of
29 them. But certainly the discrete communities there is
30 always an Aboriginal and/or Torres Strait Islander person
31 on those panels.

32
33 Q. In respect of training and --

34
35 COMMISSIONER: Sorry, and a woman?

36 A. Sorry?

37
38 COMMISSIONER: And a woman on those panels?

39 A. Yes.

40
41 COMMISSIONER: In the remote communities?

42 A. Yes. Yes, so Aboriginal and/or Torres Strait Islander
43 person from their community in those remote communities
44 will sit on the panel.

45
46 COMMISSIONER: Yes, and a woman?

47 A. Sometimes if the woman - we try to make at least one

1 of the panel members a female, a woman, and quite often
2 that can be the member of the community and/or part of the
3 police group.
4

5 MS HILLARD: When you're talking about training and
6 recruitment - you were asked a few questions about that by
7 Counsel Assisting, and can I just focus in on that for a
8 moment. Are there any incentives provided to your police
9 liaison officers, your Torres Strait Islander liaison
10 officers or even your police officers to work in any of
11 these regional areas? And, sorry, when I say incentives,
12 they could be monetary or they could be promotional steps
13 for them in other areas?

14 A. There's no guarantees in anything because we work on a
15 model of merit based. So those locations - to work in
16 those locations there is monetary incentives because of the
17 extra costs of living and so on. Quite a number of those
18 locations you'll see police housing or barrack
19 accommodation as well, which can obviously alleviate the
20 financial burden. Especially if you're not going to be a
21 resident of an area forever and a day, you know, to buy in
22 and sell out of is quite at your peril. So there's
23 locality allowances and so on, and plus in the smaller
24 places too they get shift allowances sitting on top of
25 their base pay. But it's certainly not something you'd go
26 to go and get, like, you know, fly in, fly out mining type
27 of thing. It doesn't work like that, nor is it intended
28 to. It's about renumeration.
29

30 Q. When we talk about retention of the staff, you talked
31 about there being vacancies particularly in the Torres
32 Strait Islander positions and you talked about vacancies
33 just generally. Are they vacancies because of the
34 inability to retain people because they're being poached or
35 inability to attract people?

36 A. Look, it can be any number of things. The attraction
37 of staff can depend on an area as well where there's so
38 many other providers that are - and it's a fairly hard job
39 market at the moment for us to employ for some of those
40 sorts of areas. These people are not paid super high
41 levels of money either, you know. They're at a constable,
42 senior constable pay level working those areas. It's only
43 been in the last probably 12 months where they get the
44 locality allowance. Previously industrially they weren't
45 allowed to get that. So that's part of what our unit did,
46 was got that changed to help with that attraction and
47 retention of people in the area. So it's a work in

1 progress. But we've also got to fit those values as well.

2

3 Q. Someone else might be able to answer this, but do you
4 actually know how much the locality allowance is, or does
5 it vary from region to region?

6 A. It varies every area, yes.

7

8 Q. But otherwise the base wage for a constable or a
9 senior constable to go from South East Queensland or a
10 major regional centre up to these more remote regional
11 centres, exactly the same pay?

12 A. So generally an operational police officer in the
13 south-east or any of these centres up through here will
14 get - I can't think what it is - 21 per cent or 23 per cent
15 to compensate for those nightshifts, weekends and so on.
16 In the remote areas I think it's 35, 36 per cent where it's
17 a two-person or one-person station, and then there's OIC
18 allowances. The allowances is as complex as EB industrial
19 as ever it is.

20

21 Q. Just in relation to some of the questions that you
22 were asked about your description of the "perfect victim",
23 were your words, and there's been some evidence around the
24 ideal victim of domestic and family violence. What's your
25 understanding based on your experience of the cultural
26 training that's been rolled out to identify and overcome
27 some of these issues about identifying the ideal victim?

28 A. I'm sorry, could you --

29

30 Q. There's been some evidence in front of the Commission
31 about perceptions about what the ideal victim is. It might
32 be someone who has no mental health problems, no drugs, no
33 alcohol, might not be from any kind of cultural/racial
34 background. What's your understanding of how the cultural
35 change training that you've been talking about will address
36 those sorts of issues?

37 A. Look, I think things like alcohol foetal syndrome and
38 that sort of stuff, if you are not aware of it and don't
39 have an understanding or had any exposure to it, that can
40 sometimes appear to be intoxication or drug affected when
41 in fact they're not. So you're straight away judging a
42 person, and those bias start kicking in. You're starting
43 to judge a person about how they're coming across. I think
44 cultural training and awareness starts to allow you to peel
45 back those layers of those biases almost predetermining how
46 you're going to take a certain course of action. So
47 I think it's very important, in particular any of our

1 multicultural areas, why a person - and I'm thinking more
2 along the lines of some of our African areas where they
3 will not be forthcoming with information, and understanding
4 that a woman who needs an interpreter, there's a good
5 chance that, because of her dialect from a certain part of
6 Africa, there will only be a small number of people that
7 can actually speak it, probably people who are part of that
8 family or community group. So I wouldn't want to talk.
9 But then in understanding that, then it can mean that you
10 mightn't be able to fix the problem right then and there
11 but you might be able to come up with a different plan of
12 attack and come back at a different angle on it and start
13 working through the problem. That's all cultural awareness
14 to understand that, not just going from job to job, you
15 know.

16
17 Q. Has there been - and you answered it to some extent
18 when Counsel Assisting was asking you questions about
19 delivery of training by external providers and the like,
20 but to what extent has the cultural training program that
21 you've been talking about and the cultural development that
22 you've been talking about involved external agencies and
23 consulting domestic and family violence agencies first of
24 all and, secondly, to deliver?

25 A. I think probably that would be a question for probably
26 Jacqui. I don't know to what sort of level they're going
27 with those external providers and so on.

28
29 Q. One of the experiences that's been reported to Women's
30 Legal Service has been Indigenous women and some women
31 generally, but specifically for Indigenous women, appearing
32 uncooperative with police when they attend either on a
33 callout or at a station, and it can be from that
34 intergenerational trauma that you've spoken about. The
35 cultural training program that you've been talking about,
36 how is that going to address those sorts of issues and
37 understanding about the apparently uncooperative victim
38 when police try to engage?

39 A. I think that's exactly - it will give an understanding
40 of why they could be reacting the way they are, to start,
41 the officer addressing their own biases that are going on,
42 and a bit more of an open mind about things, and also
43 hopefully encouraging them to look at different options
44 where they can get somebody from a different community
45 group or so on to help assist with triaging the incident
46 when it happens. So I think it's exactly as you've said
47 there. It's about having that better understanding to be

1 able to deal with it.

2

3 Q. How does the triaging happen in a remote Indigenous
4 community, whether it's on the islands or some of the other
5 land - mainland communities, to your knowledge? You may or
6 may not be able to answer if you're not operational.

7 A. Look, I think some places get it right and other
8 places probably it could be done better. But it's all
9 restricted on what's available at your fingertips as
10 resources and the skill set of those that are doing it.

11

12 Q. Counsel Assisting asked you some questions about how
13 was the training that primarily is being provided at a
14 higher level or a command type level, and how that would
15 feed down or filter down, and one of your responses was
16 about the performance reviews. Can I ask does the
17 performance review also involve audits and assessing the
18 time taken, for example, of police officers responding to
19 matters? Can you even say things about what the
20 performance review involves?

21 A. It's everything. So they look at their crime stats,
22 they compare it to past years, they look at their work for
23 Queensland, questions which - there are a number of
24 questions that relate about the organisation's health to
25 issues that they perceive and so on. So anything from
26 that, stats, the whole lot is all gone through in those
27 reviews. Usually they take - I can't remember how long
28 ours was. It was at least a full day, maybe two days.
29 I can't remember now.

30

31 Q. I'm correct, aren't I, that the performance reviews
32 are conducted by people in the chain of command to people
33 further down in the chain of command; is that right?

34 A. Yes, so if there's an issue that's identified, then,
35 that's right, the chain of command, being a hierarchical
36 organisation, is what should drive that change down there.
37 So you've got the training packages and that sort of stuff.
38 But as things are rolling along and those changes that need
39 to be done or resources injected in something, that's those
40 sorts of triggers. Most performance reviews, that's
41 the Commissioner's performance review. But districts and
42 regions, they all have their own performance reviews, and
43 I couldn't tell you whether they're half-yearly or yearly.
44 But that's a fairly regular cadence of things that are
45 done.

46

47 Q. In light of the positive work that you've been

1 developing in the last 12 to 18 months in your unit that
2 you've been working in, is your unit going to have a more
3 active role in the performance reviews to assist in
4 identifying cultural or racial issues?

5 A. Yes, I would like to be. I would like to have it like
6 that. It's also a case even other triggers, like Ethical
7 Standards Command, part of it will be complaints against
8 members, what those complaints look like, whether it's
9 inaction, instability, there's racism, there's all sorts of
10 different categories of things. So anything like that that
11 glitches will be a trigger as well for action to be taken
12 in those areas.

13
14 MS HILLARD: Commissioner, I think that's all of my
15 questions. If I might just have one brief moment.

16
17 COMMISSIONER: Just while Ms Hillard is checking, can
18 I just - it just occurred to me in relation to the remote
19 communities what is the access to interpreters?

20 A. In the remote communities? That can be an issue
21 because we've got, what is it, 500 different mobs over 250
22 different dialects. So where you have English as a distant
23 second language then you're reliant on that community
24 because they're such a small area there. So they would
25 have Elders and leaders in the community that they would
26 utilise in that fashion if they were having trouble
27 communicating.

28
29 COMMISSIONER: All right. And is that part of the
30 induction, that if --

31 A. Yes, there would be.

32
33 COMMISSIONER: So there would be a list of the people who
34 could interpret if needed?

35 A. They will have - certainly they'll identify that's an
36 issue in the community. Then they'll have - and generally
37 the go-to people who can assist, and that's part of their
38 induction package from place to place.

39
40 COMMISSIONER: Right.

41
42 MS HILLARD: Thank you, Commissioner. Those are my
43 questions.

44
45 COMMISSIONER: Thank you.

46
47 MR McCafferty: Nothing, thank you, Commissioner.

1
2 MR HUNTER: Nor from us, Your Honour.

3
4 COMMISSIONER: Ms Cappellano?

5
6 MS CAPPELLANO: No further questions, thank you. Could
7 Superintendent Johnson be excused?

8
9 COMMISSIONER: Yes. Thank you very much, Superintendent.
10 Thanks for coming in. Or coming up.

11 A. Thank you.

12
13 <THE WITNESS WITHDREW

14
15 MS CAPPELLANO: Commissioner, I call the next witness,
16 Acting Inspector Jacquelin Honeywood.

17
18 <JACQUELIN HONEYWOOD, sworn:

19
20 <EXAMINATION BY MS CAPPELLANO:

21
22 Q. Acting Inspector, what's your current role?

23 A. I'm currently the Acting Inspector in charge of
24 multicultural affairs within the First Nations and
25 Multicultural Affairs Unit.

26
27 Q. And what's your substantive position?

28 A. Well, I actually don't have a substantive role at the
29 moment. So 18 months ago I became what we call displaced.
30 There's a whole heap of movement within the QPS. I was
31 within recruit training as an intake coordinator, but
32 I relinquished that role in order to allow for continuity
33 within the First Nations and Multicultural Affairs Unit and
34 that role there.

35
36 Q. In terms of your service history, you began with the
37 Queensland police in 1997, and you've been in the
38 Police Service since this time. It appears you spent a lot
39 of your time working in the training areas; is that
40 correct?

41 A. That's correct, yes.

42
43 Q. Can you talk about some of the different roles you've
44 had in that space?

45 A. Yes. So I worked within an area called - it's now
46 called the education and training office, but in those days
47 it was called the Cairns education and training office and

1 the Wynnum district education and training office, which is
2 responsible for district education and training for a
3 district, and incorporates operational skills training,
4 what we call block training and those sorts of things.
5 I spent some time in the first-year constable program,
6 which was leading the first-year training for the state.
7 That was at Oxley. I spent some time in the area which is
8 called training strategy, but it was a registered training
9 organisation for the Queensland Police Service. So all the
10 qualifications that the Queensland Police Service has,
11 there's an area that manages that, and I worked in there,
12 and also recently within the recruit training section,
13 where I led what was called the culturally and
14 linguistically diverse recruit preparation program, and
15 also during that time I was intake coordinator for PLO
16 training and a few other portfolios while I was there.

17

18 Q. Has there been much change in the PLO training from
19 that point in time to what's happening with PLO training
20 now?

21 A. Not really. The training continually is adapted. So,
22 as the superintendent mentioned before, Teresa Tapsell is
23 the subject matter expert, but the training is aligned - so
24 the induction training is aligned with a certificate II in
25 community engagement, I think it is. So, because it's
26 aligned and mapped to a qualification, there's not a huge
27 amount of change that can occur. But as things come up
28 there's usually additions that occur within the training.

29

30 Q. So with the certificate II, and then there's an
31 optional certificate III, is the PLO training part of that
32 certificate process as well?

33 A. Yes. So the two-week induction training program is
34 mapped and aligned with the certificate II. The
35 certificate III is more distance based, and they do that
36 through on-the-job learning.

37

38 Q. Practically, how does it work? What needs to be done
39 after that two weeks to get a certificate II?

40 A. There's a few on-the-job work based activities that
41 they need to complete, like workbooks and those sorts of
42 things. It's a certificate II, so it's not really
43 high-level stuff, but simple things like sending emails and
44 those sorts of things. Then once they have completed those
45 activities then we've got a - Teresa Tapsell, who's been
46 mentioned a few times, she will then oversee the assessment
47 of those workplace activities and then that certificate is

1 completed. It's not a huge body of work.

2

3 Q. And it takes place in on-the-job learning?

4 A. Yes. So the face-to-face two-week induction training
5 program incorporates part of the certificate II training,
6 and then part of it is then on the job.

7

8 Q. In 2001 you completed a masters of professional
9 studies through the University of Southern Queensland, and
10 that research investigated diversity recruitment practices
11 within law enforcement agencies. What were the - I'm not
12 asking for the whole thesis, but what were in general the
13 findings of that study?

14 A. So that was 2021, not 2001, just to clarify.

15

16 Q. Sorry, my apologies.

17 A. So at the time the research commenced while I was the
18 intake coordinator for the CALD recruit preparation
19 program. At the time, the program was exceptional. It was
20 really - appeared really well received, particularly by
21 community. It was actually driven by the Police Ethnic
22 Advisory Group, which was our - the group that the QPS uses
23 to engage some of our high-level cultural leaders within
24 community. So it received a lot of attention. But at the
25 ground level and actually facilitating and seeing the
26 recruits that came through, identified some opportunities
27 to improve, particularly in that recruitment space. Some
28 of the people that came through the program were not - so
29 the program - the intent of the program was to prepare them
30 for the recruit training program. So it was a 10-week pre,
31 like, induction program, if you like. But we had - and it
32 was designed for people who were born in non-English
33 speaking countries. But we had some people in that program
34 on the basis of the eligibility criteria that we'd set for
35 the program. The eligibility criteria was around they had
36 a parent born in a non-English speaking country or they
37 were born in a non-English speaking country. Now, on the
38 basis of that eligibility criteria I would have qualified
39 for the CALD recruit preparation program, but I wasn't the
40 target group. So we ended up with some people coming
41 through that really filled our numbers but didn't
42 necessarily enhance the cultural capability, if you like,
43 of the organisation. So, getting back to your question,
44 some of the outcomes of that was around adjustments to the
45 eligibility criteria to ensure that we ended up with the
46 right people to come into the program, which in turn
47 expected to enhance legitimacy of that program as a

1 diversity recruitment program.

2

3 Q. And does that program - that was a specific program
4 for people from a CALD background. Is there a similar
5 program for people from a First Nations background?

6 A. Yes. Yes, there's an Indigenous recruit preparation
7 program as well, which is run out of the Townsville
8 academy.

9

10 Q. Is that also 10 weeks?

11 A. Yes, it is. So, just to clarify, the new CALD
12 program - the old CALD program no longer exists. It was
13 reviewed as a result of the research and is now the
14 multicultural recruit program, and it was shortened to six
15 weeks. The Indigenous recruit program hasn't
16 undertaken - undergone an evaluation process, so it's still
17 10 weeks.

18

19 Q. Is there any difference in terms of the results of
20 people who go through that program to how they - in terms
21 of graduating and retention in the service?

22 A. Between the two programs?

23

24 Q. No, sorry, people either of a CALD background or an
25 Indigenous background who have done the program as opposed
26 to people who might be from those backgrounds but haven't
27 done that preparation program?

28 A. I can't tell you officially what the statistics were,
29 but anecdotally what we - no, sorry, not anecdotally. Part
30 of the research of the multicultural recruit program or the
31 CALD program identified there was a significant - there was
32 a significant impact of the support networks that were
33 obtained or developed as a result of going through that
34 CALD recruit preparation program. So that was that whole
35 team-building focus, it gave them an opportunity to really
36 build some good, solid support networks before they hit
37 recruit training. Recruit training is a very fast-paced
38 program, and if you come from a bilingual background it can
39 be really tricky and it can be difficult to develop support
40 networks.

41

42 The same goes with the Indigenous recruit program.
43 Whilst I haven't evaluated that one, but from my knowledge
44 the support networks that are developed as a result of
45 going through that program are particularly important for
46 those recruits when they move into the fast pace of recruit
47 training.

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Q. And I understand that you personally haven't done any evaluation on those programs. Has the service more generally?

A. I've done the formal evaluation of the CALD recruit preparation program. That was part of the research. But I haven't done the evaluation of the Indigenous recruit program, and to my knowledge there's been no evaluation completed of that program.

Q. And how long have those programs been running?

A. The CALD recruit preparation program commenced in 2016. I believe, and I'm not 100 per cent, that the Indigenous recruit program started about two years prior to that.

COMMISSIONER: And how many people go through a year?

A. So the Indigenous recruit program is only run once a year. We haven't run one for about two years due to COVID. So we didn't have a lot of applicants come through. The CALD recruit preparation program, we've had - about 150 have gone through since 2016.

COMMISSIONER: Right. And the First Nations?

A. I can't tell you the exact, but I can get those statistics for you, Commissioner.

COMMISSIONER: Okay. Thank you.

MS CAPPELLANO: From the research that you did surrounding those programs, are there any learnings for how to increase recruitment from people from diverse backgrounds, whether it be First Nations or a CALD background?

A. Yes. So part of the research highlighted some barriers in particular for our CALD police recruit applicants - and, just for clarity, it is a police recruit applicant program, not for staff or PLOs - so some of - so particularly for people who were born in countries where policing or police don't have the same relationship with community that we do here in Australia and Queensland, so that bias, I guess, or misunderstanding of what police do, fear of police, their experience of police back in their home country, also probably not understanding the professionalisation that police are. So at the end of our recruit training and first year program we have diploma - they end up with a diploma of policing, and that's probably not well known within community. So those

1 sorts of things.

2

3 I know also some of our applicants struggle with the
4 English language, and to be an operational police officer
5 they need to be able to communicate effectively in the
6 English language.

7

8 Q. Now, if I could ask you a little bit about the
9 First Nations and Multicultural Affairs Unit. You've
10 worked in that unit since January 2021; is that correct?

11 A. That's correct.

12

13 Q. So shortly after - a couple of months after it began?

14 A. Yes.

15

16 Q. Mr Operator, could we place up the chart. Can you
17 explain in your words - sorry, that's an organisational
18 chart of the multicultural and First Nations unit. What is
19 the purpose from your perspective of the unit?

20 A. So there's three actions that we focus on within the
21 unit, and one is driving cultural capability for the
22 organisation; enhancing our community engagement and
23 cultural engagement; and driving cultural inclusion. The
24 way I usually try and explain it is we have an inward
25 focus, making sure that our organisation is culturally
26 inclusive because if we can't look after our own people and
27 we don't get that right it's really hard to get it right
28 when we outward focus. Enhancing the cultural engagement,
29 so we, as you can see - that's not our unit structure, but
30 our unit is quite small.

31

32 Q. Sorry, I'll just get that up for you,
33 Acting Inspector. Mr Operator, could we please have the
34 organisational structure which is attachment A to
35 Kerry Johnson's statement. Sorry, it's of the
36 First Nations and Multicultural Affairs Unit. Thank you.

37 A. So our unit is quite small. So, when I talk about
38 enhancing cultural engagement, that's not us physically
39 doing it. It's physically not possible for us to get out
40 and engage. So we will do those high-level strategic
41 engagements. But we really rely on the relationships
42 within our districts, particularly of our district
43 officers, our cross-cultural liaison officers and our
44 police liaison officers, to do that work. We facilitate
45 that and support that within the districts. Then that in
46 turn enhances cultural capability.

47

1 Q. In terms of if we're just looking at increasing the
2 cultural capability in terms of the organisation, you talk
3 in your statement about working with PCAP to increase a
4 cultural capability and awareness educational plan. Now,
5 you talk about stage 1 of the plan, and I'll ask you about
6 that in a moment. Has there been any thought even on a
7 broad-brush level as to what is beyond stage 1?

8 A. There's a lot of thoughts about that. The issue is
9 around the capacity. So my portfolio is multicultural
10 affairs. Our role within that particular part or across
11 the whole unit is driving accountability of the service for
12 cultural capability, and some of that is responding to
13 high-level government actions. So, for example, in my
14 portfolio, it's a multicultural action plan. So
15 identifying what it is within the service where we have
16 gaps in our service or where we need to improve, and then
17 facilitating improvements in those areas. We can't
18 physically do it, but making sure we engage with those key
19 stakeholders internally through our relationship building
20 to make sure that those areas are delivered or those things
21 are delivered.
22

23 An example of that is we recently engaged with a
24 watchhouse, speaking to them about their cultural
25 capability and what - sorry, the Brisbane watchhouse - and
26 some of the opportunities that they have to better improve
27 their service, and it was identified that they don't
28 capture the cultural background or language requirements of
29 their prisoners as they come in. So that was really a gap
30 that we highlighted. We're working with them to try
31 and - it's such an easy fix to be able to capture that
32 because we know then if we're capturing that information in
33 the first hand it drives them to provide translators and
34 interpreters as required.
35

36 Q. So how did you identify that there was a gap there?

37 A. Through conversations with them.
38

39 Q. And so was it the watchhouse approaching your unit
40 saying --

41 A. Sorry, I should clarify. It actually was driven out
42 of a group called the Multicultural Justice Informed
43 Network, I think, MJIN, which is driven by
44 Queensland Health, their transcultural centre,
45 Multicultural Queensland Health, who has commenced a
46 multi-agency group to improve outcomes for people from CALD
47 backgrounds who enter the criminal justice system. So that

1 triggered the questions where we reached out to the
2 watchhouse to say, "What does the journey look like for
3 someone from a multicultural background coming into the
4 watchhouse, particularly if they suffer from mental
5 health," and that triggered that.
6

7 Q. So it was really through the external networks that
8 the unit fosters that those issues got brought --

9 A. Sometimes, yes.

10
11 Q. And then feeds into the internal drive to build
12 cultural capability?

13 A. Yes, correct. Yes.

14
15 Q. So if we look at in terms of the plan, and you outline
16 stage 1 of the plan, is it the case that really the focus
17 is on stage 1 at the moment and then once stage 1 is
18 complete stage 2, 3, 4 will be developed?

19 A. So with the capacity of the unit there's a lot of work
20 that needs to be done, but it is very much focused on what
21 we can work on and get done in the very, very short-term
22 future and then plan for the longer term. So the focus at
23 the moment, correct, is just to get that two days of
24 training done with our recruits.
25

26 Q. And so that's hoped to be completed within the next
27 eight weeks. Can you talk through some of the additional
28 topics that are going to be included in that training?

29 A. So cultural capability or understanding different
30 cultures, there's two different focus. One is around our
31 multicultural community and the impact of policing
32 different - people from different cultures. Then the other
33 side of house is ensuring that we have an understanding of
34 our First Nations history and how that impacts on how we
35 engage with First Nations communities now.
36

37 It was mentioned earlier in Superintendent Johnson's
38 testimony around Living Under the Act that's delivered by
39 DSDSATSIP. So part of our training will be engaging with
40 DSDSATSIP to see if we can incorporate that training within
41 the two days training. We trialled that training with our
42 multicultural recruits.
43

44 Q. And just DSDSATSIP?

45 A. Sorry, Department of Seniors, something, Aboriginal
46 and Torres Strait Islander Affairs. Sorry, I missed the
47 second "D".

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Q. And "Partnerships"?

A. And "Partnerships", yes.

Q. So that's the Living Under the Act part of training?

A. So to inform part of that - so that's only part of the training. It's only two days, so we can only do so much.

Q. Is two days enough?

A. Very good question. Probably not. If you ask whether six months of training for a recruit is enough, the answer would be probably not. But we do what we can with what we have. Two days of training will also incorporate how to engage with PLOs, or police liaison officers, because they form a big part of our cultural capability, and previously or in most recent years we haven't had a lot of work with our PLOs working with recruits. So the recruits don't necessarily know what police liaison officers are. So this is an opportunity to allow them to see who they are and engage them and understand how they can engage them.

Q. You talk about - in the statement you say that there will be - one of the topics is the lived experience of CALD and First Nations people. What does that envisage?

A. That's the intent, and I'll just - just a bit of a disclaimer, it's very much in its infancy stages, but I think it's really difficult to deliver a cultural capability or a cultural awareness training product without the input and investment of community. So the intent is to bring in local Elders. Again, it will change from workshop or intake to intake because it will depend on who's actually available. But the intent will be to bring in First Nations Elders as well as some Elders from our ethnic communities to be able to talk through what their experience might be particularly.

So there's been a bit of mention today of some of our people from different African backgrounds. Our Afghans have got a very different experience that will impact how they engage with police or what their thoughts are on police and what their current situation is which can, you know, trigger empathy and understanding with our recruits, and the same with our First Nations Elders to be able to talk about that experience.

Q. How critical is that aspect of the training?

A. I think it's very critical because it's about

1 triggering understanding and empathy, and that's part of it
2 for the recruit, but it's also ensuring that our community
3 are involved with that training as well.
4

5 COMMISSIONER: So have you spoken to the community?

6 A. We've spoken to - I actually just recently spoke to a
7 couple of our Inala Elders and spoke to them about the
8 training. Within our Police Ethnic Advisory Group they
9 have been pushing for a number of years to enhance the
10 cultural training or to actually drive cultural training.
11

12 COMMISSIONER: Or to have cultural training?

13 A. To have cultural training. So there has been some,
14 which is more around the online learning product, and it
15 really - it's something, but it's not been enough. So,
16 yes, certainly I think when the product is off the ground
17 I think there will be excitement within community that it's
18 there. I think the first delivery will be the pilot, and
19 then we'll have to refine it as we go along.
20

21 COMMISSIONER: So have they committed to coming along to
22 the program?

23 A. No. No, there's been no engagement to who will
24 actually come and participate in the training as yet, no.
25

26 MS CAPPELLANO: What about in Townsville? Any discussions
27 within community at this stage?

28 A. No, no, not from our unit.
29

30 Q. You also talk about - at paragraph 13 that the
31 training - although not focusing on domestic and family
32 violence, but it is proposed to include the impact and
33 prevalence of domestic and family violence within
34 First Nations and CALD communities, and cultural
35 considerations in relation to domestic and family violence.
36 Can you explain what the content - what's expected to be
37 covered in relation to domestic and family violence within
38 that training?

39 A. Particularly around things like ensuring the use of
40 interpreters. Particularly for our CALD members, if we
41 don't have access - it's about understanding how to engage
42 interpreters and ensuring that interpreters are engaged as
43 appropriate and not relying on family members to translate
44 and interpret for either an aggrieved or a respondent. So
45 there will be - whilst there is already domestic violence
46 training within the recruit training program, I think
47 that's also the opportunity to really capitalise on the two

1 days that we've got there. Even things like trauma
2 informed practice and those sorts of things.

3

4 Q. How developed is that aspect of the training at this
5 point in time?

6 A. It's very - it's in an outline stage at this stage.

7

8 Q. Is there anything specifically looking at common
9 misidentification of people from First Nations backgrounds
10 as perpetrators? Is that something anticipated to be
11 covered in that unit?

12 A. I suspect so, yes. Yes, because particularly - and,
13 again, my portfolio is around that multicultural space, but
14 we know that from speaking with community there can be that
15 misidentification of the aggrieved as respondent, but also
16 understanding the nuances of our CALD communities. If we
17 have someone here who is on, for example, a humanitarian
18 visa, or the different visa aspects, that can impact on
19 their willingness to report domestic violence and what that
20 might actually - how that might influence their
21 communication with police. Also, their lack of
22 understanding around what that domestic violence journey
23 might look like for an aggrieved. So that is really the
24 training that I'd like to see embedded in that. Again,
25 it's very much in a skeleton phase, hence why it's
26 important for us to engage with our CALD and First Nations
27 communities to make sure we don't miss some of those
28 aspects.

29

30 Q. So it is anticipated in terms of the training
31 generally that you'll be engaging with community --

32 A. Yes.

33

34 Q -- whether it be CALD or First Nations, to develop the
35 training?

36 A. Absolutely.

37

38 Q. In the domestic and family violence space, is it
39 anticipated that there will be engagement and consultation
40 with domestic and family violence support services?

41 A. I suspect so. I think that sort of makes sense. One
42 of the areas that we particularly wanted to speak to is
43 QPASTT, which is Queensland program against - of support
44 against survivors of trauma and torture, because I know
45 that they can bring in that trauma informed practice
46 aspect. Given that there will be a flavour of
47 domestic violence - sorry, I don't mean to be

1 disrespectful --

2

3 Q. I understand.

4 A. -- yes, we would look to engage domestic violence
5 services.

6

7 COMMISSIONER: Can I just ask you, sorry, just one
8 question about the training generally. Are recruits told
9 about how to access the interpreter services?

10 A. There's no specific training on that, Commissioner,
11 no.

12

13 COMMISSIONER: Okay. So I take it then they're not told
14 about when they should engage interpreters?

15 A. So I should clarify. So within different parts of
16 their training, so, for example, when they're provided with
17 investigative interviewing training, there's components
18 that say, if the person requires an interpreter, time must
19 be allocated for them to be provided an interpreter. But
20 there's no - at this point in time there's no interpreter
21 services come in or translation interpreter services come
22 in and speak to them or deliver any specific training about
23 how to engage interpreters.

24

25 COMMISSIONER: All right. And what about when to judge if
26 someone needs an interpreter?

27 A. No, there's nothing like that at this point in time.

28

29 COMMISSIONER: Okay. Are you moving onto a different
30 topic?

31

32 MS CAPPELLANO: Yes.

33

34 COMMISSIONER: Okay. We might break for lunch.

35

36 MS CAPPELLANO: Thank you, Your Honour.

37

38 **LUNCHEON ADJOURNMENT**

39

40 COMMISSIONER: Yes.

41

42 MS CAPPELLANO: Thank you, Commissioner.

43 Acting Inspector, you had just talked about the development
44 of the training recruit program. You also in your
45 statement speak about the First Nations and multicultural
46 affairs preparation of just in time training and awareness
47 products. What are they?

1 A. So quite often when we talk about training we think of
2 really formalised training. But there's really important
3 what I've referred to as just in time training, that is
4 training that's required at the time. An example I provide
5 is Taskforce Uniform Knot, which was a taskforce stood up
6 to look at criminal street gangs. Some of the people that
7 were involved or there was a large proportion of young
8 people involved in criminal - some of these criminal street
9 gangs who were from African backgrounds. It was really
10 clear that there was a gap in the ability for the
11 taskforce, who were engaging with some family members of
12 these young people, they really struggled to be able to
13 engage with them effectively. So we brought in the
14 President of the Queensland African Communities Council to
15 deliver, because we knew him through our community
16 engagements, and he delivered a training product around
17 African cultural intelligence training, and that delivery
18 was supported by a police liaison officer of African
19 background so it complemented the training. That might not
20 be training that would be appropriate across the state, but
21 it was really - it was a specific training product for a
22 specific purpose.

23
24 Some of the other training or awareness is around the
25 products that we release and information we release via
26 some of our social platforms. For example, Workplace, so
27 creating awareness around the Sikh faith and the five
28 articles of faith. There's specific articles of faith that
29 Sikhs wear that can impact on our policing. For example,
30 there is a kirpan that they wear. Some police, if they're
31 not appropriately aware, they may believe it's a weapon.
32 So it's really important to create awareness around that,
33 that there's reasonable - they have a reasonable excuse to
34 carry that on the basis of faith under the Weapons Act.

35
36 So other things that we do is statewide emails around
37 engagement of interpreter services. We do screen savers to
38 create that nudge effect, just to create that continual
39 awareness, it's a bit like marketing, just to keep
40 enhancing awareness around different aspects of cultural
41 capability to just keep improving as we go.

42
43 Q. So that's what you refer to as the just in time
44 training. It's also the case that the First Nations and
45 multicultural affairs unit has been working with PCAP to
46 improve the online materials in a cultural capacity space.
47 You talk about there being cultural appreciation program

- 1 books and online learning products. What are the
2 differences between those two things?
- 3 A. So some of the books or some of the training products
4 are actually like an electronic book. We call them CAP
5 books. I can't remember what CAP stands for, sorry,
6 Your Honour, but they're an online book, and online
7 learning products are more interactive, they can
8 incorporate videos and those sorts of things.
9
- 10 Q. All those products as they relate to cultural
11 capability are currently being reviewed and updated and you
12 list some of those products throughout.
- 13 A. Correct.
14
- 15 Q. There's also an update occurring, am I correct, in
16 relation to specific online induction packages?
- 17 A. Yes, that's right. They're specific to discrete
18 communities.
19
- 20 Q. And there you list a number of those packages in your
21 statement. I understand that those packages currently
22 aren't compulsory; that's correct?
- 23 A. That's correct, yes.
24
- 25 Q. And do you have any idea of when they were last
26 updated or does that vary?
- 27 A. Yes, I can't tell you. But I know that they are due
28 for update, but I can't tell you when they were last
29 updated.
30
- 31 Q. And are they all in a similar product type in that
32 they're all an online learning product?
- 33 A. That's correct, yes.
34
- 35 Q. Are they all online learning products?
- 36 A. All online learning, yes.
37
- 38 Q. How long do they go for?
- 39 A. I can't tell you exactly.
40
- 41 Q. And another role is hosting annual events or regular
42 events with various communities?
- 43 A. That's correct, yes.
44
- 45 Q. One of the important internal relationships that you
46 recognise in your statement is the relationships of police
47 liaison officers and the role that they play. In your

1 opinion why are police liaison officers so important?
2 A. The police liaison officers, they're really integral
3 to our capability. So they bring a unique skill set by be
4 it language or their connection to culture, their
5 connection to a community. Because they're not sworn as
6 well they have this unique ability to engage with a
7 specific community or communities without being a threat.
8 So both across CALD and First Nations communities some
9 people feel threatened by police whereas our PLOs, or
10 police liaison officers, are able to bridge that gap and
11 break down the barriers. They also help with our police
12 understand those communities as well.

13
14 Q. So can you give me an example of what you mean by
15 that?

16 A. The example is bringing in an African background PLO
17 to assist with cultural training. So it gave that added
18 context to what the facilitator was providing around
19 African communities and those sorts of things, and he was
20 able to bring in the policing perspective or an
21 organisational perspective.

22
23 Q. And because of the relationship of the police would a
24 PLO in that circumstance be more aware of the concerns and
25 the things that the police would have to know in that
26 context?

27 A. They walk two worlds. So they understand the
28 organisation and the organisational culture, but they also
29 understand the culture from community which it's difficult
30 to understand if you haven't been embedded in it. So they
31 really understand the cultural nuances. But they also
32 provide advice to police, particularly if police need to
33 engage with specific communities and can either assist with
34 locating people through their connections but also say, you
35 know, for example, "When you approach this house because
36 it's an African community you might want to tap this way.
37 If you knock too hard it may come across as a threat."

38
39 Q. In your statement you also talk about some of the
40 challenges that are faced by the unit. To begin with you
41 talk about the importance of relationship and trust. Why
42 is that so important?

43 A. Relationships within the organisation as well as
44 externally are really important. So internally as
45 I mentioned before we're a really small unit. Cultural
46 capability is everyone's responsibility. I see our unit as
47 a facilitator and a driver and keeping the organisation

1 accountable. If we don't have that relationship or we're
2 unable to facilitate that relationship internally with our
3 districts it's really hard to keep them accountable. You
4 don't want to be wielding a big stick. It's about working
5 with districts to say, "Hey, how can we do this better or
6 how can you engage better?" An example is supporting them
7 with the roll-out of a PLO from a certain background that
8 might help them engage with a particular emerging
9 community. So that's internally.

10
11 Externally relationships are important. Again we're
12 not just wholly responsible for relationships with the
13 community. But there are certain key stakeholders in
14 community, both in First Nations and multicultural
15 communities, that we engage with and it's important that we
16 maintain those relationships in the good times so that when
17 things go bad, and unfortunately we're a policing agency
18 and we're dealing with crises all the time, if we have
19 those established relationships it's a lot easier to get
20 the buy-in and support from community. We can't police
21 community without their cooperation.

22
23 Q. And one of the issues or challenges that you recognise
24 is the temporary structure of the unit. Why does that
25 create a challenge?

26 A. So a lot of the work that we do within the unit, the
27 portfolios, is it's a long-term strategy, it's a long-term
28 planning. Cultural capability can't be enhanced overnight.
29 So it's about building those relationships, and building
30 relationships internally and externally takes time and
31 trust. If you've got a continual turnover of staff, which
32 we tend to in certain positions, it's really difficult to
33 maintain those consistencies in relationships. So I think
34 I'm on to my fifth superintendent, acting superintendent in
35 charge of the unit, and it's a complex space as it is. So
36 then each time a new person comes in they bring a different
37 perspective and a different investigation and then, you
38 know, it all sort of starts again. So very difficult to
39 maintain relationships when you've got this constant
40 revolving door of people.

41
42 Q. And what about vacancies?

43 A. We carry - I can't tell you the exact number of
44 vacancies at the moment, but there's always vacancies in
45 key roles. When I first started in the unit, so within
46 multicultural affairs, there's myself, there's the
47 inspector or acting inspector, a senior sergeant, sergeant,

1 and senior constable. For a very long time, I can't tell
2 you exactly how long, possibly around six months, there was
3 only myself and a sergeant. It's a very small number when
4 we are at full capacity. But when you're limited by not
5 being able to fill those positions it's even more difficult
6 to achieve what we should be achieving. Within the
7 First Nations space we've had a changeover of I think we've
8 had three inspector First Nations, and that's
9 another - we've been lucky on multicultural affairs, I've
10 been consistent for 18 months because I haven't had an area
11 that's been calling me back. But in the First Nations
12 portfolio we've had the inspector rotating through there
13 every six or so months. So again tricky to maintain those
14 relationships.

15
16 Q. And the vacancies and the high turnover of staff,
17 would that be addressed if the unit was a permanent unit?

18 A. I believe so. I don't believe it would be perfect,
19 but I believe so because we would have people permanently
20 placed. Firstly, I don't think we've seen the potential of
21 people who may be interested in working within the unit
22 because people know that they can't be released so won't
23 apply, sometimes won't apply for vacancies, like what we
24 call expressions of interest, which are temporary
25 positions. When we're able to actually fill the roles
26 permanently we're able to see the true skills and knowledge
27 that people are able to bring in.

28
29 Q. You also raise an issue about not having a governance
30 officer. Why is that a problem?

31 A. As I mentioned earlier a lot of the work that we do is
32 responding to high level government documents. So in the
33 multicultural affairs space we keep the organisation
34 accountable to the multicultural action plan. In the
35 First Nations space there's a whole range of reporting,
36 including thriving communities, reconciliation action
37 planning and a few others. Historically we had a
38 governance and policy officer who was able to respond and
39 report on those - the activities associated with that. It
40 takes time. We're reporting quarterly as well as reporting
41 on an operational plan. So a governance officer should be
42 responding to that as well as forward planning, whereas at
43 the moment it just feels like we're constantly on the back
44 foot. As inspectors, both myself and the First Nations
45 inspector, that's our role at the moment, is doing that
46 strategic reporting.

47

1 Q. And are there any other limitations that you see
2 within the QPS more broadly that are limiting the ability
3 for the QPS to continue to develop cultural capability?
4 A. That's a big question. I think resourcing is a huge
5 one. If you talk time and resources, I think if you spoke
6 to cross-cultural liaison officers around the state and
7 police liaison officers around the state they would say
8 that they're underresourced to be able to really
9 effectively do their role. But I also think if you spoke
10 to any frontline officer around the state they would say
11 the same thing. So I think that is a barrier to really be
12 able to effectively achieve what we're achieving; yes,
13 I think that is a barrier.

14
15 Our PLOs are a real - they are a key player in our
16 cultural capability. Whilst they're not our only cultural
17 capability, but we really do rely on them. They're very
18 unique in their skill sets. Certainly we're very lucky
19 that we have an additional 65 that have been promised by
20 government, and they're being rolled out. If we had more
21 we'd be able to do more.

22
23 MS CAPPELLANO: They're the only questions that I had,
24 Commissioner.

25
26 COMMISSIONER: Can I just ask you about this training that
27 you're developing, the two days face-to-face. Who creates
28 that package?

29 A. So that will be developed by recruit training in
30 consultation with us, Commissioner.

31
32 COMMISSIONER: Okay. And is the person that develops that
33 training, what qualifications do they have?

34 A. So the person within our unit who's contributing to
35 the development of that comes from a training background.
36 So he's actually - his substantive role is within training
37 strategy, hence why he's been selected to assist with the
38 development of that role. So he has that skill set. The
39 other person who's contributing to that, putting the other
40 piece of the puzzle, is the inspector in charge of recruit
41 training.

42
43 COMMISSIONER: Okay. So do those positions have specific
44 educational qualifications or is it just experience?

45 A. It's experience.

46
47 COMMISSIONER: All right. Just as a general question

1 because you've done a lot of academy work, the police
2 officers who train recruits et cetera at the academy, is
3 that again just experience; no-one actually has
4 qualifications or has done any study on how to deliver
5 programs?

6 A. So in my experience at recruit training all of the
7 police and staff members who are attached to recruit
8 training or the majority of them - I shouldn't say all, but
9 the majority of them were actually trained in the
10 certificate IV in workplace training and assessment. That
11 was part of their professional development training.

12
13 COMMISSIONER: Right. And does the QPS pay for that?

14 A. Yes. As for what's happening now I can't tell you.
15 But a lot of those people are still in those positions.

16
17 COMMISSIONER: Okay. Ms Hillard?

18
19 MS HILLARD: Just a couple of questions.

20
21 **<EXAMINATION BY MS HILLARD:**

22
23 Q. You mentioned that the PLOs are really very valuable
24 and that they're a link or a bridge between the officers
25 and their communities. Can I just ask about the
26 development of grassroots or frontline police officer
27 involvement. I know the Commissioner has just asked you a
28 few questions about the recruitment and the training
29 program. How active is your unit in actually being
30 involved in the training program, aside from these two
31 days?

32 A. As the training of police liaison officers?

33
34 Q. Sorry, the recruitment training program is 27 weeks in
35 total we know at the moment, and you're talking about a
36 period of two days with the cultural work that you're
37 presently doing. But, if we put that aside, how much
38 consultation actually happens overall with the balance of
39 that 27 weeks with your unit?

40 A. As in just the regular recruit training?

41
42 Q. Yes.

43 A. Nothing. Not a lot. In saying that, in the
44 development of these two days, part of the conversations
45 with the inspector at the recruit training program is not
46 just about the two days of training but how else can we
47 enhance the capability across, so how can we incorporate

1 additional cultural capability within the DV training, for
2 example, and then there's additional practical training
3 scenarios that are being developed to enhance the training
4 towards the end of the recruit training program that hasn't
5 been released yet, how can they incorporate some cultural
6 capability in that. So we're being engaged as part of that
7 process, and that's the first time, but in fairness we've
8 only been established for 18 months.

9
10 Q. In relation to the domestic violence and
11 family violence overlap that you've just spoken about are
12 you aware of whether or not that will actually be taken up
13 by the people who deliver the training or is it really just
14 a consultation?

15 A. We've got a really good relationship with recruit
16 training and I think it's because probably a lot of our
17 people come from People Capability Command that have come
18 into the unit. So I believe that there will be uptake of
19 the advice provided.

20
21 Q. And just finally you heard some questions I asked of
22 Superintendent Johnson in respect of the perceptions of an
23 ideal domestic violence victim or perceptions of why a
24 victim may not be cooperative when the police turn up and
25 recognising all of those matters. Is that something that
26 would be specifically addressed in what you're talking
27 about about the training for recruits as part of that
28 27 weeks?

29 A. I think part of that is around - I talk from the CALD
30 space, culturally and linguistically diverse space. Part
31 of that is really understanding the victim and listening
32 but listening in language if needed. We know that there's
33 a lot of work to be done in better engaging interpreter
34 services. So part of that training will be about how we
35 engage interpreters and encouraging that because if they
36 don't - if they don't understand, there can be
37 misinterpretation of who is the victim and misunderstanding
38 of what's actually being said at the time.

39
40 But the other part is actually
41 understanding - I mentioned before about the
42 intricate - the intricacies of some of our CALD victims and
43 the concerns around, for example, visas, I didn't mention
44 earlier but retribution from family and those sorts
45 of - there are certain cultural nuances that can impact a
46 victim responding and reporting domestic violence. So it's
47 intended that that type of content will be covered during

1 the training.

2

3 Q. Superintendent Kerry Johnson has attached to his
4 statement a PowerPoint slide. I think he had indicated
5 it's just for reference [CJO.003.00001]. In respect of
6 that PowerPoint slide were you involved in the development
7 of that or is that just an existing slide? Do you know
8 anything about it?

9 A. Could I refer to the slide, please?

10

11 Q. I'm happy just to show you my copy, if you like.

12 A. Thank you.

13

14 MS HILLARD: Commissioner, can I just approach?

15

16 COMMISSIONER: Yes.

17

18 WITNESS: Sorry, are you just referring to the first slide
19 or the whole --

20

21 MS HILLARD: If you just want to have a look through it.
22 Just while you're looking through it, my questions are
23 around the extent of the age of that, whether you have any
24 knowledge of whether it exists now or it's something under
25 current development?

26 A. I can't talk to this training product, sorry.

27

28 Q. If you can't talk to it, there's --

29 A. No, sorry.

30

31 MS HILLARD: Thank you, Commissioner. Those are the
32 questions. May I just approach and get the document back?

33

34 COMMISSIONER: Yes.

35

36 MR McCAFFERTY: No questions, thank you, Commissioner.

37

38 MR HUNTER: No questions, thank you, Commissioner.

39

40 COMMISSIONER: Ms Cappellano?

41

42 MS CAPPELLANO: No further questions, thank you.

43

44 COMMISSIONER: Thank you, Acting Inspector. You're free
45 to leave. Thank you very much for coming up.

46

47 <THE WITNESS WITHDREW

1
2 COMMISSIONER: Yes?

3
4 MS CAPPELLANO: Commissioner, I call Sergeant Anthony
5 Moynihan. His will be via videolink from Thursday Island.

6
7 <ANTHONY MOYNIHAN, sworn (via videolink):

8
9 <EXAMINATION BY MS CAPPELLANO:

10
11 Q. Sergeant, do you have a copy of the statement that you
12 provided to the Commission with you?

13 A. I do, yes.

14
15 Q. And feel free if I'm referring to portions of that
16 statement to refer to it as well. I can also put it up on
17 a visualiser, but feel free to do that as I ask you
18 questions.

19 A. Sure.

20
21 Q. Sergeant, can I just start with your current role.
22 You're currently the officer in charge of Thursday Island
23 Police Station; is that correct?

24 A. Yes, that's correct.

25
26 Q. And you've been in that role only for around six
27 weeks?

28 A. Yes, about six weeks. This is my sixth week now.

29
30 Q. But prior to that you were the officer in charge of
31 the CIB at Thursday Island for a period of three years; is
32 that correct?

33 A. That's correct.

34
35 Q. And how many years have you spent working in the
36 Torres Strait?

37 A. Three years. So the previous three years. I did
38 relieve here for a period of about three months in 2006.

39
40 Q. And you've been a police officer for around 22 years?
41 A. That's correct.

42
43 Q. And throughout that time you've worked throughout
44 Queensland but a lot of that time has been in
45 North Queensland; is that right?

46 A. Yes, definitely. Predominantly North Queensland is
47 where most of my service has been.

- 1
2 Q. Now, the Commission has heard in submissions that the
3 Torres Strait in general but the police environment in the
4 Torres Strait is a very unique environment; would you agree
5 with that?
6 A. Completely, yes. It's like no other place I've ever
7 worked.
8
9 Q. And just in terms of the geographical and logistical
10 limitations when it comes to policing in the Torres Strait
11 is it correct that the Torres Strait Islands cover a
12 distance of around 48,000 square kilometres?
13 A. Yes, I'd have to say that would be correct, yes.
14
15 Q. And there's about 274 islands within that region but
16 is it about 15 or 16 islands that are inhabited?
17 A. Yes. There is, yes. I believe it's - it might be 15
18 that are actually inhabited. So I believe it's about 15
19 islands are inhabited out of all of the island clusters.
20
21 Q. And the only way to get around between those islands
22 is by boat, plane or helicopter?
23 A. That's correct, yes.
24
25 Q. Do the police have their own plane?
26 A. Yes, we do. We have a fixed wing Caravan 12-seater
27 plane up here.
28
29 Q. And how often can you use that?
30 A. That can be used any time we need as long as the
31 pilot's not - he's in line with his fatigue. So seven days
32 a week, but it only can be used during the day. It can't
33 be used at night due to the inability to land on the
34 runways because of lighting at night.
35
36 Q. So the plane - is there one pilot?
37 A. Yes, one pilot, yes, employed by the Queensland
38 Police. At the moment we don't actually have a pilot
39 employed up here full-time. Our current pilot just left to
40 move to another position. So we have staff that are
41 travelling up from Cairns doing seven days on and seven
42 days off on a rotational basis.
43
44 Q. So in terms of access to the plane it would depend on
45 the pilot's availability and that would only be an option
46 during the daytime?
47 A. Definitely.

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Q. Then what about helicopter? Do the police have Rescue 700 --

A. At night.

Q. Sorry?

A. Yes, we utilise Rescue 700 at a cost to the Queensland Police. So they charge us for a rotational engine hour. So we have got access to that if we require it. However, you know, sometimes they may be on a more urgent medical incident and they can't assist us sometimes. During the day we do have access to helicopters that we can hire privately, so charter helicopters, and there's two of those companies that we can use from over at Horn Island, or charter planes if our plane is not available for some reason.

Q. Would that have to be a booking made or can you do that on short notice?

A. We can do that on short notice. Yes, certainly if it's an emergency we have contact details from within Queensland Government Air that we ring them immediately and they contact those charter companies and they organise that pretty quick.

Q. The Rescue 700 helicopter, does that just service the Torres Strait or does that service elsewhere in North Queensland?

A. It services Cape York as well. I don't know - I'm not an expert as to how far they go or where they travel, but I do know that sometimes when we have rung them it's been returning from Aurukun or Kowanyama, places like that.

Q. Is it fair to say that the predominant mode of transport then between islands is by boat?

A. Yes, definitely.

Q. And is that the role of the five water police, to transport people to and from outer islands?

A. Yes, for sure. That's primarily their role, is to transport officers to and from locations, and search and rescue.

Q. In your statement I think you indicate that it can take up to six hours to travel by boat to some islands; is that in good weather or poor weather?

A. That's in good weather, yes. It can take longer in

1 poor weather. Yes.

2

3 Q. And can poor weather sometimes mean that certain
4 islands are cut off completely?

5 A. Yes, sometimes. The guys in the water police are
6 pretty good and the boat's pretty capable. They'll get
7 there if we have to, if we really have to go. But, yes,
8 sometimes we do have cyclones through these areas, and I've
9 not had an incident in the last three years where you
10 haven't gone, but I'm certain there has been.

11

12 Q. Are certain seasons more problematic from a weather
13 point of view?

14 A. Yes, at the moment the wind's up. So obviously the
15 trade winds come sort of between April and November every
16 year, and then what you have between November and April is
17 what they call the doldrums where the wind turns around to
18 the north-west and it really drops off. So sort of
19 predominantly at the moment you've winds between sort of 20
20 to 50 knots, which can be quite difficult for most boating,
21 and in the doldrums it's sort of 5 knots to 10 knots,
22 15 knots. So it's a lot easier to get around in the summer
23 months.

24

25 Q. Is travel by boat sometimes also constrained by tides?

26 A. Certain islands can be hard to get to because of
27 tides. I know Stephens Island and Dauan Island can
28 sometimes be difficult to get into if the tides are -
29 particularly Stephens Island, you can't get to it at
30 certain tides.

31

32 Q. What happens if there's an emergency on that island
33 and the tides --

34 A. I have had in the past where we walk in, yes. We just
35 walk, put your shoes on and walk the 100 metres into the
36 jetty.

37

38 Q. So is it the tide's too low for the boat to get in, is
39 that what the normal problems are?

40 A. Definitely. Yes. Yes, for sure. So Stephens Island
41 is wrapped within a massive reef, coral reef. So if you've
42 got to go, yes, we just walk through it.

43

44 Q. And in good weather, for example, how long would it
45 take to travel to Boigu Island?

46 A. Boigu would be about five hours, yes, four to five
47 hours in good weather.

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Q. Mer?

A. That would be pushing right out east, so you're looking at about six hours, five to six hours.

Q. What about Badu?

A. Badu is pretty quick. So we've got two vessels that we utilise from the police here. We've got our large 25-metre catamaran that goes out to the outer islands, and we have a smaller nine-metre what we call the fast boat, which is a fast response vessel, and we can get to Badu in about 45 minutes.

Q. And in good weather; is that right?

A. Yes, in good weather. I have done a trip coming home from Badu one night which was awful and it took two hours and 15 minutes to get back. So the weather - it's very conditional on the weather as to what speed you can do, I suppose.

Q. If there was an emergency on an outer island and somebody called in that emergency to Thursday Island how long does it take before somebody can be dispatched to attend?

A. Pretty quick. We don't operate on a 24-hour roster here. We operate probably about 2 am in the morning is our latest shift. So let's go there's nobody working. If the call comes in at 3 am in the morning, so the comms centre in Cairns and the Triple 0 responders will contact the two on-call officers, who will then have to make their way to the police station, which we all live very close to the police station here so it's five to 10 minutes. They will then have a look at the job, make an assessment on what we need to do. If they do need a response where they need to attend to an island they'll contact myself, and then we'll work out how we're going to get there and what resources we're going to use to get there. That potentially could mean we have to wake up water police officers, who aren't working through the night. So then they have to come in and they have to prepare the boat, which they're pretty speedy with that, 10, 15 minutes. So if they're going by boat, say, to Badu Island at three in the morning I'd say they can be on the water and gone within 30 minutes.

Q. And what hours is the station on Thursday Island not manned? Was it 2 am until what time in the morning?

A. Six am. Two am to 6 am. Yes. During the week, so we

1 run a six to 2 am shift on Thursday, Friday, Saturday, and
2 then usually the last person on Sunday, Monday, Tuesday
3 will finish at midnight. So from midnight to 6 am. Yes.
4

5 Q. Okay. So during the week on the non-Thursday, Friday,
6 Saturday there would be no-one at the station between 12
7 and - 12 pm and 6 am, and then the same - sorry, 12 am,
8 from midnight to 6 am, and then --

9 A. 12 am, yes.
10

11 Q. On those Thursday, Friday and Saturday nights it's
12 2 am to 6 am where there would be no-one at the station?

13 A. Yes, that's correct.
14

15 Q. Is there phone coverage all throughout the
16 Torres Strait?

17 A. Yes, there is now. Yes, definitely. There's been
18 substantial phone upgrades in the last 12 months. So we
19 used to struggle at the top western cluster, which was
20 Saibai and Boigu. But they're all now 5G. So there isn't
21 really. In between islands you may lose coverage for a
22 short period of time. But most islands have good coverage
23 now.
24

25 Q. At some point in your statement - and I'll just find
26 the particular reference - I think you indicated that a
27 challenge - a policing challenge that you face is sometimes
28 you were talking to an aggrieved party over a mobile phone
29 with poor reception?

30 A. Yes.
31

32 Q. When would that occur?

33 A. That can occur when they have left the sort of village
34 area of wherever they are. So usually the phone coverage
35 is really good for the main cluster of where people reside.
36 But then the moment you step out five, six, a kilometre,
37 two kilometres outside from that main residential cluster
38 you can lose some coverage. So that's potentially what I'm
39 talking about there.
40

41 Q. So the 5G mobile coverage is for the, I guess, town
42 centre on each of the particular islands and then there's
43 sporadic coverage outside that?

44 A. Yes.
45

46 Q. Is it a one to two kilometre radius?

47 A. Yes. I will say that not every island has its own

1 tower. So some islands share towers, and they sort of
2 bounce receivers off to that tower. So I believe that
3 I think Badu gets their phone coverage off Moa Island, and
4 we do have instances where we do lose mobile phone coverage
5 even here on Thursday Island and it's because our repeater
6 station is at Bramwell Station, which is probably about
7 two-thirds up of Cape York. So, if it floods in Cape York,
8 Thursday Island can lose mobile phone coverage.

9

10 Q. And if Thursday Island doesn't have mobile phone
11 coverage does that mean all the outer islands then can't
12 contact the police?

13 A. Yes, that's correct. We have sat phones.

14

15 Q. Who has the satellite phones?

16 A. We have one at the station and we have one on all of
17 our police vessels.

18

19 Q. What about people on the outer islands?

20 A. I believe each council office has sat phones. Schools
21 would have sat phones. But, yes, I wouldn't know exactly
22 who has them on all the outer islands.

23

24 Q. But individuals in your experience wouldn't generally
25 have a satellite phone in their household?

26 A. No. No. I wouldn't think so.

27

28 Q. So the mobile coverage throughout the Torres Strait,
29 although technically and theoretically there's 5G - 4 or 5G
30 coverage, that's more in theory than in practice; would you
31 agree?

32 A. Yes, I would agree with that. It's certainly not
33 Brisbane.

34

35 Q. What about internet coverage?

36 A. The same thing. Can be sporadic. Can be slower. So
37 I suppose wifi speeds and internet coverage can be slower
38 up here.

39

40 Q. So are officers in the Torres Strait using Qlite
41 devices?

42 A. Yes, they are using Qlite devices, yes.

43

44 Q. And how well do they work with the wifi? Are there
45 any limitations there?

46 A. Yes, there can be limitations. Yes, they can be slow.
47 Yes, they can take a long time. But most times now - like

1 I said, it has gotten better. When I first got here
2 I don't think really anybody was utilising a Qlite.
3 I can't think of anybody when I first arrived three years
4 ago. Now I feel like everybody's got one, and they are
5 using them at outer islands, definitely.
6

7 Q. What about away from the one to two K cluster, calling
8 it a town centre?

9 A. I know we struggle sometimes - what we do with our big
10 boat, I'll try not to digress too much. What we operate up
11 here is a Torres Strait policing model. It's a TSPM model.
12 So that means that for seven days out of the fortnight, so
13 for one week every fortnight, officers will get on to our
14 large vessel, the big 25-metre catamaran, and they'll go to
15 a different island cluster and they'll work seven days
16 within that island cluster. Sometimes with anchorage
17 points of where that boat has to anchor and where it has to
18 be safely away from winds through the night they have to
19 move to other parts of the island that they have no
20 coverage. So they won't have - I've had instances where
21 we've attempted to return to the vessel to complete
22 paperwork for jobs that have come in through the night and
23 we just couldn't do it until we could anchor up and move
24 back to the front part of islands so we had phone coverage
25 for completing court documents and that sort of stuff.
26

27 Q. So with that policing model you said officers might be
28 on the vessel for a week on every fortnight; is that every
29 officer?

30 A. Yes, they live on the vessel. So that vessel takes
31 three water police officers to crew or it takes three
32 trained crew members. It's usually a skipper from the
33 water police and then two crew members, and then there will
34 be two uniform officers and one plain clothes officer will
35 be away for that whole week living independently on the
36 boat.
37

38 Q. And is there one of those boats in circulation all the
39 time or every second week?

40 A. Like I said, it will go away for a week and it will
41 work at a different island cluster. So the islands in the
42 Torres Strait are separated into clusters. So we have the
43 near west cluster --
44

45 Q. Would you like me to put a map up?

46 A. Yes, sure.
47

1 Q. Mr Operator, could you put up map [COI.020.0001]?

2 A. Perfect. Yes.

3

4 Q. Thank you. Sorry, I interrupted. Continue?

5 A. So you see where - that's okay. So that sort of
6 cluster right in the middle there where you'll see
7 St Paul's, Kubin, Mabuiag, Badu, we call that the near west
8 cluster; and then you move across and you've got Iama and
9 Long Island there, and Masig, so that's the central island
10 cluster; then you've got the eastern island cluster which
11 is Ugar, Erub and Mer; and then right up the top you've got
12 the top western, which is Boigu, Dauan and Saibai.

13

14 So every week - so we work on a rotational basis. So
15 the boat will go for a week to, say, the near west cluster
16 and it will just work predominantly in there, unless
17 they're tasked with something through the night or
18 something, there's an emergency or a search and rescue, the
19 boat will stay in that near west cluster for seven days.
20 It then returns to Thursday Island and will be here for
21 seven days, and then the next crew will crew it and they'll
22 go out to the central cluster and they'll be there for
23 seven days, and it just runs on a rotational basis like
24 that.

25

26 Q. So if you were, for example, in the central cluster
27 does that mean there would be a police presence on the
28 boat? I'm trying to work out the maths. Would that be once
29 every --

30

31 COMMISSIONER: Eight weeks.

32

33 MS CAPPELLANO: Yes, I was going to say two months, eight
34 weeks. Does that --

35 A. Yes, that's exactly right. Yes.

36

37 Q. And the other - the way the policing structure is set
38 up in the Torres Strait is it the case that those other
39 police positions - I think you listed 39 police positions
40 in your statement - they all, other than when they're on
41 that boat, are based on Thursday Island or Horn Island?

42 A. Yes, that's correct.

43

44 Q. So are there police stations on many of the other
45 islands?

46 A. Yes, there are - some aren't - I suppose you wouldn't
47 classify them as full-blown police stations. Some of them

1 are just offices within the council offices, like, our
2 TSIPLOs will just have an office set aside within the
3 council chambers of the local island group. I think Badu
4 and Dauan, Darnley are probably the only ones that have
5 stand-alone police stations. I say police stations, but
6 they're not police stations as you would - you know, as we
7 would imagine having been through modern police stations.
8 I mean, the Badu Island police station is, I suppose, for
9 want of a better term an island shack that has about three
10 bedrooms and a kitchen and a main sort of computer area.
11 So there's no watchhouse facilities. There's no
12 formalised - there's no CCTV. There's no extra security.
13 They're just houses on the island.

14
15 Q. But none of those stations are manned?

16 A. No. We have our TSIPLOs that work out of them. But,
17 yes, no sworn Queensland police officers work from them.

18
19 Q. And so, for example, if we just looked at Badu Island
20 am I correct in my understanding there's about 800 people
21 on Badu Island usually?

22 A. Yes.

23
24 Q. And then there's a lot of --

25 A. Yes, usually. It can increase.

26
27 Q. Sorry, you just cut out there for a moment, Sergeant?

28 A. Yes.

29
30 Q. So there would be somewhere between --

31 A. I know there's roughly 700 to 800 people reside there,
32 but I know there's a lot of kids out of Badu that go to
33 boarding schools.

34
35 Q. So there might be - would I be correct that there
36 might be somewhere between 700 and over 1,000 depending on
37 whether it was school holidays or not on Badu Island?

38 A. Yes, that's fair to say.

39
40 Q. And the only QPS presence for that community at times
41 upwards of 1,000 people is the Torres Strait Islander
42 police liaison officer?

43 A. Yes. We do run island stays from time to time where
44 police from Thursday Island will go and stay there for two
45 or three nights and they'll live at the police station.

46
47 Q. How often does that happen?

1 A. That's not all the time. I think you'd probably be
2 lucky to get one every three months or so if the roster
3 allows it. And we have to share that between
4 different - we usually try to do it for cultural events or
5 sporting events or when they have potentially large
6 weddings or tombstone openings or ceremonies such as that
7 we'll try to provide a police presence to assist the
8 TSIPLOs. Staff will fly out there for a couple of nights.
9

10 Q. So if there is a domestic violence incident on
11 Badu Island, so, for example, there was a woman what was
12 being physically attacked by a partner, is the only person
13 that a woman could turn to in that situation from the
14 Queensland police the TSIPSO on the island?

15 A. Yes.

16
17 Q. And does that TSIPSO have any powers?

18 A. No.

19
20 Q. On an island - I think you said Badu Island does have
21 a police station. Is there - on some of those islands is
22 there anywhere where somebody could go to stay safe in
23 terms of a place that could be locked or secured?

24 A. You can - they've definitely used the health clinic in
25 the past or the police station, yes, definitely.
26

27 Q. And how would somebody get into that police station?

28 A. I mean, I have heard - they could definitely gain
29 entry if they were motivated enough, for sure. I mean,
30 I've heard instances of TSIPLOs taking people to their own
31 houses, their own places of residence at times, yes.
32

33 Q. I understand there was a domestic violence incident on
34 Badu Island earlier this week. Can you tell the Commission
35 about that?

36 A. Was that the one from Sunday?
37

38 Q. Yes.

39 A. Yes. So that was just a male who had had an argument
40 with his female partner and as a result of that argument
41 was threatening self-harm.
42

43 Q. And how was that dealt with?

44 A. Police from Thursday Island attended with our fast
45 boat response vessel. I think they took 45 minutes to get
46 to the island. That male was located. He was charged with
47 an offence of breaching a domestic violence order and he

1 was taken to the health clinic to speak with health staff
2 in relation to his threats of self-harm, and the female
3 aggrieved was returned to Thursday Island to stay with
4 family with the police vessel.

5
6 Q. Who told the police that there was an incident?

7 A. The aggrieved.

8
9 Q. Were the TSIPSOs involved?

10 A. No. Well, they were, funnily enough. All of our
11 TSIPLOs are here for their annual training. So that
12 started today. So our three TSIPLOs from Badu were all
13 here and Boyd, one of our TSIPSOs got on the police vessel
14 and returned to Thursday Island with the police and
15 assisted in that job and then came back to Thursday Island
16 with them.

17
18 Q. And did the aggrieved say what happened in the
19 45 minutes between when she called for assistance and when
20 the police were able to arrive?

21 A. Yes. I believe she just talked to the male. I wasn't
22 there. I don't know exactly what she did for the
23 45 minutes. But we did send - because we didn't have any
24 TSIPLOs and we wanted to know if this male was threatening
25 self-harm, so we asked if the health clinic were happy to
26 attend, and they did that and they just made sure the
27 female was okay until police were able to arrive.

28
29 Q. And who were the staff at the health clinic? Are they
30 Queensland Health staff, doctors or --

31 A. Queensland Health staff, yes. No, I believe they're
32 just clinical nurses, and they have got some - they have
33 got people that work with them like wards men, I suppose.

34
35 Q. Are there any doctors on Badu Island?

36 A. I think there might be one. I don't know for sure.
37 There potentially could be one I believe that was there
38 full-time.

39
40 Q. But in this case as far as you're aware it was a
41 clinical nurse from the health clinic who was the person
42 taking care of the aggrieved until the police arrived?

43 A. That's correct.

44
45 Q. Just in terms of the role of police liaison officers
46 and Torres Strait Islander police liaison officers you talk
47 at paragraph 22 about the different roles. Do I understand

1 correctly - sorry, I'll start with this. You say there are
2 five PLOs in the Torres Strait patrol group, but all of
3 those PLOs are either on Thursday Island or Horn Island or
4 on Bamaga on the mainland; is that correct?

5 A. That's correct.

6

7 Q. So on the islands other than Thursday Island and
8 Horn Island the police presence is all the Torres Strait
9 Islander police liaison officers?

10 A. That's correct.

11

12 Q. And the roles of the PLOs are more a pure liaison
13 role, but am I correct in my understanding that the TSIPL0
14 role is different in that they're - I think it's referred
15 to as intelligence gathering, but they're basically there
16 to tell the police if something's gone wrong, they're not
17 supervised, they're by themselves on these islands and if
18 something goes wrong then they're to call the police and
19 I guess hold the fort, for want of a better word, until the
20 police arrive; is that correct?

21 A. Yes, that's correct.

22

23 Q. And do the TSIPL0s have any additional powers?

24 A. No, they don't. That's certainly that we've certainly
25 been advocating for a little bit. But, yes, there's no
26 additional powers for them.

27

28 Q. Do they have any police accoutrements?

29 A. No, they don't have any accoutrements, no. It's
30 interesting. I'll just - sorry, I'll just bring it up that
31 we have been trying to get them some - what we call some
32 self-defence style training, and they are doing that this
33 week. We've actually had a win this week. So this week
34 they're in service training for a week. They are going to
35 be doing some sort of de-escalation skills type stuff like
36 that. So we worked pretty closely with Brisbane in being
37 able to put together a package that we can educate them
38 with that sort of stuff this week.

39

40 Q. Were you ever working in the Torres Strait when the
41 people who are now filling maybe the TSIPL0 role were
42 QATSIP officers who had some additional powers?

43 A. Yes, in that time - at that time in 2006 I worked they
44 were called QATSIPs. I wouldn't be able to speak exactly
45 to what powers they had, but I do recall they worked with
46 powers I think that originated from under the council
47 bylaws. So they worked sort of predominantly under council

1 regulations about noisy parties, people driving unlicensed
2 and things like that.

3
4 Q. But did you work in that area when they had those
5 powers, when there were additional powers?

6 A. Yes, I was just a constable on general duties.
7

8 Q. In your statement at paragraph 26 you say that PLOs
9 and TSIPLOs are hamstrung legislatively and operationally
10 which at times can place them in a compromised position.
11 Can you explain that? Can you give an example of how that
12 occurs?

13 A. I say that because sometimes we ask them to do things
14 that potentially they probably - you know, it would be hard
15 for them to - I mean, they do it because they're wonderful
16 people and they're fantastic humans and that's why they
17 work for us, but sometimes people ring up in violent
18 situations and we have DVs that are happening, we're asking
19 them to go and look. They don't have any powers of entry.
20 They don't have any powers to investigate like we do under
21 the PPRA. But we're asking them to go and stick their nose
22 into a potentially volatile situation for us to gather
23 information so we can make decisions on how we respond. So
24 I suppose that's what I'm saying. It's hard for them
25 because we don't give them anything, any platform powers
26 that they can assist us to respond with, but we ask them to
27 do it anyway. So that's kind of what I was getting at
28 there.
29

30 Q. And what about when you say supervision support is at
31 times also lacking?

32 A. Well, at times, particularly - I say that because
33 we've just - as the whole state has, we've just moved
34 through this really weird thing for the last two years
35 called COVID, and what happened during COVID up here in the
36 Torres Strait is we locked off the international border.
37 So all of the sworn police had to work at Saibai and Boigu
38 to stop that movement of people from Papua New Guinea
39 coming into Australia. So what that meant was that we
40 didn't get out on that Torres Strait policing model. We
41 didn't have overnight stays. There was that whole cohort
42 of 20-plus uniform police officers weren't going to stay at
43 different islands and they weren't going on the TSPM
44 patrols. So it was hard for the TSIPLOs to get to know the
45 sworn police.
46

47 A place like Thursday Island has a large turnover of

1 staff every two or three years, as do all of the cape
2 stations. So those relationships that they build with the
3 sworn police are built through seeing them every two or
4 three days or speaking to them every two or three days, and
5 for a whole cycle of two years there's probably some
6 cohorts of police officers from Thursday Island they never
7 met and those officers have moved on. So I do get the
8 feeling from them having started in this new role that they
9 feel a little bit disconnected, a little bit disengaged
10 with the sworn police from TI. But hopefully now as we
11 push out of the COVID fog we can mend some of those
12 bridges.

13
14 Q. When you talk about the officers being placed in a
15 compromised position - sorry, the TSIPLOs and the PLOs, do
16 you mean ethically compromised or safety wise compromised
17 or both?

18 A. It can be family compromised. I mean, a lot of the
19 time these TSIPLOs are related to the people that we're
20 asking them to attend to. So, yes, it could be
21 ethically - well, not ethically. I mean, they're good
22 people. That's why we employ them and we have strong
23 relationships with them and they want to do the right
24 thing. They wouldn't be employed with the Queensland
25 Police doing the role they do if they didn't want to see
26 community members safe, I suppose.

27
28 But we ask them, like I said, to sort of get involved
29 in sometimes volatile family situations and they're related
30 to these families, and it might compromise their
31 relationships going forward once we deal with whatever
32 little trauma has occurred and whatever incident has
33 occurred at that time of night that we've attended to, they
34 still live there and they're still going to see these
35 people on a daily basis and it might compromise their
36 relationships, I suppose.

37
38 Q. Do you know of instances where safety wise TSIPLOs
39 have been compromised because of the ask of them to be in
40 potentially very volatile situations?

41 A. No. Like, we always tell them - I mean, all of the
42 staff and even I believe it goes into the briefings that we
43 provide to staff, our station instructions, is they have to
44 look after themselves first. So if they don't feel
45 comfortable to go to an address or they think that if they
46 can hear the fighting, if they can hear the banging and
47 they don't want to go, then don't go. Their safety is our

1 number one priority.

2

3 Q. And what about the safety of the people who are in
4 that address where the banging is happening? What happens
5 to them?

6 A. I suppose the fight continues until we can arrive. We
7 get there as quick as we can.

8

9 Q. But if that was happening on some of the outer islands
10 that could be six hours in good weather?

11 A. Potentially, yes.

12

13 Q. Are there other than resourcing barriers - should
14 there be greater QPS sworn officer presence on the outer
15 islands of the Torres Strait in your opinion?

16 A. I think if we had - I think the model as it runs at
17 the moment runs well. If we had a faster response
18 I believe - I know that everything costs money, but a
19 helicopter that we could utilise at night that was just a
20 Queensland Police Service helicopter that we could activate
21 a pilot, get to and just land on an island, I mean, you're
22 looking at a response time from Thursday Island in a
23 helicopter to Badu is about 12 minutes, and that's
24 sometimes a faster response than you can get to a DV in
25 Logan. So if we had other ways of getting to the islands
26 quicker I think that would be the only, I suppose, increase
27 that I would suggest.

28

29 Q. What about having police on those islands?

30 A. I beg your pardon?

31

32 Q. What about simply having police officers on those
33 islands, working out of the outer islands?

34 A. Yes, that would be - yes, look, I suppose they're
35 decisions made by people a lot smarter than me. But places
36 like Badu, I definitely see Badu could definitely have a
37 stand-alone police station, definitely, for the amount of
38 work that comes out of there. But I don't know if we'd
39 ever get - I can't see a time we'll ever get to every
40 island having a stand-alone police station.

41

42 Q. Can I ask you this, and I know you're not the person
43 making these decisions, but would it - when you worked in
44 the urban environment, say if you were working in the
45 Brisbane region, would it ever be appropriate for a woman
46 living in New Farm to be inside a house where a
47 domestic violence incident was unfolding for six hours

1 until the police arrived?

2 A. Totally that's - it's completely unacceptable.
3 I completely agree with you there. But, yes, these are the
4 logistical challenges of where we live, the geographical
5 challenges of where we are, I suppose.
6

7 Q. Can I ask you about the police relationships with
8 community before I ask you a bit more specifically about
9 domestic violence matters in the Torres Strait. You talk
10 about from paragraph 14 of your statement that police do
11 have a good relationship with community and that they work
12 very hard on this, and you outline a number of initiatives
13 and various ways in which the police under your command
14 engage with communities. I think from what you've said
15 this is the case, but do all police live on Thursday Island
16 or Horn Island?

17 A. Yes, definitely. Yes.
18

19 Q. And does that make a difference in terms of the
20 genuine engagement with community because police are in
21 fact part of the community?

22 A. Yes, for sure. We really drive that in our
23 recruitment and we drive that in the people that come to
24 work here. This isn't a place that you move to and sit
25 inside and watch Netflix all day. You actually have to
26 become part of the community. Torres Strait Islander
27 culture is all about acceptance through seeing you and, you
28 know, feeling you and getting to know you and building that
29 trust with you. So you have to get out. Sometimes it's
30 getting out of your comfort zone a little bit, but you have
31 to get out and do things in the community to build strong
32 relationships with people.
33

34 Q. And the initiatives in the community engagement that
35 you talk about in your statement, do they occur
36 predominantly in Horn Island and Thursday Island?

37 A. No, that boat that we talked about with all that TSPM
38 patrols, we try to or we did do a lot before COVID, but we
39 do Blue Light discos at different island schools. So on
40 the Friday night wherever we're closest we'll do a
41 Blue Light disco with all the kids. And we might set up a
42 touch football little competition for the Saturday morning.
43 So we'll get the schools to send out a thing and say that
44 we'll be at the school oval at 9 o'clock for a touch
45 football competition for all the kids that want to come
46 down. So we do do engagements with people whilst we're on
47 those TSPM patrols.

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Q. And that occurs in conjunction with where you are on the boat at any particular time?

A. Yes, yes.

Q. Is language an issue for you in terms of communicating building relationships? I understand from the 2016 census it found that only 5.4 per cent of Torres Strait Islander people only spoke English at home and that in fact English was a second language for many if not most Torres Strait Islander people, and that there's also a number of different languages. Is that consistent with your experiences?

A. Yes, it can be. But in my experience, though, the majority of Torres Strait Islander people have a really good grasp of English and I suppose to a lesser extent are - the traditional languages they speak are Creole, which is somewhat of a broken English, although I do see some officers when they first come to Thursday Island that they can be a little bit confused with the language at times. But you pick it up pretty quick, yes, especially young --

Q. And is that the case - sorry, continue.

A. It's been three years, and I'm pretty lucky. I coach rugby league here and I coach the under-8s and a lot of those little kids sort of speak Creole. I have a six-year-old son at home that speaks better Creole than I do. So they do pick it up pretty quick and you do - you get enough to get by. Like, none of us are certainly fluent in it, but we certainly know how to "please" and "thank you" and "goodbyes" and "good mornings". In my experience I have probably only met one gentleman in my three years here that was an elderly gentleman, probably in his 80s, and he had close to no English. But everybody else I've spoken to has got a really good grasp of English.

Q. And you haven't had to, other than in that case, engage interpreters or someone to interpret for you in communications?

A. No. We're pretty lucky too in the fact that we do work side by side with TSIPOs in these communities and usually when we're talking with people for statements or witnesses or something or even offenders they'll be right there with us. So sometimes it's more the way that we - the way that we talk that they don't understand. Like me today, I'm nervous and I talk quickly. So sometimes that might happen at our outer islands and you can just see

1 that sometimes they're a bit baffled and you'll have to
2 slow it down, ask them again. But that's no different to
3 sort of Cairns and urban areas that I've worked in with
4 some people.

5

6 Q. And are the TSIPLOs part of that exchange as well in
7 terms of identifying where there might be gaps in
8 communication?

9

A. Definitely. Definitely, yes.

10

11 Q. Just in terms of new staff, retention and recruitment,
12 you've obviously been to the Torres Strait for a number of
13 years now. We hear about difficulties in a lot of remote
14 areas about having staff - first gaining staff, but then
15 having high turnover of staff, and I think you alluded to
16 it before when you were talking. Is that a problem in the
17 Torres Strait?

18

A. Yes, it can be. It's hard in all these isolated
19 locations. You build better relationships with people
20 through continuity and consistency, and it's hard when sort
21 of young staff come up and they have been sent here or they
22 move here for a very short period of time, two or three
23 years, and then they move on and then there's that vacuum
24 of where staff have left again and you've got to start
25 again and they have got to build the same relationships and
26 trust with the TSIPLOs and with other members. So, yes, it
27 can be difficult and you do see in the station when you do
28 have staff that have been here a little bit longer things
29 run a little bit better, I suppose, just because
30 everybody's used to the flow of it.

31

32 Q. Is it hard to get the staff?

33

A. No, we're pretty lucky here in the Torres Strait.
34 It's a pretty popular location. A lot of people want to
35 experience it. It's very unique. I did myself. It was
36 always on my bucket list to come up here and do some time
37 up here. So we're pretty lucky. We get a lot of sort of
38 applicants for jobs usually.

39

40 Q. And are there bonuses or incentives for officers,
41 sworn officers, who work in the Torres Strait?

42

A. Yes, you get a locality allowance for living in the
43 Torres Strait. It is very expensive to live here. So sort
44 of food and fuel and day-to-day expenses are very
45 expensive. We get free flights, one to Brisbane and one to
46 Cairns a year. And we get housing.

47

1 Q. And do TSIPLOs get those same bonuses and incentives?

2 A. No, I don't - no, I don't believe that they do.

3 I don't know - I think they would probably get locality
4 allowance. I wouldn't be able to - they certainly don't
5 get flights and I think don't have housing, no.

6

7 Q. Now, you've said it hasn't been difficult getting
8 sworn officers to the Torres Strait. We've heard that
9 there are quite a lot of vacancies in the allocated TSIPLo
10 positions, so out of the 38 I think 17 of those potential
11 positions are vacancies; is that the case?

12 A. Yes, definitely. They were only just advertised. So
13 we had - I wouldn't be able to speak to the exact issues
14 that the people from HR had with advertising them, but
15 I believe it took well over 12 months to get them
16 authorised to advertise for us to actually start recruiting
17 for them. So hopefully they will be filled shortly. But,
18 yes, they have been running with a lot of vacancies for a
19 long time.

20

21 Q. Does that create difficulties?

22 A. Yes, definitely it can. Yes, I mean - yes, it's hard
23 with the TSIPLOs because they don't work shift work and
24 sometimes, you know, as with DVs they don't happen from
25 eight to four Monday to Friday. So you're asking them on
26 their weekends to sometimes assist with you, and when
27 they're the only person on the island and you've rung them
28 three weekends in a row sometimes it can strain the
29 relationship.

30

31 Q. Is there any islands where there wouldn't be any QPS
32 presence at all, so no TSIPLOs, no sworn officers?

33 A. Yes, Stephens Island. So Ugar doesn't actually have a
34 TSIPLo at the moment.

35

36 Q. And in terms of when new people come into the station
37 I understand you've only been the OIC for six weeks, so I'm
38 not asking about anything that you plan to do, but is there
39 a formal induction process when new recruits come?

40 A. Yes, there is. I actually watched what happened
41 today. We had a new staff member start today for her first
42 shift. So what they do is we try to team them up with a
43 sergeant or with a senior senior constable, and they have
44 an orientation package and they have a cultural package,
45 and they'll usually spend the day with that senior officer
46 and a PLO. So that PLO wasn't able to do that today, but
47 that's the sort of orientation that they do. They'll spend

1 their full day sort of going through and sort of just
2 talking with the PLO around some cultural stuff that they
3 should know about.
4

5 Q. Sergeant, I think you actually provided an orientation
6 package and community specific information to
7 the Commission. Mr Operator, would you be able to just put
8 up the first page of - it was tendered today, and it might
9 not have an Epiq number but it's the Queensland Police
10 Service Cultural Appreciation Project Torres Strait Island
11 Community Specific Information.
12

13 OPERATOR: Ms Cappellano, was that provided in the four
14 documents in the Anthony Moynihan bundle this morning?
15

16 MS CAPPELLANO: Yes, thank you.
17

18 OPERATOR: Could you just repeat which one that was, thank
19 you?
20

21 MS CAPPELLANO: Perhaps first it was the Thursday Island
22 orientation package. It's got a picture on the front.
23

24 OPERATOR: Yes, I'm just bringing it up now.
25

26 MS CAPPELLANO: So is that the current - is that the
27 document, and it's about a 27-page document, that you
28 provided to the Commission which is an orientation package
29 that gets given currently to new recruits?
30

31 A. Yes.
32

33 Q. And that covers sort of the policing operational side
34 of things; is that correct?
35

36 A. Yes.
37

38 Q. And, Mr Operator, can you put up another one of those
39 documents which is entitled "The Torres Strait Island
40 Community Specific Information", and, Sergeant,
41 I understand you also gave another document which will come
42 up now. That's that document which is a number of pages.
43 Is that that document which is the community specific
44 information that's given to new recruits?
45

46 A. Yes.
47

48 Q. And how is that given? Are people taken through it?
49 Is it emailed to you? Is it given to you in a booklet?
50

51 A. Given to them in a booklet in a hard copy and then
52

1 they're walked through it.

2

3 Q. Can I just ask you about the community specific
4 information. If we just look over to the third page, and
5 I apologise, Mr Operator, they're not - I don't have page
6 numbers. No, the page before that. The copyright is 2012.
7 Would you agree that that's probably when that document was
8 made?

9 A. Yes. I couldn't tell you when it was made. So
10 I wouldn't be able to - I wouldn't know when it was
11 actually created, this document.

12

13 Q. And if we just go over to the second last page of that
14 document there is a section on domestic violence on the
15 second last and the last page?

16 A. Yes.

17

18 Q. And there that talks about domestic violence on the
19 island, it's not part of culture and there are limited
20 external agencies available in the outer islands; is that
21 your experience still?

22 A. Definitely.

23

24 Q. And so there's not those support services available,
25 so instead we also know there's not police presence
26 available, so it's really turning to victims seeking
27 support of family members or other staff to - government
28 staff like the clinical nurse to overcome those issues; is
29 that your experience now?

30 A. Yes.

31

32 Q. And then the direction given and the final sentence of
33 that paragraph is that, "The seriousness of the matter will
34 determine an immediate response by police or whether the
35 matter will be dealt with at a later date during regular
36 island visits"?

37 A. Yes, that's correct.

38

39 Q. Do you accept that that direction in the induction
40 package might lead a new recruit to minimise the importance
41 of domestic violence particularly in the outer islands and
42 leave vulnerable people who are the victims of
43 domestic violence in a situation where they're in some ways
44 stranded on a very isolated location with police - new
45 police thinking that it's appropriate just to have the
46 matter dealt with in a non-urgent way perhaps on a later
47 visit in up to two months?

1 A. No, not at all. There wouldn't be an incident - if in
2 relation to domestic violence, like I said, I don't know
3 who actually authored this document, but I wouldn't say
4 that there would be an incident that involves
5 domestic violence where we wouldn't attend, especially not
6 with me as the officer in charge. I know the officer in
7 charge before me was of the same mind set. So there
8 wouldn't be an incident that occurs on the outer islands
9 that is of a domestic violence or domestic situation that
10 we wouldn't attend.
11

12 There's probably - the only time that I would suggest
13 that we wouldn't attend is if the aggrieved spouse was
14 somehow transported to Thursday Island of her own accord
15 and left the situation or the male left the situation and
16 she was able to come to Thursday Island and we take her
17 statement, we were able to potentially record injuries and
18 then we investigated it from there at a later date. But if
19 there was anybody at the outer island we would attend.
20

21 Q. Now, I'm not being critical of you personally and
22 I understand that that might be your response. Firstly,
23 your answer to that has to be prefaced, doesn't it, with
24 you would always attend if in fact you knew about it and
25 that would be dependent on the fact that an aggrieved on an
26 outer island with limited phone coverage would tell you
27 about it?

28 A. Definitely. Definitely.
29

30 Q. And, although as the officer in charge your personal
31 direction to the other officers in your station and you
32 personally if your view is that, yes, you would always
33 attend because domestic violence is serious, do you accept
34 that having that sentence in the induction package does
35 minimise - has the potential to minimise the seriousness
36 for which a new recruit reading that might approach
37 domestic and family violence matters, given that it
38 says --

39 A. Yes, I can see what you're saying, definitely.
40

41 Q. Now, just in relation to domestic and family violence
42 at paragraph 9 you say that domestic and family violence
43 occurrences are the highest calls for service in the
44 Torres Strait. Are you able to quantify that a bit more?

45 A. Yes.
46

47 Q. So how often --

1 A. I don't have the exact figures of how many jobs we
2 respond to per year. I mean, those figures could be
3 obtained I suppose.

4

5 Q. But even a week on a rough --

6 A. A large percentage. It would be 70, 80 per cent easy.
7 Easy.

8

9 Q. So 70 to 80 per cent of the calls for service in the
10 Torres Strait are domestic and family violence matters?

11 A. Yes.

12

13 Q. How many calls for service would you get a week just
14 on an approximate basis?

15 A. Oh, geez, I wouldn't be able to say. Actual calls for
16 service through a comms centre?

17

18 Q. Just the occurrence, sorry?

19 A. I would have to look at the figures. I don't want to
20 guess. I don't want to guess. And I don't have that
21 information in front of me, sorry.

22

23 Q. And that's not - I don't want to ask you to guess, but
24 is that something you could find out to give even from an
25 approximate number?

26 A. Yes, I could. Yes.

27

28 Q. Now, you said that it's usually at the time of the
29 incident when you receive a call, it's not over the counter
30 of a police station; is that correct?

31 A. Yes, that's correct.

32

33 Q. And are complaints predominantly from women?

34 A. Yes.

35

36 Q. Do you see cases where women are the respondents to
37 orders?

38 A. Yes, yes, definitely.

39

40 Q. Regularly?

41 A. Not regularly, no.

42

43 Q. In those cases --

44 A. But there have been some instances just in --

45

46 Q. Sorry, you continue?

47 A. Go on, sorry. I was just going to say I only did one

1 two weeks ago.

2

3 Q. And in that case had the female previously been an
4 aggrieved in relation to a domestic and family violence
5 order?

6 A. Yes, she had.

7

8 Q. And does that - in cases where a female has been - is
9 identified as a respondent in the order is it usual for
10 that person to have previously been an aggrieved?

11 A. No, I wouldn't know. I wouldn't know whether or not
12 that's usual, sorry.

13

14 Q. In the matter you dealt with two weeks ago did you
15 have any idea of the background of the relationship or how
16 things came to the point where it was the female who was
17 the person seen to be the aggressor?

18 A. Yes, definitely. That sort of forms part of your
19 decision making. That was a really interesting one that
20 sort of formed a good debate between myself and the
21 sergeant and the constable that attended as to who was
22 going to be the aggrieved on the order. So in all of the
23 previous, I suppose, domestic violence interactions that
24 this couple had had with the police he was the aggrieved.
25 However, in this - is that correct? In this instance --

26

27 Q. Sorry, you said he was the aggrieved?

28 A. Yes, sorry, he was the respondent, sorry, I apologise.
29 He was the respondent. Yes. And in this instance she had
30 been the person, yes --

31

32 Q. And what --

33 A. Who was the --

34

35 Q. And what made you in that situation decide that it was
36 the male who was the person in most need of protection?

37 A. She used a knife.

38

39 Q. And the circumstances, can you recall how many times
40 there had been calls where she was the aggrieved prior to
41 that?

42 A. Off the top of my head, two or three possibly.

43

44 Q. And were you able to --

45 A. Not recently. There hadn't been any recent instances.

46

47 Q. And were you able to or did you turn your mind to in

1 the debate that you had to whether that was defensive or
2 responsive violence?

3 A. Definitely. Definitely. That was all part of the
4 debate and the decision making, yes, for sure.

5
6 Q. And what tipped the balance?

7 A. Witness statements from people who had actually
8 observed the argument take place and the fact that she used
9 a weapon.

10
11 Q. In terms of the types of domestic violence that you
12 see in the Torres Strait you said that coercive control is
13 prevalent?

14 A. Yes, for sure.

15
16 Q. And what types of things do you see in that type of
17 offending?

18 A. Females that are predominantly, I suppose, left at
19 home duties with children. They're not allowed access to
20 money. They're not allowed access to social gatherings.
21 They're not allowed access to phones. They're not allowed
22 access to social media accounts. Yes, those sorts of
23 things.

24
25 Q. And are applications taken out in those types of
26 matters?

27 A. If it's explained to us, definitely, yes.

28
29 Q. Do people have an awareness that that is a type of
30 domestic violence, in your experience, that coercive
31 control is a type of domestic and family violence?

32 A. I certainly think that it's a hole in some learning
33 that we can certainly spend some time in. I only had a
34 talk with a lady from Mura Kosker, one of our support
35 agencies this morning, about that, about trying to engage
36 with some young males around late teenage years around
37 whether or not they actually understand that that is
38 domestic violence. So I think there is certainly an area
39 that we can improve and provide some education around that.

40
41 Q. Is the prevalence of coercive control different in the
42 Torres Strait as opposed to somewhere like Bamaga, which is
43 also under your control?

44 A. No, Bamaga's not under my control. They have their
45 own senior sergeant over there. But, look, I believe it's
46 the same. I believe it's the same. I don't think that
47 their issues would be vastly different to our issues, if

1 they were different at all.

2
3 Q. Now, you talk about there being an intelligence
4 assessment of police responses and investigation in
5 relation to domestic and family matters in the
6 Torres Strait in 2021?

7 A. Yes.

8
9 Q. And that that occurred because of it being such a high
10 call for service but also two incidents which would have
11 been homicides if not for third party intervention. Can
12 you tell us about each of those incidents?

13 A. Yes. I can't tell you about the second one. I can
14 tell you about the first one because I was involved in it
15 from a CIB perspective. I was the officer in charge of the
16 detectives here when that happened. So that was a couple
17 that moved up from Hervey Bay and they were working at one
18 of the local licensed premises up here.

19
20 She actually had her arm broken in an incident that
21 occurred at the hotel, I suppose, workers' quarters. One
22 of the detectives attended the scene and then he attended
23 the hospital and she was taken off in an ambulance. We did
24 identify they had a DV order in place. So he was placed in
25 the watchhouse. Just I suppose the detective that spent
26 some time dealing with that lady and I suppose he built
27 some rapport with her, built some trust with her, she was
28 able to divulge just years of horrific abuse that she
29 copped from this fella down to she had been burnt, scarred,
30 he had put his initials in her, he had just done some
31 awful, awful things, some sexual assaults that she had been
32 a victim of for years. So that one potentially - I don't
33 think if we had have intervened in relation to that one it
34 would definitely have been something catastrophic down the
35 way.

36
37 Q. And in terms of that assessment what were the findings
38 of that assessment? Were there gaps in the response?

39 A. Probably not gaps. I suppose we were - in a couple of
40 instances - and this is only the opinion of the intel
41 officer that completed the assessment. We were probably
42 too quick to write off breaches because of I think the
43 reluctance of a female to provide a formal statement so
44 there were some criminal matters that maybe we were drawn
45 and then we didn't sort of push hard enough. But I think
46 they're the ones that he was mainly referring to, that we
47 could probably just spend some more time and get some

1 better quality around our investigations in relation to a
2 couple of the breaches that we did at that time.

3
4 Q. One of the initiatives you talk about at paragraph
5 (a), and Mr Operator if they could - it's on page 3. If
6 that part of your statement could be put up. You talk
7 about DV follow-ups by the TSIPL0 with high-risk aggrieved
8 spouses and respondents. How were those people identified
9 as high risk?

10 A. The Queensland Police Service have a new dashboard,
11 I suppose, that we can use that identifies our high-risk
12 aggrieved spouses and respondents. We're only a small
13 station. There's only 20 of us at the police station,
14 I suppose, at any one time and the crews get really good at
15 knowing the families and knowing those high-risk
16 individuals, and the TSIPL0s do too. So I suppose when you
17 say geographically Thursday Island is a large division.
18 It's probably not that large of a population. We're only
19 about 10,000 people. So we do get to know personally our
20 regular customers, I suppose.

21
22 Q. You talk about - and then that follow-up is then given
23 to the TSIPL0 to do; is that the case?

24 A. Yes.

25
26 Q. And are they supposed to do that by themselves or can
27 get accompanied with a sworn officer?

28 A. When I say DV follow-ups we're not talking a
29 formalised interview process where the TSIPL0s will attend
30 and sit down with the families and ask them a set of
31 standardised questions. It might just be that they have
32 seen them at the Ibis or they have sat down out the front
33 of the Ibis and had a cup of tea and David came and he had
34 a chat to him and asked him how things were going and we
35 were able to check in with the TSIPL0s, "Hey, have you seen
36 David and Mary around? How are they going?" "Yeah,
37 they're going really well. I saw them the other day at
38 school." So I suppose it's not a formalised follow-up.
39 It's more just them being part of the community and
40 touching base with us and letting us know how they're
41 going.

42
43 Q. You talk about having a new briefing sheet for
44 officers?

45 A. Yes.

46
47 Q. And that briefing sheet, it says it's for an

1 authorising officer. What's a DV order authorising
2 officer? Who needs to do that?

3 A. Usually me. So you'll see that it's - I suppose it's
4 a document.

5
6 Q. You can put that up, Mr Operator. Mr Operator, that
7 was one of the four documents that came through. It's
8 headed "Domestic and family violence briefing sheet
9 Thursday Island policing division", and it's a table.
10 Sergeant, I'll just get that put up so you can talk to it.
11 So when does this get used?

12 A. That's it. I'll use that probably every night when
13 I get rung up about a DV order at home, so the sort of
14 questions that I'll ask. A lot of the time the staff have
15 that briefing document. They know that's what I'm going to
16 be referring to when we make sort of risk assessments about
17 what we're going to do. So they'll have a lot of those
18 answers already preformatted for me before I even ask them.
19 So that's just to - I suppose it's a checklist. It's a way
20 of getting them switched on as to what indicators they need
21 to be thinking about in their decision making before
22 responding to incidents.

23
24 Q. And you say it's for an authorising officer, but prior
25 to a DV application being taken out or a PPN does it have
26 to be run past you?

27 A. They make the decision, and I trust in their
28 decisions. But they'll ring me and they'll advise me as to
29 what action they're going to take. I suppose in larger
30 centres they might utilise what they call DDOs, district
31 duty officers. We don't utilise them here in TI. I'm the
32 DDO. So that's sort of - they'll run by me what decision
33 they're going to make and whether it's going to be a PPN or
34 they're going to bring somebody back from an outer island
35 or - yes.

36
37 Q. And did you do that sheet up to assist you?

38 A. No, that wasn't me. That was the previous senior
39 sergeant, Alison Williams. But I've found it really good.
40 It's helped me because I came from a detective's background
41 that wasn't general duties for 15 years. So I've had to
42 take a deep dive back into this domestic violence space,
43 I suppose, first response domestic violence space. So I've
44 found that really handy to get my head around sort of late
45 night phone calls as well.

46
47 Q. And in terms of the other - the next sheet and,

1 Mr Operator, can you please put up the sheet that's headed
2 - it's got a yellow banner across the top and it's "DFV
3 occurrence reviewing officer checklist". That will be up
4 in a moment, Sergeant. But I understand that that's the
5 risk management sheet for shift supervisors that you've
6 spoken about; is that correct?

7 A. Yes, that's correct.

8

9 Q. So when do you use that as opposed to the previous
10 one?

11 A. There is also - and I don't know if you have it.
12 I did think about this today. There is a new template that
13 has to go across in the supplementaries on QPRIME. I don't
14 know if you can see. I printed it out there. But that's
15 something that they also have to complete now. But that DV
16 occurrence reviewing officer checklist is something that
17 they have to do for each, I suppose, DV that they attend to
18 to make sure that they're doing them correctly.

19

20 Q. And that would be not that a supervising officer does,
21 that's more you doing it - sorry, an individual constable
22 doing that --

23 A. Yes, it's more them doing that one, yes, as the one
24 the previous document. But, yes.

25

26 Q. Okay. You talk about additional training for first
27 response and investigators on DFV related OPMs. Has that
28 commenced?

29 A. We did it last year. We did a full day on
30 domestic violence training at the station. How it sort of
31 came about is because we weren't - those uniform officers
32 weren't able to attend on the TSPM patrols because of
33 COVID. They were stuck at Saibai and Boigu on border
34 patrols. So what we found was we had a large amount of
35 detectives on the TSPM patrols and essentially doing the
36 general duties for Thursday Island out at the outer
37 islands, and they were getting called to a lot of domestic
38 calls for service. So we sort of - I contacted a DV
39 training officer from Cairns and they came up and we did a
40 full day with the whole station just updating us and
41 getting us, I suppose, the most up to date training that we
42 could. So that occurred last November.

43

44 Q. Did that assist?

45 A. Definitely. It assisted me.

46

47 Q. So even up to the officer in charge level there were

1 things that you didn't know?

2 A. Yes, definitely.

3

4 Q. What types of things --

5 A. No, there wasn't things that I didn't know. I mean,
6 I've done - we all do the OLP, the online learning
7 products, and it was just, I suppose, a refresher on sort
8 of things that we have to do, yes, and things that we
9 should get right.

10

11 Q. Was having a face-to-face training much more effective
12 than the online learning for you?

13 A. I think so. Yes, for me it was. Yes.

14

15 Q. And that was delivered by somebody from the DV or
16 vulnerable persons unit in Cairns, was it, who came out?

17 A. It was, yes. Yes.

18

19 Q. You also talk about performance benchmarks for
20 community agencies for funding. How does that work? Is
21 QPS providing funding for organisations?

22 A. No, I talked about that because it was a bit of a
23 strange email that I received from the Mura Kosker
24 organisation here, which is a support agency which offers
25 the DV and family support, I suppose, were asking the
26 Queensland Police to provide an email or a document or a
27 report basically so they could get another 12 months worth
28 of funding. I had that feeling because there was that low
29 uptake. I mean, Warren identified - Senior Constable
30 Campbell, I'm sorry, identified in his assessment that 95
31 to 100 people - to 100 per cent of people were offered the
32 referral but 99 per cent declined any assistance with it.
33 So I kind of felt like, "Well, what are we doing more? Is
34 it just a phone call or is it - if they're not taking up
35 any assistance, then is that it? Does it just sort of
36 peter out or is there something more that we can be doing?"

37

38 Q. So with that referral what's your relationship like
39 with the service industry, the police relationship?

40 A. I can only speak to the last six weeks, but it's been
41 pretty good. I didn't know a lot of --

42

43 Q. So when you were in - you go, sorry?

44 A. I certainly had no - if I can pre-empt your question,
45 I didn't have any contact with them when I was in CIB.

46

47 Q. Okay.

1 A. No, so I didn't know. So it's been a really good
2 opportunity for me the last four weeks in particular
3 getting to know what services are on offer here and what we
4 can do sort of together, I suppose, moving forward.

5
6 Q. Do you have any contact with the Social Justice
7 Interagency Service in your role now or is that something
8 that hasn't commenced yet?

9 A. No, that's not something - I've had no contact in the
10 last six weeks with them. No, the only contact I've had is
11 with our community justice group and our Mura Kosker family
12 support DV support.

13
14 Q. And are they based out of Thursday Island?

15 A. Yes.

16
17 Q. In terms of paragraph 20 you talk about the major
18 challenge about the reluctance of aggrieved to continue a
19 complaint that occurs in the Torres Strait because of a
20 relocation for a person to a particular island. Can you
21 just explain that?

22 A. Yes, I guess what I was trying to get at there - and
23 once again I can only speak to my experience - you might
24 have an aggrieved spouse who leaves their island - say
25 they're from Coconut Island - for a month and they move to
26 Darnley and they live with the respondent's family or
27 they're living on Darnley Island and the DV incident takes
28 place. Police are called and we may take him away to
29 Thursday Island because of whatever has occurred during the
30 incident and she's left isolated on Darnley Island without
31 any family support, because all the family I suppose are
32 around his side, and it can be very hard for aggrieved in
33 that situation that they're there all by themselves.

34
35 Q. You also talk at paragraph 19 that sometimes as a
36 challenge you're attending and arresting a perpetrator but
37 you only have a small window to investigate the matter
38 fully because of time constraints of helicopters and tides.
39 Does that create a situation where the police response is
40 really focused on that initial almost safety point of view
41 of detaining a potential perpetrator and there's not - and
42 then taking them off the island and there's not a police
43 presence providing victim support or spending that time
44 with the aggrieved?

45 A. 100 per cent, yes. It can be - and, look, we
46 sometimes make a call if it's late at night that we'll take
47 the aggrieved if the aggrieved is willing to come with us

1 and has somewhere else to go, then they'll come and we'll
2 go back and get him later on. Then we can sit down with
3 her and we can spend quality time with her, get her to a
4 place of safety and sometimes use the women's shelter here
5 on TI or family who we can take her to and then the next
6 day bring her in. If you can spend that time and that
7 quality time with somebody building rapport and trust
8 you're more than likely - I don't know, there's an
9 incident - I suppose there's an opportunity for them to
10 open up in more depth about sort of the history in the
11 relationship and what actually occurs rather than one
12 flashpoint incident where you take him away and then she's
13 stuck in that power vacuum and then you're only really
14 investigating that one.

15
16 So, look, it's hard. A lot of the time - and I can't
17 give you a figure, but we do take the aggrieved as opposed
18 to the respondent because it's just an opportunity for them
19 to break that cycle and to get away for a little bit. They
20 may end up there for two or three days or a week and
21 they're back in a relationship and things are great. But
22 you've got that time to sit down with them and build some
23 rapport and trust with them, and you may be able to just,
24 I don't know, get her in touch with those support services,
25 if she wants to speak to family members on Thursday Island,
26 they might be able to help her. We don't often take the
27 respondent, I suppose, unless he's been extremely violent
28 in nature and you have to. A lot of the times we will take
29 the aggrieved.

30
31 Q. But in the circumstances you talk about in the
32 statement about having had to arrest the perpetrator and
33 then leave because of those other constraints --

34 A. Yes.

35
36 Q. Does that also - would you accept that that would
37 perhaps then lead to a further reluctance for aggrieveds in
38 engaging with the police on a later time?

39 A. Yes, definitely. Definitely.

40
41 Q. Would that --

42 A. I completely agree with you.

43
44 Q. Would that be heightened in those situations where
45 there's the isolation of an aggrieved because she's not in
46 her home environment?

47 A. Yes, for sure, yes.

1
2 Q. And does that also have a flow-on effect in terms of
3 the quality of the briefs and the evidence that you can
4 provide in terms of a domestic violence application?

5 A. Yes, for sure. I mean, domestic violence
6 applications, we certainly get enough to get over the line
7 in relation to those. But we talk about more serious
8 criminal offences and sort of breaches, sometimes I often
9 have arguments with our prosecutor here in TI as to the
10 standard of our briefs, but we are just so hamstrung on
11 time and availability of people.

12
13 Q. Does that lead to matters --

14 A. Little things can --

15
16 Q. Does it lead to matters not proceeding through court?

17 A. Look, I can't give you any figures where I suppose
18 matters are nullied or matters don't proceed, but the
19 quality of the brief can sometimes not be as good as if you
20 had some time, if you could drive there, if you could bring
21 somebody in to a police station. I think with
22 the introduction of body-worn cameras, and our TSIPLOs are
23 now getting body-worn cameras, I think that's going to be
24 fantastic for our quality of briefs if we can start using
25 that evidence because you're getting real-time sort of
26 evidence at the coalface, if we can call it that. That
27 might be easier than trying to revisit somebody three days
28 later or up to a week later and try to get a statement out
29 of them again.

30
31 MS CAPPELLANO: Thank you. Those are the only questions
32 I have, Commissioner.

33
34 COMMISSIONER: Are you the longest serving officer on TI?

35 A. No. There is some that have been here - there is one
36 sergeant he's been here about eight or nine years. There's
37 another couple have been here about seven. I think I'd be
38 third, third or fourth.

39
40 COMMISSIONER: Okay. And on average is it two years that
41 people stay?

42 A. Yes, definitely. Two years is the minimum tenure.
43 Yes.

44
45 COMMISSIONER: Ms Hillard, do you have any questions?

46
47 MS HILLARD: I do, Your Honour, thank you.

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<EXAMINATION BY MS HILLARD:

Q. Detective Sergeant, at paragraph 5 of your statement you set out what Thursday Island comprises and the number of officers, CIB officers et cetera. Can you say whether or not or how many of those are females?

A. Hang on, let me go through my roster. A total of seven, eight female officers.

Q. And is that a mix of general duties, CIB officers and water police officers or are they clustered --

A. Yes, yes. One water police officer is a female, one CFOU, one CIB and the rest are in general duties, and our centre crime officer is a female.

Q. So out of the 21 general duties officers am I correct then that five would be women; is that right?

A. Yes.

Q. Sorry, four I think it would be. If we go then and consider the number of women officers that you have, and you spoke about the cluster service going out on the boats and the ships and the like like that, when you do the cluster service you spoke about that being on a roster. Is there a female officer provided on the boat for that cluster service each time or not?

A. No, I'm just doing the maths here. Our new officer started today is female so it would be five in general duties. We don't roster according to gender. So it sometimes wouldn't be a female.

Q. I assume based on your evidence and what you've said that when you do that cluster service and going out on the boats that there's also not a domestic violence counsellor, domestic violence specialist support worker, whatever one wants to describe them as, no-one with those sorts of skills on the boat?

A. No, definitely not, no.

Q. I'm assuming then that based on the evidence that you've given today that you haven't really been able to have services where you're able to provide what's referred to as the co-responder type model where police can attend one of the islands with a social worker or a specialist domestic and family violence worker to support and assist an aggrieved?

1 A. No, we haven't been able to do that, no.

2

3 Q. Is it correct then that the support that is provided
4 or that you're able to facilitate either happens by way of
5 referrals or by bringing them down to maybe Thursday
6 Island?

7 A. That's correct.

8

9 Q. I was having a look at the Badu Island primary health
10 clinic and I can see on there that they have nurses,
11 general practitioners and the like but they also have
12 telehealth facilities. Are you aware of the police being
13 able to facilitate domestic and family violence social work
14 or support through the telehealth?

15 A. It certainly could assist. I don't know if they do.
16 I don't know if the TSIPLOs assist in that role. But if
17 it's offered then, yes, we definitely could.

18

19 Q. At paragraph 10 is where you spoke about coercive
20 control in your statement and Counsel Assisting asked you a
21 few questions about that and you mentioned social
22 gatherings, that the women can be restricted from attending
23 social gatherings. Can I just ask this about the community
24 engagement. You spoke about football, you spoke about
25 events, you spoke about running those types of things.
26 What types of things are in place to try to reach those
27 women that can't go to those social gatherings and social
28 events?

29 A. Yes, I suppose we try to just be present on the island
30 and walk around the island and just be - we don't have any
31 female specific events, I suppose, if that's what the
32 question's sort of asking me. I don't think that we would
33 have anything that would bring those women to us, no.

34

35 Q. And I'm not being critical of you at all but it sounds
36 as though police resourcing is a real issue to try to get
37 to and reach those women that are in those coercive
38 relationships and are socially isolated, would you agree?

39 A. I completely agree.

40

41 Q. In terms of Torres Strait Islander liaison officers
42 and the statistics that you were asked about and calls for
43 service, you said about 70 to 80 per cent of your calls for
44 service are for domestic and family violence. Can I just
45 ask some questions about that. Is that based - I know
46 they're not full statistics; it's your reckoning. But that
47 was, as I understand your evidence, communications centre

1 calls or comms centre calls through Policelink or Triple 0?
2 A. So what I suppose for the Queensland Police, and you
3 guys have probably already heard about this in your
4 hearings, we use LCAD. So I suppose that's the one point
5 of truth. So if a job comes into a call centre or a comms
6 centre an LCAD job will be generated. If a call for
7 service comes through the station an LCAD job has to be
8 generated by the crew attending. So that's where those
9 statistics would come from.

10

11 Q. And I presume then that that didn't include or you may
12 not be able to include these informal contacts or contacts
13 made to the liaison officers in the communities; they don't
14 go through that process?

15 A. No, certainly. So we ask if our TSIPLOs can - they
16 have incident reports that they're to fill out, and if
17 there are minor instances of DV or just anything that
18 happens, driving unlicensed or anything that comes to their
19 attention, they fill out - they are to fill out an incident
20 report, email it through to us to Thursday Island. But
21 whether or not we capture all of those, I can't say that we
22 do.

23

24 Q. You spoke about the high turnover of the staff every
25 two years, you said to the Commissioner on average it seems
26 to be. Do you think that additional training and preparing
27 them for the role before they start in that position would
28 assist in keeping them there?

29 A. I don't know if it would keep them here longer. Any
30 additional training prior to them arriving would be
31 fantastic. But I don't know - I still don't know if it
32 would keep people here longer. It is very isolated at
33 times.

34

35 Q. And is one of the issues perhaps that there is a cap
36 on promotional opportunities because of the structure that
37 we went through on paragraph 5 of your statement?

38 A. Could be, yes. I don't know. Yes.

39

40 Q. In relation to the documents that were taken or put up
41 on the screen that Counsel Assisting referred you to there
42 was that table numbered 1 through to 29 of the lines titled
43 "Domestic and family violence briefing sheet".

44 A. Yes.

45

46 Q. You said you didn't prepare that, however you use it
47 or you encourage your junior staff to use it; is that

1 correct?

2 A. Definitely.

3

4 Q. At point No.16 there it has, "What is the liaison
5 officer's recommendation regarding risk?" Can I just
6 clarify is that referring to a risk assessment, a PAF, or
7 is there some other training that they have to assess that
8 risk?

9 A. No, no. That's I suppose - I can't speak to what the
10 author was saying when they said it, but I take that as to
11 say, "What's going to happen? If we do A, what will happen
12 at B? Like, what's that person like? What's that person
13 like when they're drunk? What's that person like when
14 they're angry?" I mean, they know them. They have
15 intimate knowledge usually of the person that we're
16 attending to. So that's more what I think that is, to give
17 us a bit of an assessment of what their knowledge of the
18 person is.

19

20 Q. And in relation to all of the points, forgive me if
21 I have missed it, but it doesn't appear to specifically
22 address the consideration of criminal charges?

23 A. No, I don't - you'd be right. That's not on there.
24 But it's certainly something that I ask and we always
25 consider that.

26

27 Q. Subject to those investigations and the time
28 constraints that you've already outlined which I won't ask
29 you to repeat of course?

30 A. Yes.

31

32 Q. The other document that you've provided, the DFV
33 occurrence reviewing officer checklist, it's got the yellow
34 line across the top and the red line through the middle
35 with the two other categories underneath, can I just
36 clarify is that a Thursday Island station specific document
37 or is that a QPRIME printout document?

38 A. No, that's a QPRIME printout document.

39

40 Q. Okay. And just in respect of the ones under the
41 yellow heading I can see there that there is a tick box,
42 "If the incident is between Mossman through to Gordonvale"
43 and then it lists some serious offences; "If an incident is
44 between Smithfield through to Yarrabah" it lists some
45 serious offences; do you see that section there?

46 A. Yes. Yes, I do. This may have come from the
47 domestic violence HRT centre or team in Cairns, I suppose.

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Q. Is this something that the junior officers going up to Thursday Island and the Torres Strait Islander region are asked to complete?

A. They're certainly asked to review it and to know it, definitely, in their decision making.

Q. And would you accept that it might be perhaps helpful to have some Thursday Island specific information rather than limiting Mossman through to Gordonvale or Smithfield through to Yarrabah?

A. 100 per cent, definitely.

Q. And in respect of the charges as well whilst there's reference to some charges perhaps it could include some express consideration of charges that might assist from your perspective?

A. Yes. Yes, definitely.

Q. And when we're dealing with domestic and family violence responses you've given some very frank evidence about the resourcing and the capabilities and the like, and you've given some evidence about gaps and what-not. I think the phrase might have been used if you had a crystal ball in terms of fixing things up would further on the ground support services that provided this co-responder police officer domestic violence social support worker, alternatively co-located we have a police officer on each of those islands and a social worker is accessible then and there to assist with triaging with an aggrieved, either of those would help you to be able to help these people who experience domestic and family violence better?

A. Yes, definitely. I'd love to see something like that.

Q. And what about linking in or the involvement of Queensland Health, Department of Child Safety, immediate legal services, a more multi-disciplinary approach; is that something that would benefit the region that you service?

A. Yes, definitely.

MS HILLARD: Thank you, Commissioner. Those are my questions.

COMMISSIONER: Mr Hunter?

<EXAMINATION BY MR HUNTER:

1
2 Q. Can I ask you about the questions you were asked some
3 time ago by Counsel Assisting concerning a couple of lines
4 in the orientation documents that are provided to officers
5 when they arrive on Thursday Island. In particular it was
6 suggested to you that the section under domestic and family
7 violence might suggest to a person reading the document
8 that it was possible to deal with a domestic and family
9 violence call for service without attending it and simply
10 deal with it later. I'm referring in particular to what's
11 at pages 21 and 22. It's the last and second last pages of
12 the document that's headed --

13 A. Yes.

14
15 Q. Just so we're quite clear what I'm talking about, the
16 document that's headed, "The Queensland Police Service
17 Cultural Appreciation Project". Now, I'm just wondering
18 about the practical realities of that scenario. If a
19 domestic and family violence call for service came to the
20 attention of one of your officers what's the procedure,
21 what's the mechanism that's followed as a result - that
22 follows as a result of such a call for service coming into
23 the station or being communicated to an officer?

24 A. Okay. Say a phone call comes in, a job is received
25 via Triple 0, an LCAD job is generated. Obviously the crew
26 will attempt to make contact with the aggrieved or the
27 person who has contacted police. If they're unable to
28 contact that person, they'll ask for assistance from a
29 TSIPL0 to see if a TSIPL0 can attend in person and speak to
30 that person or to, I suppose, give us some intelligence
31 assessment as to what's occurring. If they're not
32 available, if we can't get a TSIPL0 or for whatever reason
33 they're not available, we'll look for close associates, for
34 people on the island to the family member, to the
35 aggrieved, to see if they can make contact with them and
36 give us some idea about what's actually occurring. If it
37 is something that is - it is a violent situation, we need
38 to attend to immediately, they'll contact myself if it is
39 out of hours. But if it is sort of in hours we'll look to
40 whether it's boat, plane, helicopter, we'll put a response
41 out as to how we can get there as quick as we can.

42
43 Q. Under what circumstances could an officer decide not
44 to attend a domestic and family violence call for service?

45 A. If we were to speak - a TSIPL0 was to speak,
46 I suppose, to somebody at a residence, the resident may go
47 with the TSIPL0 to a place of safety and then leave the

1 address and we have the TSIPL0 advising us that the person
2 is now safe and they have left the island, they have gone
3 from Coconut to Darnley, and we might attend Darnley Island
4 the next day and take a formal statement about what
5 occurred the day before. That would be the only incident
6 that I could see that that would occur. I mean, if they
7 were staying on the island and even if they were still at a
8 place of safety, we would still attend. We would
9 definitely attend.

10
11 Q. All right. And what level of oversight is there from
12 senior police, including yourself, of the response of
13 individual officers to domestic and family violence calls
14 for service?

15 A. They have to run it by me. Every DV job gets run by
16 me or a sergeant at the station. But if it is a response
17 such as that or if it's any domestic violence incident it's
18 run by me.

19
20 Q. So if there was a domestic violence call for service
21 and there wasn't an appropriate response to it is it
22 possible that you would not hear about it or find out about
23 it?

24 A. Are you talking if they didn't brief me?

25
26 Q. Yes. I mean, do you only find out about it --

27 A. I would probably still hear it because I review --

28
29 Q. Sorry, I interrupted you. Go ahead.

30 A. The next day, or the next time I'm on shift or when
31 I wake up in the morning and check the LCAD jobs from
32 the day before, yes, I potentially could
33 have - I could - it hasn't happened in my six weeks, but it
34 might happen, yes.

35
36 Q. But you would see it the next time you checked the
37 LCAD jobs?

38 A. Definitely. Yes.

39
40 Q. You were asked some questions about in terms of
41 that - the domestic and family violence briefing sheet;
42 that's the table that was prepared by your predecessor?

43 A. Yes, that's correct.

44
45 Q. And you were asked about item 16 and that was the
46 TSIPL0 recommendation regarding risk, and you were asked
47 about whether the TSIPL0 assessment of risk was based upon

1 anything that resembled the PAF. How decisive would the
2 recommendation of a TSIPL0 be in terms of the ultimate
3 decision about what to do, and by that I mean is the view
4 of a TSIPL0 to be substituted for the assessment of the
5 individual officer, him or herself?

6 A. No, I believe it's just taken into account in relation
7 to the decision making framework that they would be using.
8 It wouldn't be the be-all and end-all. If the TSIPL0 said,
9 "Oh, no, it's fine, you guys probably don't need to come,"
10 I think we would definitely still come. It just goes into
11 the decision making. Yes, it's not a "yes" or "no" from a
12 TSIPL0.

13
14 Q. You haven't been asked about this, but can I raise
15 with you the question of culture, that is police culture?

16 A. Yes.

17
18 Q. You may be aware that there's been some evidence
19 before this inquiry that at least at one police
20 establishment there appeared to be widespread attitudes of
21 both racism and misogyny that were particularly relevant to
22 the way in which officers at that establishment responded
23 to domestic and family violence calls for service. Can
24 I ask you firstly is that something that you've experienced
25 in your career?

26 A. Never. No.

27
28 Q. And what about in particular during your time at
29 Thursday Island and in the Torres Strait?

30 A. No, definitely not. No. That would never be
31 tolerated.

32
33 Q. What would you do if you were to observe people
34 speaking disparagingly of, for example, a victim in a
35 domestic and family violence call for service?

36 A. There would be a conversation had between myself and
37 that person, definitely.

38
39 Q. Can you describe for the Commissioner your assessment
40 of the attitude of the police that you work with to their
41 responses to domestic and family violence calls for
42 service?

43 A. I can only speak - like I said, I can only speak for
44 the people I work with. But we here in the Torres Strait,
45 we're all very victim-centric. We're part of this
46 community and everyone that I have down at that station has
47 a high level of compassion and empathy and I suppose

1 passion for the work that they do. So nobody shows any
2 sort of reluctance or any bad attitude towards anything
3 that we do there. It's part of our job and they're
4 professional about it and they care about victims.

5
6 MR HUNTER: That's all I have, thank you.

7
8 MS CAPPELLANO: I have no further questions, Commissioner.

9
10 COMMISSIONER: Thank you. Thanks very much for coming
11 in - or not coming in, appearing via videolink.

12
13 <THE WITNESS WITHDREW

14
15 MS CAPPELLANO: If we could leave the videolink open, I'd
16 call Elsie Nona.

17
18 <ELSIE NONA, sworn (via videolink):

19
20 <EXAMINATION BY MS CAPPELLANO:

21
22 Q. Ms Nona, you're currently a Torres Strait Islander
23 police liaison officer and you're serving on Badu Island;
24 is that correct?

25 A. Yes.

26
27 Q. And you indicate in your statement that you speak a
28 number of languages. What are they?

29 A. English, Creole and I have an understanding of Kala
30 Lagaw Ya, which is our cultural island language.

31
32 Q. And you say in your statement that that's how you're
33 able to communicate effectively with whomever you come into
34 contact with. If you could only speak or understand
35 English would you be able to communicate effectively?

36 A. I guess so.

37
38 Q. So do most people speak and understand English?

39 A. I guess it would be a bit difficult because up here in
40 the Torres Strait first language is Kala Lagaw Ya and
41 Creole.

42
43 Q. And some understanding of that language would be
44 necessary in order to communicate with most people in the
45 Torres Strait?

46 A. Yes.

47

1 Q. You talk about having - you've been in the police
2 force since 2009; is that correct?

3 A. Yes.

4

5 Q. And initially you were a QATSIP officer, which
6 I understand is a Queensland Aboriginal and Torres Strait
7 Island Police, and then that was amalgamated to a TSIPSO
8 and now you're a TSIPL0, which is a Torres Strait Islander
9 police liaison officer. There are differences between
10 those positions; is that right?

11 A. Yes.

12

13 Q. When you were a QATSIP officer did you have additional
14 powers?

15 A. Yes, we did.

16

17 Q. And what were those powers?

18 A. I guess we just had - we had - well, back then I could
19 remember we were able to use the QPRIME. We were using
20 QPRIME to enter DV applications, street checks and
21 basically everything what the constable did, write tickets,
22 traffic infringements and things like that.

23

24 Q. And has the reduction in powers affected your ability
25 to perform your role?

26 A. Now?

27

28 Q. Yes.

29 A. As a TSIPL0, is that what you mean?

30

31 Q. Yes.

32 A. Yes, it has.

33

34 Q. How does it affect you?

35 A. Well, the process is longer now to conduct duties as
36 when we were QATSIPs, but we were able to enforce things
37 before. Like, if a DV occurred we took care of the
38 application and served the documents there and then on the
39 same day, as for now the process is much longer.
40 Everything is done via telephone, the people have to - I'm
41 so sorry. That was my one.

42

43 Q. So you were talking about the way in which you used to
44 have powers when you were QATSIP officers?

45 A. Sorry, yes, so what happened - basically the process
46 now is when we get an incident obviously everything is then
47 referred to, we have to contact the Thursday Island police

1 station where the state police officers are and everything
2 is done via the telephone. They have to do the statements
3 via the telephone and they email statements to us and we
4 have to go and see the victim or whoever the informant is
5 and get them to sign it and then scan and email it back.
6 I guess what I'm saying is the process is much longer for
7 reports to be put through, if that makes --

8

9 Q. No, that does make sense. You're currently on
10 Badu Island and do I understand your evidence correctly
11 that often there's about 800 people on the island?

12 A. Yes.

13

14 Q. But during school holidays 300 or so school kids come
15 back and it might be more like 1,000 or 1,100?

16 A. 1,000-plus, yes, yes.

17

18 Q. And the nearest police station is on Thursday Island;
19 is that correct?

20 A. Yes.

21

22 Q. And --

23 A. There's a station on Horn Island and Thursday Island,
24 sorry, yes.

25

26 Q. And in terms of getting to Thursday Island or
27 Horn Island is boat the way you or most people would
28 travel?

29 A. Yes.

30

31 Q. And how long does that take --

32 A. Dinghies or boats.

33

34 Q. How long would that take?

35 A. A minimum of two hours, depending on the weather. If
36 it's rough seas it can take anywhere between two and a half
37 to three, three hours, three and a half hours, and also it
38 depends on the type of dinghy or boat you're travelling in.

39

40 Q. And so in terms of the presence of state police or
41 sworn officers on Badu Island when are there sworn officers
42 there?

43 A. Usually only when jobs or DV or serious incidents
44 occur on the island.

45

46 Q. Otherwise --

47 A. We have to inform them and then they have to travel

1 out to the island to assist or to take care of the job,
2 yes.

3

4 Q. So in many ways are you and the other TSIPLOs the
5 police on Badu Island?

6 A. Yes.

7

8 Q. And are there two other current TSIPLOs at the moment
9 on Badu Island?

10 A. Yes, there's three of us based on the island, but one
11 is currently doing his work on Moa Island, because there
12 are two communities on Moa Island and there's no staffing
13 over there. So he was directed to go and do his duties
14 over there just to help out with the staffing issues. So
15 on Badu there's only currently two, until those positions
16 I believe are going to be filled, which is hopefully in the
17 near future.

18

19 Q. So how does it work between you and the other person?
20 Is it always one person on call or on shift? Do you take
21 turns? Do you ever work together?

22 A. They try to shift us so that there's someone on shift
23 all the time. So one might do morning, one might do
24 evening or we do a shift together, and in case of
25 emergencies we would both get called out or one of us who
26 was available would get called out.

27

28 Q. And when do the shifts run? It doesn't cover a
29 24-hour period?

30 A. We have morning shift, eight to four.

31

32 Q. And the evening shift?

33 A. No, no, no, it's usually like - usually eight to four
34 shifts or two to 10s.

35

36 Q. And what happens --

37 A. Or four to 12s.

38

39 Q. So what happens if there's a domestic violence
40 incident on the weekend or in the middle of the night?
41 What generally happens then?

42 A. Well, I usually get a call from the place of wherever
43 the incident is because everybody on the island has my
44 personal number. So I'll get a call first reference, and
45 then I'll call TI and just let them know I'm going to try
46 and reach out to the other boys so we can go and find out
47 what's going on out there, obviously get as much

1 information as we can before attending the job but, yes,
2 otherwise it's us. We're first on scene.

3
4 Q. And when you said you reach out to the other boys who
5 do you mean?

6 A. I mean either Barry or Boyd, whoever is on the island
7 and is available to attend with me.

8
9 Q. I didn't hear what term you said then. "A barrier
10 boy"?

11
12 COMMISSIONER: I think she said "Barry or Boyd".

13
14 WITNESS: Sorry, Barry or Boyd. Barry or Boyd. So the
15 other officers are Barry Nona and Boyd Ahmat. Sorry, yeah.

16
17 MS CAPPELLANO: Thank you. I understand now. That's my
18 fault, sorry. So you would get that call. Do you get paid
19 when you respond to those calls?

20 A. Yes. I would first of all call TI to let them know
21 and then they would then authorise overtime for me to
22 attend the job.

23
24 Q. And then do police always come out or what are the
25 circumstances for a police attendance?

26 A. I guess it just depends on the severity or the
27 seriousness of the incident. Like, if it's high risk
28 obviously - or, you know, if there's alcohol or if
29 it's - yes, it just depends on the situation that we're
30 walking into. Like, if the husband or the partner or
31 whoever may be involved, if they're heavily intoxicated, we
32 might have to get the state police to come out to deal with
33 the situation because obviously our safety is priority.
34 But always trying to make sure that the victims in the
35 situation are in a safe place and making sure that we get
36 them to a safe place is a priority.

37
38 Q. And how do you do that?

39 A. Because everyone kinds of knows each other on the
40 island, too, and I think we kind of - sorry, we kind
41 of - we've got that level of respect from community. So if
42 we do attend, you know, it's easy for us to just, "Hey, let
43 me just try to de-escalate the situation the best way we
44 know how", just to separate the parties and just to make
45 sure that whoever is the victim in the situation is taken
46 away and put in a safe environment until state police can
47 arrive to deal with the situation.

1
2 Q. Would there ever be a situation involving a domestic
3 or family violence matter where the state police didn't
4 attend?

5 A. I can't really recall them not ever attending any
6 serious domestic and family violence. If we can do as much
7 as we can on ground just to keep the peace then they
8 can - if they can then - if they don't come on the day,
9 they'll be there the next day definitely, depending on
10 availability for them also to sort out what needs to be
11 sorted out. But it's always a priority for us to make
12 sure - sorry?

13
14 Q. Keep going?

15 A. It's always a priority to make sure that the victim or
16 the children or whoever it is involved are in a place where
17 there's no contact between the parties until state police
18 can get onto the islands.

19
20 Q. You talk about a specific --

21 A. But usually domestic --

22
23 Q. Sorry, you go.

24 A. But usually domestic violence - anything related to
25 domestic and family violence state police respond as soon
26 as they can.

27
28 Q. You talk about a specific incident where there was a
29 DV matter on the island. Can you outline that incident?
30 First, can you say when that occurred and then can you
31 outline for the Commission, firstly, when it occurred and
32 then what did occur? It's an incident you talk about at
33 paragraph 20.

34 A. Yes, I know which one, sorry. It was an afternoon
35 shift that we had done and I had gotten a call on my
36 personal phone that there was a DV happening. So I called
37 TI police, let them know, "Hey, me and Kearney is working
38 but we're about to attend a DV that's happening up on
39 Chapman Street." Upon arrival I could hear the young girl
40 screaming, obviously because I knew who she was, and I know
41 that there is a baby involved, there's a little infant
42 child involved. We could just hear the screaming, and
43 without hesitation I just went in the house because I knew
44 the parents weren't home and my concern was obviously for
45 her and the child. So we both called out, both Kearney and
46 I both called out to the young fellow that was in the room
47 also, who wouldn't open the door. So I just opened the

1 door, walked in and grabbed the young mother and the child
2 and I just told my partner, who at the time was Kearney,
3 I said, "Settle him down. I need to take this mother and
4 baby away." I just needed to get them out of the house
5 because they were scared. The baby was crying. I picked
6 up the baby and just walked straight out of the house.
7 Usually we weren't - we couldn't do that, but that was just
8 a - that was just a human instinct thing that I had to do,
9 you know, because I was very worried about the mother and
10 the baby and the fact that they were scared and locked in a
11 room.

12
13 Q. And where did you go then with the mother and the
14 baby?

15 A. We took - I took - I took the young lady and her child
16 to her mother's place because she was really shaken up and
17 just so that she would get a bit of family support, and
18 because I knew that the partner wouldn't go to the
19 residence because he was scared of the parents. Then I'd
20 come back and I picked up my partner, Kearney, who was just
21 having conversations and just trying to calm the young lad
22 down, which he had done and which was all okay. Then we
23 went back, picked up the young lady and left the bub with
24 the grandma, because I had to take her back to the station
25 to provide a statement over the phone to TI police just to
26 update them on what was really kind of happening.

27
28 Q. And was there any other contact with the male on that
29 night - sorry, that occasion, that afternoon?

30 A. Yes, a few hours later he actually came down to the
31 station. He was yelling around the station. We knew that
32 was him because we could see him and we could recognise his
33 voice of course. But Kearney was there and managed to go
34 outside, because I had to keep the door locked, and just
35 talk him down and just, you know, politely just ask him to,
36 "Go away. This is the situation. She's here with us now.
37 She's not coming out to speak to you. You're just going to
38 need to walk away and calm down, and maybe tomorrow's
39 another day. The police are on their way and that they
40 will come and talk to you eventually. So you're going to
41 need to settle yourself down." He complied and he did.
42 But, you know, that went on for about a good 15,
43 20 minutes. But then he then respected what Kearney said
44 and said, "Fine, I'll just go. When they come, tell them
45 I'll be at home." That's what happened there that day.

46
47 Q. And did you stay in the station with keeping the young

1 woman safe then until the police arrived?

2 A. Yes.

3

4 Q. And how long did it take probably from when you got
5 that initial call that there was something wrong to when
6 the police arrived?

7 A. I can't really say, but it was dark because - it was,
8 like, late afternoon. We got that call, like, four, five,
9 but it was definitely after 8 pm, 8.30, something like
10 that. I can't really recall the time. But, yes, it was a
11 few hours later.

12

13 Q. And would you have been able to respond in the way
14 that you and your partner were able to if it was just one
15 of you?

16 A. Well, I did think about this because I was thinking,
17 "What if, you know, Kearney wasn't there, you know?" But
18 I guess I would have just had to - I wouldn't have changed
19 anything. I would have still been - I would have still
20 done what - I would have just tried to have done my best in
21 any way possible, and even if he had come around I would
22 have just told him from inside the door, "You've just got
23 to go because I'm not opening this door. State police are
24 on their way." But just having to do what I can do until
25 they get there.

26

27 Q. And when did this happen? Not in terms of time of
28 year, but what year --

29 A. This may have even happened not last year, it was the
30 year before, end of - what are we now? 2020? Around the
31 end of 2020. Yes, something like that. Yes. Because
32 I kind of really distinctly remember that because of the
33 mother and the child and the look in their eyes. Like,
34 that's what I can remember. That's why that one kind of
35 sat with me for a while, that particular incident.

36

37 Q. Do you often have to be - sorry, do you often find
38 yourself being the first responder to a domestic and family
39 violence incident?

40 A. Yes.

41

42 Q. How often would you attend incidents of domestic and
43 family violence?

44 A. I don't want to jinx it. It's been really quiet
45 lately and I don't like using the Q word. It used to be
46 quite often. But it hasn't been - it's just kind of - what
47 can I say? It's died down a little bit because I think

1 everyone's more educated now on domestic and family
2 violence. So we might get maybe - it just kind of really
3 depends. It's a seasonal thing, too, because, you know,
4 when the guys have gone out crayfishing, they get paid, you
5 know, there's financial issues and problems, and that's
6 when alcohol is involved and that's when domestic violence
7 happens. So if it's not happening once or twice a month,
8 sometimes we can get it once or twice a week.
9

10 Q. And you said that there had been more education,
11 people understanding things. Was there a particular event
12 that has helped that?

13 A. We try to - we usually do the DV month, the May month,
14 where we just try to go and promote family
15 domestic violence pamphlets and talks and stuff like that,
16 whether we're standing outside of the local stores or I'm
17 going up to the school and just educating whoever I come
18 into contact with, even when we're just sitting around and
19 having our yarns and comparing the rates now from when they
20 were when I first started, when we had DV files quite high,
21 it's not as much as it is now. There's a big difference,
22 I think because of the educational side of it. Like, just
23 educating the people on what it's all about, how to behave,
24 you know, family relationships and just, you know, really
25 getting to the core of letting our people know what it's
26 all about and what's involved and what the consequences are
27 of it.
28

29 Q. You said "we are handing out pamphlets". Who is "we"?
30 Who is doing that? Is that you and the other TSIPLOs --

31 A. Sorry, me or Barry or Boyd or whoever is on shift at
32 the time; sorry, yes.
33

34 Q. And are you doing that in collaboration with the state
35 police or with any service agencies or is it just an
36 initiative of the Torres Strait Islander police liaison
37 officers?

38 A. Yes, that was just something that when I was told
39 about it I just wanted to make more of an awareness of it.
40 So I try to promote that every time wherever I am, I talk
41 about it, so that it's a broader thing. It was a just a
42 choice we made, I suppose. "Every May month let's do this,
43 talk about this and make it known to the community,"
44 whether we had little workshops when there's other - when
45 there's sporting events or when there are - or events
46 happening in the community, we try to set up a tent and
47 just sit there and give out pamphlets and talk about family

1 and domestic violence.

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Q. And in terms of the - sorry, I'll start again. We've talked about the presence or the level of presence of police, of the state police, and do I understand correctly that that's usually in response to a call-out? What about other service agencies? Are there domestic and family violence service supports on Badu Island? Are there perpetrator programs available on Badu Island?

A. No, not for on the island, no. But there's a lot of agencies that travel from TI. I think they do like monthly visits, that they come out and, you know, if they're referred, you know, there are these other agencies that they're referred to and they make the monthly visits or fortnightly visits to come and talk to either the perpetrator or the victims, if needed, yes.

Q. Do you have any interactions with the Social Justice Interagency Service?

A. Not regularly, no.

Q. Do you know if there is a group that is an interagency group involving support workers and police, Corrective Services, Health that you know of?

A. We have an interagency on the island; is that what you mean, like an interagency on the island or --

Q. No, just generally in the Torres Strait?

A. Are you talking about other agencies in the Torres Strait?

Q. Yes.

A. There are other persons who are involved in that that I know of on the island, but we don't really have that - we just haven't really met and spoken about specific things. We haven't come together like that, because I'm trying to understand what kind of interagency.

Q. So I said there was a specific group in the Torres Strait, the Social Justice Interagency Service. It was a specific group. You're not aware of them?

A. No. No, no, no, no, no. I know that there is a lady that represents Badu for the justice group that travels out for courts and that. That's all I know.

Q. And you don't have specific contact with any specific domestic violence support services?

- 1 A. We do, but not on the island.
2
- 3 Q. They're the people who travel from Thursday Island?
4 A. On TI. On Thursday Island. So if a referral needs to
5 be made it has to be put through to the Mura Kosker
6 Sorority on TI, and that's just one of the agencies that
7 I'm aware of.
8
- 9 Q. Can you tell the Commission about some of the
10 challenges that you experience in your role?
11 A. I guess being where I am and in a remote community
12 I think one of the most challenging ones for me is
13 I sometimes feel I've got a big police station sign on top
14 of my house. So, you know, I don't have much family time,
15 if I can be honest, because I'm always - my house is like a
16 revolving door for especially victims or people in need of
17 safety and service. It has in the past affected my family
18 life, you know, but I've had to make changes for that. But
19 it's also about educating the people and, you know, this is
20 my home, this is my family and home, and there's only so
21 much one person can do, I guess, yes. That's my challenge.
22 Because I'm the only female and everyone talks to me,
23 especially all the women, but I've also had a lot of men
24 come and talk to me to talk to their partners or, you
25 know - I think that's one of the main challenges for me
26 being a TSIPL0 on the island, a female TSIPL0.
27
- 28 Q. Are there many other female TSIPL0s?
29 A. No. Not currently.
30
- 31 Q. Are there any other female TSIPL0s?
32 A. Yes, on other islands there are.
33
- 34 Q. But just not on Badu?
35 A. Just not on Badu.
36
- 37 Q. Now I know that this week you're getting some specific
38 training?
39 A. Yes.
40
- 41 Q. And I know you probably missed some of the training
42 because you were waiting to give evidence. So I apologise
43 for that. Other than the new training that you're about to
44 start have you had enough training for the role that you
45 undertake?
46 A. So this is actually the start of the new - because
47 TSIPL0 is only kind of new, so this is kind of the new

1 induction or joining training that we're getting provided
2 now with. Prior to that there hadn't been no specific or
3 no type of training. I think the only other training I've
4 got was for the body-worn cameras that we recently
5 received. But other than that no kind of training. I've
6 only kind of - we've only attended conferences and meetings
7 and little things like that. But no actual training, yes.
8 The only training I attended was when I first started back
9 in 2009 where they sent us down to do the PLO course in
10 Brisbane.

11

12 Q. And that's the only training you've had --

13 A. And even after that anyone else - yes.

14

15 Q. We've heard that there are a lot of vacancies in the
16 TSIPL0 positions that aren't currently filled, and you've
17 talked about that as well. Firstly, is that a problem?
18 Does that put extra stress on you?

19 A. Yes, it does.

20

21 Q. And --

22 A. Sometimes I'm the only one there because, you know,
23 the boys are - they have other commitments. There's
24 cultural commitments. There's football commitments.
25 There's all these different types of commitments. I'm
26 usually the one that's usually on the island. So sometimes
27 I find myself being the only officer on the island for
28 anywhere between two to three weeks. So that's quite
29 challenging in itself.

30

31 Q. Are there any reasons why either TSIPL0s are leaving,
32 and you talk about that in your statement, or people aren't
33 wanting to become TSIPL0s? Are there things that you can
34 identify?

35 A. I think I mentioned it there in my statement that all
36 these TSIPL0s, they're based on the island, they live
37 there, they are a part of the community, they grew up with
38 the community, which means everyone is related. They're
39 all family. Everyone's family, you know. So if they're
40 attending a job that job involves a family member, and it's
41 how they get treated when they're not working. There could
42 be awkwardness or family disputes then that we then have to
43 face without making it - it then becomes a personal thing,
44 you know, and this is how it affects us the majority of the
45 time because we still have got to see these people every
46 day, you know, and we get cold shoulders all the time and
47 sometimes, you know, if we can carry it, we carry it; if we

1 can't, for some it's just too hard to bear. So they say,
2 "No, this is too much for me. I can't do it." And I think
3 that's - like, I've heard or I've had a couple of
4 conversations with a couple of them and, you know, it's
5 affected them mentally. I can say it's affected me
6 mentally three, four times since I've been here, you know,
7 and it can be overwhelming for any one person to have to --
8

9 Q. Would it be of assistance in your role if there was a
10 greater state police presence on Badu Island?

11 A. Yes. Yes, there would because then we can at least do
12 what we're supposed to do, which is our job, which is to be
13 able to communicate effectively with the community and
14 liaise with the state police just so there's an
15 understanding of what's actually going on, just to make
16 whatever job easier for everyone, because in the eyes of
17 the community we're it, we're the police, we're the ones
18 that have to do something, and if we don't then we get
19 criticised for it. "Youse are wasting time. You're not
20 doing your job." We're like, "We're only limited. We can
21 only do so much, you know." Then we get - we're toothless
22 sharks on that island, on our islands. That's how we're
23 kind of looked at. Sorry to say that but, yes, that's just
24 how --
25

26 Q. Would it help if you had additional powers?

27 A. It would make a big difference if we had a little bit
28 of extra powers because people would know, "Hey, they have
29 got a little bit of authority. Hey, that person is sending
30 us to court," things like that because, you know, it's
31 just - I think that's what we always talk about when we get
32 together, us TSIPLOs, like, we need a little bit more
33 powers in order to be more effective within our community.
34

35 Q. Have you started wearing the body-worn cameras?

36 A. Well, I haven't had the opportunity to wear it because
37 I've just been on leave and I haven't had to attend any DV
38 or domestic violence. So I actually haven't had the
39 opportunity to actually wear them yet. But they are on the
40 island and available for us to start using. But I have
41 just gotten back from leave, so I haven't.
42

43 Q. You've got - you talked about this role that you have.
44 Do you get any special incentive or bonuses as a TSIPL0?

45 A. No.
46

47 Q. We've heard about there being --

1 A. Not that I'm aware of.

2

3 Q. State police getting flights to the mainland and
4 things like that. Do you as a TSIPL0 get any of that?

5 A. These are just things I've heard over the years and,
6 you know, I've got people breathing down my back, "Hey, can
7 you say something, like, can we do something?" I think
8 I've had conversations with a couple of union reps just to
9 bring it up, like, what other entitlements or incentives
10 can we get. "Like, we're the first responders. We're
11 putting ourselves out there. You know, give us some
12 incentive." That is, I guess, what they were trying to
13 say, you know. I was trying to say the same thing.

14

15 Q. In terms of the relationship --

16 A. So, yes, like - sorry, you go.

17

18 Q. Just in terms of the relationships between the police
19 and the community and also you as a TSIPL0 you talk about
20 that in your statement and you said you think there should
21 be more interaction with TSIPL0s and new officers when they
22 start. Does that occur? In your experience does that
23 regularly occur, that new officers are brought around and
24 you get to meet them?

25 A. Not up front. We might meet them six months later
26 when they do attend the island for a certain job. But
27 usually by then they're fully equipped on how to I guess
28 behave towards community because the cultural dynamics can
29 be a little bit diverse, I guess, because, you know, people
30 are very sensitive.

31

32 Q. And are there sometimes issues --

33 A. But we haven't had any --

34

35 Q. Sorry, you go.

36 A. Look, in the past? The past there were. But, you
37 know, it has changed since then. So, like, everything's
38 kind of - we haven't had any issues lately, I'd say in the
39 last couple of years, because when it was happening at
40 first and I would have my staff member say, "Hey, I just
41 feel like that person was talking a bit inappropriate to
42 me, you know," and then I lift the phone up and just have a
43 word and say, "Hey, we've got to be working together,
44 basically. We don't want any kind of - I don't want the
45 staff feeling uncomfortable. I don't want you guys feeling
46 uncomfortable. I want us to just all work together,"
47 because that's just how I feel.

1
2 Q. And you've talked about how it would be of assistance
3 in your role to have greater police presence on the island,
4 and I think what I was asking before that was more from an
5 operational point of view. What about in terms of that
6 social engagement? Do police come to the island for social
7 events? Do they come to Badu Island for that?

8 A. No, no. It's usually just official police duties.
9 I tried and asked a couple of times, but I think just in
10 the last couple of years there's just been a lot of
11 staffing issues. That's obviously due to COVID and the new
12 office that's being built outside and the staffing changes.
13 So it's just been a little bit hard in the recent years.
14 But the topic is out there. I have conversations with my
15 CCLD and our new OIC about, "How about getting some guys
16 out to just come visit on social levels just so that the
17 community can put a name to the face and the face to the
18 name and have more of that type of relationship with the
19 community?"

20
21 Q. Has there been, like, Blue Light discos run out of the
22 school or touch footy carnivals at the school or anything
23 like that on Badu Island?

24 A. Not lately, no. Not in the last couple of years.
25 I think the last Blue Light disco we had there was maybe
26 about five years ago.

27
28 Q. And is there any pathway --

29 A. And we've had a lot of carnivals on the island. We've
30 had a lot of events on the island like carnivals, tombstone
31 openings where the police presence are usually there just
32 to keep things on - what's the word? I'm sorry. But there
33 have been football carnivals and events where the staff has
34 attended just to have that presence there just so that
35 I guess the community can behave and, you know, there's no
36 ruckus or, sorry, yes.

37
38 Q. And was there anything else - they were the questions
39 that I had for you. Was there anything else you wanted to
40 tell the Commission in relation to your role or your
41 relationship with the police or domestic and family
42 violence matters?

43 A. No, I think it's just more about - I don't know if I'm
44 talking on behalf of all of us or just me, but I've been
45 there for 13 years and in this 13 years, you know, there's
46 been promises made for our duties and responsibilities and
47 all of these other things that were supposed to be coming

1 into play, but then there's a lot of changeover. So I'm
2 sorry to say so we don't really see much changes. Only
3 within the last couple of years there have been, but I just
4 feel that there still needs to be a little bit more
5 changes. You know, empower us a little bit more to be more
6 hands-on policing within our community.
7

8 I think because the community already has that level
9 of respect for us because we're there, they know us, we
10 have that personal relationship and connections with each
11 other, I guess it would just lessen the process or fasten
12 the process of any other usual day. I don't know if that
13 makes sense. I guess what we were just asking for was give
14 us some powers, give us some more responsibility because,
15 yes, we are the eyes and ears of state police on Thursday
16 Island but, you know, we're putting ourselves out there too
17 and it is a lot just for us. The training that we're doing
18 this week, we're all very excited to do, I'm excited to do
19 because we all have to learn on the job.
20

21 MS CAPPELLANO: Thank you, Ms Nona. They're my questions
22 for you. There might be some other questions now.
23

24 COMMISSIONER: Ms Nona, how do you get on with the police
25 on Thursday Island?

26 A. Really good. Really good. We have a very good
27 relationship. I get along with all the staff there very
28 well.
29

30 COMMISSIONER: And in terms of turnover of the staff does
31 it take a while for the newer officers to settle in?

32 A. I would assume it would, but I guess - no, I think
33 they're quite - I can't really answer that question because
34 we're out on the islands, there's no state police out
35 there. We might not meet a new staff for anywhere between
36 six to eight months before - we're talking on the phone
37 with them, but that's all we're doing. We don't
38 really - so we don't really know what's happening until,
39 "Oh, hi, this is" eight months later.
40

41 COMMISSIONER: All right. Ms Hillard?
42

43 **<EXAMINATION BY MS HILLARD:**
44

45 Q. Ms Nona, you gave some answers in your evidence on one
46 hand you would like more powers and be more empowered to do
47 things, but then on the other talking about, "Maybe we

1 should just really do our own role which we're employed to
2 do which is to be a liaison officer." Suppose they're two
3 different things. If we assume that money was able to be
4 forthcoming, the police were going to resource it and
5 what-not, what do you think is more optimal: for you to
6 have more powers or for you to have a police presence to
7 then be just the liaison officer?

8 A. Well, for me, I would want either one or the other.
9 Does that make sense? If I'm going to be a PLO I would
10 like to be a PLO, but because we're just there on the
11 island we're obligated to do that extra and do more because
12 it's obligated by the community like I mentioned earlier.
13 Like, they're expecting us to do something every time an
14 incident occurs because we're there, we're on the island,
15 they're reaching out for us to help there and then.

16
17 Q. And you mentioned or you sort of described it as being
18 like having a police station sign on your house and being a
19 revolving door. People from the community are coming to
20 you for help regularly beyond domestic and family violence
21 matters; is that right?

22 A. Both. It could be domestic violence or it could be
23 anything.

24
25 Q. And when you say that it's a revolving door are people
26 coming to you every week with a domestic and family
27 violence problem or some other kind of policing type
28 problem?

29 A. It could be for domestic violence that's reported but
30 not wanting state police involvement, not necessarily
31 domestic violence but it could be just like family issues
32 where it might not be police related because it's a land
33 matter or something. You know, so it's just - because I'm
34 the police they kind of think, "Oh, you'll be able to help
35 us out sort this out," but there's really nothing I can do
36 in relation to that because it's a property related matter
37 of course. But just being there and being available for
38 the community.

39
40 Q. And I'm not being critical of you at all, I'm just
41 asking for a better picture. Are there occasions when
42 people from the community come to see you and they are
43 talking about something that would be domestic or
44 family violence but they say, "I don't want the police
45 involved," and then you don't take that next step and get
46 them involved?

47 A. The minute they come to my door and mention anything

1 they know that I'm going to do something about it, whether
2 I'm not involving their name in the top - whatever the
3 situation. And I've told that - I've told people
4 repeatedly throughout my years, "The minute youse come with
5 me, any type of domestic and family violence information
6 I'm obligated to report it," which I do. If that person
7 doesn't want to be named, I respect that, but I still have
8 an obligation of duty to care to the people that are
9 involved.

10
11 Q. Just about your community and their perceptions about
12 the police, whether it's right or wrong, do they have
13 perceptions of the police about racism, distrust, systemic
14 abuse, children being taken, things like that? Just
15 perceptions of your community of the police, is that
16 something that you have to deal with and that you talk to
17 them about?

18
19 MR HUNTER: The problem with the question is that it
20 involves multiple issues. So I wonder if the question
21 could be more specific.

22
23 COMMISSIONER: Break it down a bit

24
25 MS HILLARD: Okay. In your community do your members who
26 you speak to express concerns about racist attitudes from
27 police?

28 A. Sometimes. Not all the time. But it has been
29 mentioned.

30
31 Q. And are they racist attitudes that might be overtly
32 said or about behaviour?

33 A. Just behaviour. But some community members have had
34 issues with policing from when they were on the mainland
35 and they have just brought that same attitude back up to
36 the community, where I've had to step in and say, "Hey,
37 this is not what we're about." I'm all about keeping the
38 peace with everyone. Like, I don't - you know, I've never
39 had to - I have had conversations with community members
40 about that topic, but that's only because I know that they
41 have a history of not being so polite to police from when
42 they were on the mainland.

43
44 Q. And the people in your community, have they expressed
45 to you distrust of being involved with police or contacting
46 the police?

47 A. Maybe once or twice, but that was years ago. I don't

1 have - we don't have that much of an issue with that
2 anymore, no.

3

4 Q. And what about the involvement of child safety or
5 children being taken away? Is that something that people
6 talk to you about in your community?

7 A. They do talk to me about it. But usually anything
8 that's involving child safety matters I would ask
9 them - I would refer them to - in that direction or, like,
10 you know, direct them in whatever part that they need to go
11 to. I don't know. No, I've never really had any
12 situations where I've had to deal with that, yes, sorry.

13

14 Q. You also said in some of your evidence that there are
15 instances where the women will speak with you and you
16 communicate a lot with the women who experience domestic
17 and family violence. Do you think that there is some
18 benefit to having female police officers, for example?

19 A. Yes, I do.

20

21 Q. Do you think that there would be some benefit to
22 having domestic and family violence specialists or social
23 workers who are accessible on the island for people who
24 experience domestic and family violence?

25 A. Yes, I would agree that we need something like that on
26 the island.

27

28 Q. And do you think that those sorts of things might be
29 something that would better equip you to be able to refer
30 them to your community to those specialists or those female
31 police officers and then you're not so burdened with those
32 other things that you've spoken about?

33 A. Yes. If there were social workers on the island that
34 would be awesome. But, yes, I do feel like I'm the
35 TSIPLO/female social worker on the island sometimes. But,
36 you know - and I get it.

37

38 Q. In terms of the community people there we heard from
39 one of the police officers who said that there's not an
40 uptake of referrals from women aggrieved generally, and
41 they are referring to domestic violence services and things
42 like that. Do you think that having someone on the island
43 who is a domestic violence provider or a worker gets over
44 that? Do you think your community, your women, would take
45 up those offers?

46 A. I guess it depends on who the worker is, because
47 everyone kind of knows each other on the island, you know.

1 It would have to be someone that they could personally
2 trust, because the majority of people are private people,
3 you know. We don't want the social worker being the
4 biggest gossiper on the island, you know. And I guess that
5 would be one of the issues if we were to have that kind of
6 position available on the island, it would depend who it
7 was in order for the victim to want to go there and talk to
8 that person.

9
10 Q. When we talk about having a police presence on the
11 island I suppose there is a difference between a police
12 officer being on the island compared to, for example, a
13 quick response by a helicopter, they could be there in
14 12 minutes. Do you think that there is a benefit to a
15 police officer immediately being there on the island
16 compared to a helicopter response?

17 A. Either way. Like, we have a station there that
18 usually before - years ago we used to have staff come out
19 and stay for three, four nights, and that was more than
20 enough. But because it's not really up to standard now
21 that's why we're having - we've been having staffing
22 issues, they haven't come out anymore. But if we were to
23 have a chopper at least that would be way more convenient
24 than how things are happening right now. But the same
25 thing. If there were police on the island, you know, we'd
26 still have to have an area where we could probably detain a
27 person. Like, there's no watchhouse on the island.
28 There's no shelter on the island. There are a lot of
29 things on the island that we're not equipped. Resources
30 are just limited at the moment. Other islands have a
31 little office and that's it.

32
33 Q. Do you spend much time on the other islands or is most
34 of your experience on Badu Island as a PLO?

35 A. Most of my experience is, yes, mainly on Badu.

36
37 Q. Do you talk to the other PLOs regularly? Do you
38 debrief with them?

39 A. Sometimes. But hardly not. No, we don't. Only if we
40 need to, if we know there's something coming up or we have
41 our teleconferences to discuss a certain arrangement. But,
42 other than that, not on a daily, no. Whether the others
43 do, they do. But, me, only if I really need to talk to a
44 specific staff member, I'll give them a call.

45
46 Q. And when the police do come out to the island for some
47 incident of domestic or family violence I just want to ask

1 you some questions about their responses. Have you
2 observed the police deal appropriately with what is
3 perceived to be an uncooperative woman aggrieved? For
4 example, she's got a history of trauma, a history of
5 domestic violence, she might be First Nations Indigenous
6 and she might not want to talk with them then and there and
7 press charges. What's your experience of the policing
8 response on Badu Island?

9 A. Because I know all the women it's easy for me to just
10 have a civil conversation, just to sit down, we have a
11 little bit of a yarn, and just basically tell them that
12 they're here to help them. I haven't had any bad
13 experiences with any of the female victims. I feel I've
14 got a lot of respect from them and they listen because
15 I guess at the end of the day they know that when they need
16 something, "Hey, Aunty Elsie, go there." And I'll help
17 them in any way that I can. And I think that's the kind of
18 relationship the state police have recognised also. I get
19 them ringing up and, "Hey, can you come and have a yarn
20 with this one because we're having a hard time," and that's
21 when I've got to go and do the Aunty Elsie thing. Yes.

22
23 Q. In respect of your community and police responses
24 there's a difference between a police response that is a
25 police domestic violence application or a PPN or whatever
26 word you want to use compared to what might be criminal
27 charges for what is the same conduct, a broken arm or
28 whatever. Have you experienced when you're talking to
29 women in your community a reluctance to press criminal
30 charges or is it more one way or the other the police don't
31 press criminal charges? What's your experience about that?

32 A. Well, I'm just trying to think if there are any
33 instances that I might have come across and how I would
34 handle it. Well, firstly, if someone is mysteriously hurt
35 I'd take them straight to the health centre because I would
36 want to make sure that their wellbeing and that they're
37 well looked after health wise and that their injuries are
38 taken care of, and whilst I'm down there I'll have my
39 talks, you know, and explain to them, "The police are here.
40 This is what's going to happen." I just tell them how it
41 is. "These are the options," and it's their choice at the
42 end of the day. I sometimes encourage them, like, you
43 know, "Do the right thing. Do what you've got to do to
44 make you and your family safe. It's come this far. You're
45 in the hospital. What happens next time when he, you know,
46 gets worse" and stuff like that.

47

1 Q. Do you sometimes think that the women have to make an
2 immediate decision about a charge being pressed or not or
3 are they given the time that they maybe need and a little
4 bit of distance to make that decision? How can that
5 process be improved?

6 A. It's usually that they need that time to really think,
7 because the majority of the DV stuff that happens in our
8 community, these are young families, you know, and, you
9 know, not me personally, I'm not that one to break family
10 relationships, you know, and if there's children involved,
11 if I can I'll help both parties, the men and the women,
12 because it's just about building healthy relationships so
13 that they know that they can raise these children the way
14 that these kids deserve to be raised and not in that type
15 of environment.

16
17 Q. And back to one of my earlier questions having a
18 social worker or domestic violence specialist that's
19 available to help them and assist them with that, that
20 might be a positive as well?

21 A. It could, you know, because they need to be educated
22 on family relationships. Because we're so laid back, we're
23 on the island, we have a certain way of living, you know.
24 Some of these young people, it's just a ricochet of how
25 they were brought up because they grew up in domestic and
26 family violence. So they think it's the norm, and this is
27 the cycle that we here now are trying to break in the
28 community. In my last decade of work that is all I've
29 tried to focus on, was these young families, because I know
30 that they have got a history of it within their families,
31 you know, and it's that cycle that I've been just doing my
32 best to break by educating these young families to be
33 better, yes. If there were a social worker on the island
34 that would be awesome. That would be great for everyone
35

36 MS HILLARD: Ms Nona or Aunty Elsie, thank you so much.
37 That's all of my questions. Just wait a moment. Someone
38 else might have some questions for you.

39
40 MR McCAFFERTY: Nothing, thank you, Commissioner.

41
42 COMMISSIONER: Mr Hunter?

43
44 **<EXAMINATION BY MR HUNTER:**

45
46 Q. Ms Nona, do I understand your evidence to be that in
47 your experience the police with whom you work do their best

1 to respond to domestic and family violence calls for
2 service?

3 A. Sorry, can you repeat that?

4
5 Q. Do I understand your evidence to be that in your
6 experience the police with whom you work when they respond
7 to a call for service for a domestic and family violence
8 incident, they do their best to respond to it appropriately
9 and professionally?

10 A. Yes.

11
12 MR HUNTER: Thank you. That's all I have.

13
14 MS CAPPELLANO: No further questions, thank you,
15 Commissioner.

16
17 COMMISSIONER: Thanks very much, Ms Nona. You're free to
18 leave. Thank you for being so patient today.

19 A. Thank you very much.

20
21 **<THE WITNESS WITHDREW**

22
23 MR HUNTER: Commissioner, might I be excused for a few
24 minutes?

25
26 MS CAPPELLANO: Commissioner, I call Amit Singh. Can the
27 videolink please be established with Aurukun Police
28 Station?

29
30 COMMISSIONER: We better wait for Mr Hunter to come back.

31
32 MR HUNTER: I'm happy for the proceedings to continue in
33 my absence.

34
35 COMMISSIONER: Okay.

36
37 MS CAPPELLANO: Thank you, Senior Sergeant Singh. Thank
38 you for waiting around and being so patient today to give
39 evidence.

40
41 **<AMIT SINGH, sworn (via videolink):**

42
43 **<EXAMINATION BY MS CAPPELLANO:**

44
45 Q. Thank you, Senior Sergeant. Is it the case that
46 you're the officer in charge of Aurukun Police Station?

47 A. Yes.

1
2 Q. And have you been in that role for about three months
3 now?

4 A. That's correct.

5
6 Q. Senior Sergeant, have you worked for the police for
7 around 14.5 years?

8 A. Yes, that's correct.

9
10 Q. While you began in Brisbane, have you spent most of
11 the time, in fact about 11 years, working as a police
12 officer in remote communities?

13 A. Yes, that's correct.

14
15 Q. Senior Sergeant, the Commission has heard a lot of
16 evidence about the difficulty of attracting and then
17 retaining staff from the police and other service
18 industries to work in remote Queensland. You obviously
19 enjoy it. Is that the case?

20 A. I love challenges and at the same time I love helping
21 people. So working in remote places is a challenge, but
22 I also love challenging myself to work in these places. So
23 it's also about lifestyle. So that's what gets me working
24 in these kind of places.

25
26 Q. Is there anything that you would be able to recommend
27 as to what would help to retain other police staff in that
28 sort of environment?

29 A. I did do research when travelling overseas while I was
30 doing desktop policing, met with officers from Canada,
31 America, Europe, obviously Northern Territory also, just
32 finding out, you know, why people and how can we have
33 people in places and attract people. A lot of things it
34 comes down to is lifestyle. So you can only attract people
35 to a place which opens up those people to a place with
36 lifestyle. So, for example, I went to Whitehorse in Canada
37 and met an officer there called Harcross, who was a
38 Canadian Mountie. He was there for three years.
39 I travelled 2.5 hours to go and meet him in his resort in
40 Whitehorse, in the middle of nowhere, and I was just doing
41 my research, and, like, you know, it's minus 50 degrees,
42 what attracts officers to come and live in such a remote
43 place and a cold place like that. What he told me blew my
44 mind away. Two years before that he came from Inuvik,
45 which is north of Whitehorse - it's pretty much at the
46 North Pole - and, you know, he came from there and after a
47 couple of years he didn't want to go back there, and

1 I asked him, "Why don't you want to go back there?"
2 Because he loves the lifestyle. He gets to hunt, fish, can
3 work with awesome people, help the people there and get to
4 see the jobs from start to finish, and then he loves doing
5 what he does, and at the same time the lifestyle suits him.
6 And, you know, he reckons the barge used to get there once
7 a year. So you can only imagine how many (indistinct).
8 So, you know, you get - to attract people to any kind of
9 places it's about opening what resources and what
10 attractions you have in the community, because up at
11 Aurukun we've got the fishing and hunting, and social
12 aspect of (indistinct) is pretty good here, and culture,
13 the language, and the type of jobs we do here, that's what
14 can attract officers here. So we are at the moment in the
15 process of working towards that to attract that kind of
16 officers that want to come and work here and be happy and
17 work hard, which would be happy. At the moment I've got a
18 team that are very, very good at what they do. They're
19 young, but they're very eager to work with the community
20 and do their best.

21

22 Q. Senior Sergeant, you said that you were working on
23 trying to attract people by talking about the positive
24 lifestyle things in and around Aurukun. Is that something
25 that is an initiative just at the station level, or is that
26 something that you're working with the regions or other
27 units to do?

28 A. I think as a service they are doing a lot of research
29 on their own to obviously work with the different
30 (indistinct) and different locations and districts -
31 (indistinct) from districts to find out what attracts them.
32 So for me personally for my station I can only speak for my
33 station and this is what I'm working at the moment to try
34 to see what we can do to attract and retain staff more.

35

36 Q. Now, at Aurukun you said there's 20 staff and most of
37 the staff are quite junior. Are there many staff who are
38 in that second, third year of service?

39 A. Yes, probably second and third year of service. But
40 I could not ask for a better team. Obviously I've only
41 been here for three months, so the team was already here
42 under the previous officer. I've just had two new ones
43 come in, which I'm doing orientation for them on Wednesday.
44 But, yes, like I said, I've got a great bunch of young,
45 enthusiastic officers. They're keen to go and work and
46 help the community.

47

- 1 Q. You have an admin staff member as well; is that right?
2 A. Sorry?
3
- 4 Q. You have, like, an administrative staff support as
5 well?
6 A. Yes. Yes, I do.
7
- 8 Q. Is that common in other rural or remote stations, to
9 have that administrative support?
10 A. It varies. Some stations they do and some they don't,
11 like, if it's a larger station. You know, senior sergeant
12 level or, you know, depending on the staff, you have to do
13 that admin support, and admin support also have staff doing
14 TMR work, which is transport registration and licensing.
15
- 16 Q. You have only been the OIC of Aurukun for three
17 months, but you were previously the OIC at Hope Vale; is
18 that correct?
19 A. Yes.
20
- 21 Q. How long were you there for?
22 A. I was there for two years.
23
- 24 Q. And you've also worked in Kowanyama and Doomadgee and
25 Normanton and also in the Northern Territory; is that
26 correct?
27 A. Yes.
28
- 29 Q. Now, can I just ask you a little bit about domestic
30 and family violence before I ask about some more general
31 matters. You say that in Aurukun you attend about 60
32 occurrences of domestic and family violence per month. Is
33 that a similar rate to other remote communities where
34 you've served or is that different?
35 A. It varies on the number of - the size of the
36 community, I suppose. For Aurukun, in just the month of
37 June we had about 56 DV appearances - DVs (indistinct)
38 which resulted in appearances. It all depends on the size
39 of the community.
40
- 41 Q. What about the difference between what you see in
42 Aurukun as opposed to what you saw in Hope Vale?
43 A. In Hope Vale, you know, probably 50 per cent less than
44 what we see at the moment. But in Hope Vale I had, you
45 know, (indistinct) we established a lot of partnership and
46 stuff like that to work with us to reduce the
47 domestic violence, proper counselling services and stuff

1 like that to work with us to reduce that domestic violence.
2 If police are called it's a bit too late. We like to have
3 counselling services where people reach out before it gets
4 to a point where it's crisis when the police gets called.
5 So, if we had robust counselling services, they can assist
6 with the aggrieved or victims or family members that
7 reduces a lot of the issues, and then it becomes an issue
8 that can be reported to police.

9
10 Q. So when you were at Hope Vale in that time
11 I understand you were involved in a number of initiatives
12 and programs specifically in relation to assisting a police
13 response in relation to domestic and family violence. Can
14 you tell us a little bit about some of those? For example,
15 what's the Positive Futures program?

16 A. Yes. So it's a corrections services program. So my
17 role in that was do the background work in the community,
18 build a relationship with a program I run. It's just a
19 program - I call it Positive Energy Exchange Training -
20 Transformation. It's called PEET - P-E-E-T --

21
22 Q. Sorry, Senior Sergeant, can I just interrupt you for a
23 moment. You're talking quite fast and just with the
24 videolink sometimes it's a little bit difficult to
25 understand. So would you be able to slow down a little
26 bit? Perhaps just start talking about the Positive Futures
27 program again?

28 A. Yes. So Positive Futures program is owned by
29 correction services, the Corrective Services. Obviously
30 I was involved in it because I was working in partnership
31 with them in Hope Vale. What I was doing on the ground was
32 bringing a program called Positive Energy Exchange
33 Transformation, called PEET - P-E-E-T. That was all about
34 building the relationship with the community members and
35 then finding out ways that we can work with them in
36 culture, with l-o-r-e and also incorporating l-a-w, which
37 is the law. So working with the Elders and the community
38 members, and then at the same time engaging the Positive
39 Futures program to then work together with them to change
40 the behaviour of families.

41
42 As a result of that, then I've asked the Positive
43 Futures program to bring in something for the victims, and
44 they were able to bring a program called Resilience.
45 I believe it was a really good one too. It just provided
46 help for - support the victims in terms of what they can
47 do. So, yes, I believe it was a good step moving forward.

1

2 Q. So, Senior Sergeant, the Resilience program, which was
3 part of I guess the victim support aspect of the Positive
4 Futures program, who was that run by?

5 A. Yes, again run by Corrections. Normally run by parole
6 and probation at the (indistinct) level. So, yes, we
7 brought them twice in Hope Vale. But those kind of
8 programs, you've got to run a lot of them, and it takes
9 time to get the education through, to bring people
10 together. First of all, you've got to break down those
11 barriers. That was my PEET program. You're sitting down
12 with the offenders and the victims, and sort of get the
13 relationship going so they're more likely to come and speak
14 to you. Like, in Doomadgee, when I was there I started
15 doing softball with the female - like, getting statements
16 from victims, it was very hard because they just didn't
17 want to provide statements. So as a result of being there
18 for a year I tried different things to build that
19 relationship with the female population there, and after a
20 lot of trials I know that they wanted to play softball, and
21 for 10 years there was no sports for females in Doomadgee.
22 So I started softball, and as a result of that the
23 relationship built and, you know, we've broken down those
24 barriers, and the next thing we know we started getting
25 more people coming - victims talking to us about what's
26 happening with them.

27

28 Q. How did you decide on softball?

29 A. I wanted them to do boxing, but they didn't want to do
30 that. So - that's what they played 10 years ago. So, yes,
31 look, I didn't know how to play softball, to be honest.
32 They taught me how to play softball, but I was coaching
33 them, which is weird. So as a result of that two teams
34 were formed, then young girls started watching their mums -
35 there's mums and aunties and stuff as well. They were
36 fantastic players - I just don't believe I (indistinct) -
37 and we won a lot of tournaments, and at the same time
38 building their (indistinct), and young females do that, you
39 know, they look up to their parents being strong, not just
40 somebody that walks around the community. They're not only
41 just seeing their fathers or their brothers playing footy;
42 they can see their mothers and their sisters playing
43 softball and they can hold their own. It also inspires the
44 community and as a whole then the empowerment happens.
45 When I say empowerment happens, the people feel that they
46 have a voice. When there's no empowerment, they think
47 they're just the crowd watching the game. You know, their

1 confidence is down. So playing softball - I'm not saying
2 it's going to work everywhere. Every girl is different,
3 everybody's different, so different things. So when I was
4 in Doomadgee I stayed for five years. So it took me a year
5 to get that, for people to feel comfortable to start
6 talking to me about their issues and stuff like that, and
7 they want to play softball, and it took a while.

8
9 So coming to a community, three months here, it's
10 taken time now because I'm trying to understand different
11 things that are available, who I can engage with, how
12 I will engage. So it's all different things that I've got
13 to work through, and it takes time. So once that happens
14 then you strike a light bulb and then you start getting
15 vital information that you need and people start coming and
16 using you a lot.

17
18 Q. Senior Sergeant --

19 A. So, yes, like I said, softball - sorry?

20
21 Q. Sorry, just back to the softball, were you saying that
22 there was that direct or noticeable change in terms of the
23 way in which victims would interact with you as a result of
24 that engagement in the team and that program?

25 A. They still remember me. They still remember me.
26 Everybody in the community still remembers me. I engaged
27 with --

28
29 Q. But I guess from a more specific victim point of view
30 was - I thought you said this, but I want to make sure that
31 I understand correctly. You said that there was an
32 increase in reporting matters to the police as that program
33 continued?

34 A. Yes, they felt comfortable. They felt comfortable
35 coming and talking to us. Obviously, you know, historical,
36 there's a bit of bad blood between the police and
37 Indigenous people - First Nations people. So obviously we
38 always as a service try to improve that, and I think we've
39 made a lot of good inroads, and programs like that only
40 better our standing in the community. So I believe that
41 softball was a good tool at the time to build their trust
42 and relationship so the females or the victims felt
43 comfortable talking to us about it.

44
45 Q. When you were in Doomadgee did the use of football -
46 specifically in relation to domestic violence, were there
47 ramifications surrounding the football club too for men?

1 A. Yes, so I was their strength and conditioning coach.
2 I also played with them. Yes, so if you're involved in a
3 DV you won't be playing the game.
4

5 Q. Did that have an effect?

6 A. Yes, that did. So obviously they didn't get to play.
7 So the next day they come in, like, "What happened?"
8 "Well, behaviour. You guys are the role models, and you
9 need to respond to your behaviour. You've got to be the
10 role model to show others, the young people coming through,
11 that DV's not okay." So, yeah, I believe that it had an
12 effect.
13

14 Q. Was Doomadgee the first place where you were stationed
15 when you came to remote Queensland?

16 A. Mt Isa. I was in Mt Isa before I went to Doomadgee.
17 So I went from Brisbane, from Coorparoo, to Mt Isa, and
18 then from Mt Isa then I went to Doomadgee.
19

20 Q. Now, when you started at Doomadgee was there any
21 specific cultural induction or induction which introduced
22 you to the community? Was there any formal process?

23 A. It was not a formal process, but - the only thing we
24 did there at the time was morning tea with the Elders.
25 I think that's a really good way to start your journey in a
26 community, to meet the Elders. You get the cultural
27 authority then through the Elders, and since then
28 everywhere I go I do that, and that sets your footing in
29 the right way. I believe in asking for permission from the
30 Elders to walk the land --
31

32 Q. To what, sorry? I just didn't hear you?

33 A. -- and --
34

35 Q. Sorry, Senior Sergeant, I just didn't --

36 A. Asking for permission.
37

38 Q. Continue?

39 A. So I believe in - I believe in being respectful and
40 going and asking the Elders for their permission to walk
41 the land. I don't have to ask that, but I do that to show
42 respect to their culture and the land, and they give you a
43 blessing and they set you in the right direction.
44

45 Q. And --

46 A. It's the little things.
47

1 Q. Sorry, continue.

2 A. Cultural induction doesn't have to be all this
3 flamboyant festival. First Nations people are very
4 intelligent, emotionally intelligent people. So, if you go
5 to a community and try to fake it and put all these dance
6 and songs and stuff, they can see right through you.
7 You've got to be genuine about what you're doing and how
8 you do it. So just small gestures, just, you know, trying
9 to learn about their culture, asking for permission to walk
10 the land - it's just the simplest thing - and learning
11 their language, and also try Aboriginal food, and then just
12 sitting down having a yarn with them. That's what
13 induction should look like, and in my experience - I've
14 worked in all different communities - these are the small
15 things that sets me up for my success in communities.

16
17 Q. So, when it comes to induction and that starting to
18 form those relationships to get some sort of cultural
19 authority, is what you're saying that it can't just be in
20 documents that you read in a police station or information;
21 it has to involve being in the community and meeting people
22 in community?

23 A. Yes. Look, you can watch as many slideshows, you can
24 read books and books. It doesn't earn you the trust of the
25 community. Like I said, in Doomadgee, that was a huge
26 learning curve for me. One whole year they used to take me
27 hunting and we used to go around the longest way, opening
28 seven, eight gates to get to this hunting ground. After
29 one year when I finally got my cultural authority they
30 showed me a shortcut where I didn't even have to open a
31 single gate and got there in 20 minutes instead of one-hour
32 round trip, and I asked them, you know, "You could have
33 told me about this a year ago." He goes, "No, we didn't
34 trust you then. Now we do." It was like a - it's like
35 someone has just flicked a switch. The next thing I know
36 I couldn't do anything wrong in the community. I could go
37 and arrest anybody I wanted. I could go to anybody's
38 house, you know, do my policing work with ease. So - and
39 I didn't do anything major. Just played footy, softball,
40 went to school and played touch and stuff with the kids,
41 hunting, and made a great attempt to learn their culture
42 and language. So these are the things. Like, you can't
43 sit in the station and read all these folders and expect,
44 because the community doesn't know you've read that. You
45 know, so the only way the community will know that you take
46 an interest is by talking to them.

47

1 Q. And does it - I think you were talking about from that
2 light bulb moment once you had built up that cultural
3 authority then that made your police work better and easier
4 and allowed you to engage I guess with people, whether
5 they're committing crimes or the victims of crimes; is that
6 correct?

7 A. Yes. There's heaps of examples, like, for example, in
8 Hope Vale, like, when I was doing the Positive Futures
9 program and with my PEET program there were offenders that
10 I put in gaol and they came out of gaol. In a big street
11 fight where people were using weapons and stuff, it was
12 just me and my partner in amongst 60, 50 people, and
13 they're fighting with weapons. These are the offenders.
14 They went to - I sent them to gaol for criminal offences,
15 obviously. These are the guys that were pulling spears and
16 stuff, telling me that there's a spear there, a spear
17 there, protecting me while I'm doing my job. So it can get
18 there like that, but a lot of work is to be done. I'm not
19 saying that things can be done overnight, but there is a
20 lot of hard work and patience, and, look, officers do this
21 everywhere. They work with the community. They work hard.
22 It takes time. You can't build that kind of trust and
23 relationship by reading books and just rocking up wearing
24 your uniform.

25
26 Cultural authority is a very unique thing. Once you
27 get that, it doesn't matter where you go - I worked in
28 Doomadgee. I can go to the Northern Territory, I can go -
29 I never worked in the Cape, I'd never worked in Hope Vale
30 before, all I worked was the west and south, and when
31 I came to Hope Vale people already knew me. When I came to
32 Aurukun people already knew me. It's just because people
33 talk, they're all connected. When I went to Northern
34 Territory people knew me there. So cultural authority is a
35 real thing. If that happens, you get some sort of
36 a - people start trusting you because they know that you'll
37 do the right thing, you'll be firm but fair.

38
39 Q. In terms of an example of how that cultural authority
40 can then turn into or really affect in a concrete way the
41 ability to do the policing, do you have an example
42 potentially from your time in Hope Vale where there had
43 been communications made with perhaps not directly the
44 victim but with Elders in the community and then their
45 communications with you?

46 A. Sorry, I didn't hear that one.

47

1 Q. So is it sometimes the connections that you make with
2 the Elders in the community who would then bring to the
3 police's attention where there might be domestic violence
4 happening which a victim themselves would be reluctant to
5 bring to your attention?

6 A. Yes. I don't want to name names, but there's a lot of
7 time I found out about incidents through my Elder - I call
8 them (indistinct), Elders, especially aunties, they're
9 called (indistinct) in Hope Vale. They all let me know
10 what's happening in the community. I didn't have to walk
11 into town or in the community to know what's happening. It
12 was like temperature checks. They'll let me know what's
13 happening. So that way it allowed me to respond to things
14 that I needed.

15
16 Q. In those circumstances where it had been brought to
17 your attention by community, would you as a police officer
18 rush straight in or would there be other avenues to talking
19 to a victim?

20 A. A lot of time it's sensitive, so you have to be
21 careful how you approach the situation. But you still have
22 to respond to some things. So you go and work with the
23 counsellors, get them to check in, just do a - you know,
24 checking in what's happening, because sometimes if we
25 attend we might not get the full story or no story. So
26 it's better to get counsellors engaged in a soft way to
27 find out what's happening in there, and through that then
28 we can get in there and get the job done, sometimes get an
29 emergency violence order and all that kind of stuff.

30
31 Q. What was the availability of counselling services like
32 when you were in Hope Vale, or support services for
33 victims?

34 A. Yes, so we had a good relationship. So, yes, look,
35 after hours we would call (indistinct), so we had - I don't
36 (indistinct) for the key people. We visit Elders and the
37 counsellors and stuff like that. So, yes, they would let
38 me know half hour what's happening, and we (indistinct)
39 that way and making sure that we're able to address issues
40 as it arises. And some things we have to be very careful
41 that we don't - responding we don't compromise anyone, and,
42 again, the community do not want to compromise anyone
43 because it may cause dramas for them. So we have to do it
44 very sensitively and get the job done.

45
46 Q. Senior Sergeant, what role do community justice groups
47 play in assisting police interactions with victims or

1 perpetrators in community?
2 A. They do provide a very good sort of contact point in
3 terms of assistance. Sometimes they might not feel
4 comfortable coming and talking to police straight away.
5 They might voice their opinions and stuff to the justice
6 group, and then the justice group then relays that back to
7 us and then we deal with that. And if there is - the main
8 thing is you've got to have these stakeholders and you've
9 got to work in cooperation with them, and that's how we
10 used to - that's how (indistinct). Not everything that
11 people report to us, but they will mention it to others
12 depending on how they feel. The main thing is it needs to
13 filter back to us and when it filters back to us we
14 respond. So, yes, very important. Justice group plays a
15 very important part in the community. They're functioning
16 well. They provide a very valuable service, not just for
17 police but for the community.

18
19 Q. You have talked a view few times about there being a
20 reluctance for people perhaps to approach police at first
21 instance, and I think you also talked about historically
22 there's been bad blood between the police and community and
23 First Nations people. Is that something that you - you
24 talked about - sorry, I will ask you a question, but just
25 so that you understand what I'm asking. Is that something
26 that you - I know that you've done a lot of work to get
27 that cultural authority, but when you first come into a
28 community is that a sentiment that you experience, that
29 there is a perception that the police might be racist,
30 that's there's negative perceptions about police from
31 community?

32 A. Look, historically there has been. But all I can say
33 is that the service - QPS have done a lot of work to try to
34 bridge that gap between the community and police. Like,
35 we've got programs like "Look to the Stars" and explaining
36 the history of police and First Nations people. So there's
37 a lot of activity, a lot of work that's getting put in
38 place to break that barrier and change the narrative.
39 Like, when I first started work down there and my
40 experience has been that we're trying our best to bridge
41 those various - and having the PLOs in the community is a
42 massive help in breaching those barriers, and building
43 those relationships with the Elders and TOs and working in
44 partnership with them it also diffuses a lot of that --

45
46 Q. Did you say TOs?

47 A. Yes, traditional owners.

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Q. Bu that you mean traditional owners?

A. Yes, traditional owners, yes.

Q. Sorry, I interrupted you.

A. Yes, so - sorry, I did say traditional owners.

Q. And the PLOs are a critical role in helping to overcome that reluctance or that traditional historical bad blood?

A. Yes. Look, it also provides the cultural authority that we're looking for, you know. When new officers come in they visit to the families and friends and say, "Hey, it's a good officer," it gives them the cultural authority, "Hey, this person does a good job," or a good person, good lady, you know. So - just need that verification. They provide that verification to the community that these people are good people, and they play a very vital role, PLOs. A lot of time they're underestimated, what they do. I don't use PLOs in operational policing because I think it's - where I use them is mostly more cultural stuff, understanding culture and engagement side of things, and also at the same time they help us out and find people in the community when we're looking for them and stuff like that. At the same time they also provide us with the cultural authority and also giving us that capacity to know who's in the community, who's - you know, the history and all that stuff, because if we had to read about all that it will take us a long time. They give us that snapshot of the community, who's who in the community.

Q. If I could just ask you now a bit more specifically about how domestic and family violence presents itself where you currently are. Do I understand your evidence correctly that most DFV applications are made by the police?

A. Yes, my understanding, my three months I've seen here, we make pretty much all the DV applications that's reported to us.

Q. And most might have been an understatement. Have you ever seen a private application in the last three months, 3.5 months in Aurukun?

A. Not here. I haven't seen a private application here, unless I'm missing some. But I haven't seen any.
(Indistinct).

1 Q. And --

2 A. When I was in Hope Vale I did see a lot of private
3 applications.

4

5 Q. And were people represented, legally represented, for
6 those?

7 A. I think they must have gone through QIFVL, and they
8 might have assisted them to do an application. I believe
9 that's what happened.

10

11 Q. You say in your statement that police do apply for
12 cross-orders when it's deemed necessary. Are there
13 difficulties or what are the challenges in identifying the
14 person who would be most in need of protection?

15 A. Look, in my career so far mostly it has been very
16 clearcut who the - the person who needs the protection.
17 Sometimes there is a difficulty to identify that, but then
18 you've got to look at the situation itself, disparity, the
19 size of the person and who's more likely to cause harm to
20 the other person, and who's basically the most vulnerable
21 out of that situation. So you look at the history and look
22 if there was any DV orders before. So you're looking at
23 all that, and the situation itself on the day at the time
24 when you attend that, there's a lot of evidence there that
25 will dictate who needs the protection. And the next time
26 it can even be the opposite side, so that's when the
27 cross-order comes out, so you need to protect both, either
28 side. So it all depends on the situation. Look, DV's a
29 very complex issue, and every case every time on its own
30 merit needs to be investigated, and there's a lot of things
31 we have to look at before a decision is made.

32

33 Q. In cases where a woman would be made the respondent of
34 an order, in almost all those cases has she been an
35 aggrieved previously?

36 A. Yes, it all depends what's happened, like, you know,
37 if the aggrieved is a male and the respondent is a female,
38 and it was the opposite the other time - and it depends
39 what's happening. It can't just be they were arguing, so
40 you can't (indistinct) based on this argument. There has
41 to be some, like, threats, has to be some (indistinct) of
42 assault, damage to property. So you've got to go through
43 all those elements before you decide on a cross-order.

44

45 Q. What is the evidence that you look at on the day -
46 I think you said before often it's clearcut the person
47 who's most in need of protection, but what's the sort of

1 evidence that you look at that assists you in deciding
2 that?

3 A. So, for example, if there already was an order on a -
4 a male was the respondent and the female was the aggrieved,
5 and we attend to a job where this time the female has
6 assaulted the male with a weapon, damaged property, and
7 capable - you know, they obviously caused a bit of assault
8 on the person and damage, so looking at all the scenarios
9 at the time we've got to put an order in place to protect
10 the male because then this way there's two orders to
11 protect each other. So if there was - if it was just an
12 argument and through investigation it was found the female
13 respondent was just arguing and all that, there's no
14 physical violence, no threats, so it will be just a
15 "DV - Other". But obviously if there's violence, damaged
16 property and all that, then we've got to look at PPN, which
17 is an application to protect the male, the aggrieved at the
18 time. So, yes, when it's like that it's a bit of - yes,
19 you just have to look at a lot of different things before
20 you make your decision.

21
22 Q. I guess in circumstances where you're looking at
23 putting a cross-order in place because a female has been an
24 aggrieved previously, do you look at whether the property
25 damage that you might see or the violence that you might
26 see is a response to the violence that that previous
27 aggrieved might have suffered or is an act of
28 self-protection? Is that consideration sort of taken into
29 account?

30 A. Yes. So we do look at everything, and we investigate
31 properly. Like, we speak to the respondent and we'll speak
32 to the aggrieved and witnesses, and have a look at all
33 things before we make the decision. So the decision is not
34 made like, "Oh, yeah, this thing's damaged," then we'll
35 make a decision. Obviously we've got to interview both,
36 take versions from both sides and independently. So we
37 attend, one partner talks to the aggrieved and the other
38 partner to the respondent, and we - and once you've spoken
39 to them separately that's when we come back together and
40 check between the police officers and then we relate back
41 to the supervisor to say, "Hey, this is what we've come
42 across. This is what's happened. This is the version.
43 This is the damages," and then a decision gets made as a
44 result of that. So, yes, no decision is made by
45 (indistinct). What we see sometimes is not the decision
46 that gets made. We have to still make sure that we've
47 fulfilled the elements that constitutes domestic violence.

1
2 Q. You talk about non-contact conditions in your
3 statement. In deciding whether or not to impose a
4 non-contact condition, is that always done in consultation
5 with an aggrieved or would that be a decision making that
6 is taken independently by the police?

7 A. Yes, look, it is in consultation with the aggrieved
8 also. But sometimes we do, depending on what we've seen,
9 to protect the victim. Sometimes the aggrieved can't make
10 the decision because their emotion sets in. Sometimes we
11 have to make a decision to protect the victim because
12 they're vulnerable and we can see that if we don't take
13 those actions that person will be harmed further. So, yes,
14 there's a lot of stuff to look at before any of the
15 decisions are made. So, yes, we don't take DVs lightly.
16 It is very serious, and we take a lot of time doing it and
17 making sure that the right decisions are made and the right
18 checks and balances are put in place to protect the victim.
19

20 Q. You talk about seeing a lot of breaches for DFV orders
21 in Aurukun. Are there the type of breach - and
22 I understand that a breach is a breach, but are the
23 breaches of conditions generally involving - are there any
24 patterns that it's involving violence as opposed to
25 involving threats as opposed to involving controlling
26 behaviour or contact without associated violence? Are
27 there any patterns that you see in relation to that, or is
28 there a variety of breaches?

29 A. Yes, there's varieties. Some are technical breaches,
30 just contact. Some are violent breaches. Some are - yes,
31 a variety of it. The difficulty - like, that's what
32 I explained in my statement - is that victims don't write
33 the statement and most times it's just one person's word
34 against the other, unless (indistinct) statement, and
35 sometimes - and it's frustrating that we don't get that
36 statement to take action, and it is very concerning for us
37 because we want to do the right thing by the victim. We go
38 and investigate, but then the victim doesn't want to
39 provide a statement or go to the hospital to get injuries
40 checked or stuff like that.
41

42 Q. You say that you see a great amount of coercive
43 control in the community. Do you think that the community
44 has a good understanding that coercive control does amount
45 to domestic violence?

46 A. I think that part we do it through - through a bit
47 more education around that in the community especially.

1 It's something that we will look into a bit more. Yes,
2 there is elements of that in the community, coercive
3 control. But, yes, as I said, that's something that, yes,
4 we've got to do a bit more education around the community,
5 explaining to them about coercive control.
6

7 Q. When you see coercive control, are they applications
8 made in those circumstances or is it something that you see
9 but that aren't pursued legally?

10 A. So in relation to DV apps, when we go through DV apps
11 obviously we make a decision that we've got to take a DV
12 app out. We see that the - and we've explained that to the
13 respondent and aggrieved "it's not your guys' decision" as
14 in terms of - you know, the aggrieved has to obviously
15 agree that we're going to take an application out. But we
16 make sometimes an application based on what we observe to
17 take the order out to protect the aggrieved, because
18 sometimes - as you can see, a lot of time the victims are
19 scared to report DVs because they think, all right, when
20 they're reporting - or they've reported it but they don't
21 want to give a statement because they know their partner
22 will go to gaol. So then there becomes the (indistinct) of
23 in their community that, you know, you put your partner
24 back in gaol. So there's whole other stuff that are issues
25 that we're careful with on a daily basis to work through
26 with the community to protect the victims.
27

28 Q. What's the availability of services like in Aurukun?
29 Are you able to refer domestic and family violence victims
30 to support services?

31 A. Yes, there is these services here. There's about 107
32 organisations - not all DV, but there's about 107
33 organisations engaged in Aurukun. So obviously I've been
34 here for only three months, so I'm in the process of
35 building these stakeholder meetings, monthly stakeholder
36 meetings, and a weekly stakeholder get-together, just
37 having networking and see how we can better service the
38 community and how we can work together in partnership.
39 There is a (indistinct) that is supposed to have
40 counsellors and stuff, but, again, it's like any other
41 organisation, they're finding it difficult to fill the
42 positions obviously for these regions. So, yes, it's a
43 work in progress. We are identifying there's gaps. But
44 we've just got to work with what we have at the moment.
45 Like I said, at the moment --
46

47 Q. Did you say there were 107 different agencies?

1 A. Yes, there's the different agencies with various - a
2 variety different work. So that's what I was told.
3 I personally haven't met 107, and I cannot name 107. So
4 I've started reaching out, and we're working in partnership
5 with the council, and that's to start stakeholder meetings.
6 So they include both NGOs and government agencies, and also
7 as a district --

8
9 Q. Are many of those agencies physically based in Aurukun
10 or just have a connection?

11 A. Yes, there's some that are based here and then some
12 they fly in and fly out. So that's the thing. That's
13 something that I'm working at the moment trying to figure
14 out who does what and obviously working with them. And
15 obviously as I was (indistinct) in the communities, there's
16 a lot of (indistinct) of the station and the roles are very
17 different and it's also about trying to pull everybody
18 together to work together in partnership, which is a lot of
19 relations still have all those things there, people just
20 work. (Indistinct). There's a lot of people working in
21 silos. So I've got to come in and obviously build
22 that - make bridges and then work with what they have.

23
24 Obviously everybody also has the challenge of
25 recruiting staff. So that's the challenge for remote - any
26 remote organisation. So obviously if there's meetings
27 everywhere, say, starting from this (indistinct) about
28 meeting different organisations and building that
29 relationship, and then monthly stakeholder meetings are
30 going to kick off as of next week so that we can start
31 addressing some key gaps.

32
33 MS CAPPELLANO: Thank you, Senior Sergeant. They're all
34 the questions that I have. There might be some other
35 questions, though.

36
37 COMMISSIONER: Ms Hillard?

38
39 **<EXAMINATION BY MS HILLARD:**

40
41 Q. Senior Sergeant, you mentioned the Hope Vale example
42 and you talked about a counsellor going in to check in and
43 engage in a soft way, were your words. Can I ask about
44 Aurukun. Despite there being 107 entities that might
45 assist, you don't actually have a counsellor or social
46 worker at Aurukun, do you?

47 A. There is one at (indistinct). So we do referrals when

1 we do domestic violence. We obviously offer referrals to
2 both aggrieved and the respondent, and most times they
3 don't take it. It's a voluntary service. So you have a
4 counsellor. Again I'm yet to meet the counsellor. So
5 we've got - obviously Wednesday is my first meet and greet
6 with all the agencies that become involved and the
7 stakeholders and start building those key relationships.
8 So in the community doing work. Obviously coming to a
9 community as an OIC, firstly as a complex case as Aurukun,
10 there are a lot of different things, a lot of work to set
11 up and build. It will take time, and obviously there's
12 vacancies in (indistinct) to fill the counselling
13 positions. So I'll get a bit of an update into what's
14 happening in that space. So these challenges are there.
15 But we're working towards fixing all those issues. Rome
16 wasn't built in a day, you know.

17

18 Q. I appreciate what you've just said about
19 the stakeholder meetings and that you're engaging and doing
20 all of this positive work. But there is no social worker
21 based in Aurukun, is there?

22 A. Not that I've come across. Like I said, (indistinct)
23 has got the counsellors. So they become involved and
24 obviously they've got vacancies there.

25

26 Q. So the counsellors would have to come in from perhaps
27 Cooktown or from other local communities, either drive or
28 fly in, or telephone?

29 A. They probably come from Cairns or Weipa.

30

31 Q. And in terms of the services and all the work that
32 you're doing, bearing in mind what you've just said about
33 this engagement in a soft way, would it be beneficial, do
34 you think, in your policing service for the Aurukun
35 community to have a social worker there with you at the
36 station to help this engagement?

37 A. Yes, look, any help is good. Obviously there is
38 counsellors services component February, so the DV funding
39 and stuff for that. So there is people there, and
40 obviously it will be very beneficial. So once I start
41 building this relationship with these organisations we'll
42 have that as a co-response and that's what we were doing in
43 Hope Vale where the counsellors will ring us about issues
44 and then vice-versa. So it's sort of like a co-responder.
45 Look, we're getting that way. But it takes time to build
46 that kind of relationship, and because the people - a lot
47 of people fly in and fly out every week, and obviously

1 they're (indistinct) for three months. So it will take
2 time. But we will get there.

3
4 Q. In relation to women as respondents you were asked
5 some questions about that, and can I just ask you about
6 some of the complaints or issues that affect women
7 generally. You mentioned about seeing some damage to
8 property, seeing a weapon as perhaps a reason for why they
9 might be named as a perpetrator or a respondent on an
10 application. Can I just go into that and ask you this. In
11 the investigation process despite them maybe having a
12 weapon on that one occasion what sort of level of
13 engagement with identifying who is most in need of
14 protection takes place in that decision making that you've
15 talked about?

16 A. It's also taking (indistinct) of the history, the
17 violent history of who is the most violent in that history.
18 Like, I'm not saying we always - there's probably
19 80 per cent males are the respondents. But there is
20 occasions where the females are also respondents. So it's
21 not every day we come across that, but sometimes we do.
22 But decisions are not made based on one incident. It
23 depends how bad the incident was.

24
25 Like, if it was just somebody who has armed themselves
26 to protect themselves, well, then that's not - if the
27 person was trying to attack that person, then they armed
28 themselves as self-defence, it's a different story. It's
29 not automatically the person with a weapon that constitutes
30 that person is (indistinct) a PPN. Like I said, it's a
31 complex investigation. So we've got to sit down and really
32 go through both versions and the environment and the scene
33 at the same time, and there might be witnesses,
34 neighbourhood inquiries. So there's a lot of stuff we do
35 before the decision is made.

36
37 On top of that then we ring up a supervisor, which
38 sometimes is the (indistinct) at the station or it's me as
39 the OIC, or if it's night time and I'm not working it will
40 be the district duty officer in Cairns. So those
41 investigations the officers have done, they will relay them
42 back to them and see what they reckon about authorising the
43 DV. So it's not automatic that somebody had a weapon in
44 their hand.

45
46 Q. May I ask you this question. When we're talking about
47 weapons it's some time since I've practised and worked up

1 in Aurukun, but it used to be very common for a weapon, for
2 example, to be a stick or a branch or something that is
3 sitting down on the ground commonly around in the public
4 space. Are those sorts of weapons things that women as
5 respondents are wielding or are you talking about other
6 types of weapons?

7 A. There's other types of weapons. There's knives. You
8 know, weapons can be anything. It's an instrument. Like,
9 I've seen people use different things to use them as a
10 weapon. So a stick is a weapon. You can injure somebody.
11 But, like I said, somebody picking up a stick or any kind
12 of weapon to protect themselves doesn't automatically makes
13 them a respondent. We investigate things and then we look
14 into things very thoroughly before the decision. Before we
15 make the decision we clarify that with the senior officer.
16 So it's not just we go out and just have a look at a
17 weapon. And again also the history plays a part.

18
19 Q. In respect of women as respondents, and you were asked
20 about some conditions on orders and non-contact conditions,
21 in a small community like Aurukun a not approach within 100
22 or 500 metres is very difficult to comply with, isn't it?

23 A. So we've got to mediate all that before we make all
24 those conditions --

25
26 Q. Sorry, I'll just get to the primary - sorry, I don't
27 mean to cut you off. I'll just get to the primary part of
28 what I'm interested in with that question. In respect of
29 cross-applications where on at least some level the woman
30 has been identified as being in need of protection at some
31 time because there's two applications, there's
32 cross-applications, what steps are available or that can
33 get taken in your community to ensure that she remains
34 safe, despite having non-contact or ouster conditions?
35 What's available?

36 A. So we look at - the first couple of things we look at,
37 first of all we look at is are we able to object to the
38 respondent's bail. If he's going to be charged, we object
39 to bail. Then obviously the decision can be made by the
40 magistrate whether he is a (indistinct) to the community or
41 alternatively bail is outside Aurukun. Alternatively also
42 we look at working with DV Connect to see if the aggrieved
43 can be provided to a safe place, maybe Cairns, until all
44 these situations are resolved. And we have done it a
45 couple of times where the aggrieveds have been flown to
46 Lockhart to keep them safe. So, yes, there's all the
47 safeguards we mentioned. Before we release - before we

1 finish with the victim we try to make sure that they -
2 they've got somewhere safe to go. And women's shelter --
3

4 Q. Sorry, I was just going to say am I understanding you
5 correctly that in some occasions where women are as
6 respondents where they might be subject of a cross-order
7 where there is also them as an aggrieved they might be
8 flown out of the community to go somewhere else?

9 A. Okay, sorry, so are you talking about the incident
10 where they became the respondent?
11

12 Q. I'm talking about the cross-applications.

13 A. Yes.
14

15 Q. What steps have you been able to have employed or that
16 are available to you to protect the woman as respondent who
17 is also an aggrieved in a cross-application?

18 A. Sorry, so when did the female become a respondent? Is
19 it the latest incident and she became a respondent?
20

21 Q. Look, let's just pose it this way. In terms of your
22 accessibility of services when you are dealing with women
23 who are at risk you can fly them out, they can get
24 accommodation somewhere else, but there's nothing within
25 the community itself; is that correct?
26

27 COMMISSIONER: Do you mean there's no shelter?
28

29 MS HILLARD: No shelter, no refuge, no accommodation.

30 A. There is a women's shelter there but it's very hard
31 to - sometimes we do take them to the women's shelter, but
32 it is too dangerous putting them there, depending on the
33 person's intentions and stuff like that. So we've got to
34 make sure we eliminate those risks. So the risk, when we
35 eliminate it, sometimes the decision gets made so that the
36 best place for her to be safe will be outside. No, it's
37 not removing somebody. It's just --
38

39 MS HILLARD: Commissioner, I had no further questions.
40

41 MR HUNTER: Just a couple of brief questions.
42

43 **<EXAMINATION BY MR HUNTER:**
44

45 Q. Senior Sergeant, can I ask you about your experience,
46 if any, of what I might call attitudes by police that
47 demonstrate either racism or misogyny? Is that something

1 that you encounter in the officers that you supervise?

2 A. The officers that I supervise and I work with I can
3 say one thing. It's everybody works their hardest to
4 provide the best they can do for the victims and do their
5 best to protect them. The great lengths that officers go
6 to protect the victims and their kids and the family with
7 limited resources need to be commended.

8
9 So in terms of - I haven't seen that. We go out and
10 do our work, my colleagues, the people that work under me
11 or work with me. All I can say is that we all work hard.
12 Look, we at times do make mistakes; 99 per cent of the time
13 we do a pretty good job. But, you know, at the end of the
14 day we do try our best, and everybody that has worked with
15 me or worked under me, they have nothing but worked very
16 hard to maintain safe people, the victim. And we are very
17 victim-centric. So I know there's all words, people just
18 always say "victim-centric". But if you come and see what
19 we do and how we do it in these communities and how much we
20 do put an effort to provide safety and security for the
21 victims, I think we would really get a gold medal for that.

22
23 Q. Does the relentless nature of the work have an impact
24 upon your officers, and you understand what I mean by that?

25 A. Sorry?

26
27 Q. Sorry, I said you understand what I mean by that, when
28 I describe the work as relentless?

29 A. The work is relentless, but the officers just keep
30 going and working, and they don't stop until the work is
31 done. So to answer the question, yes, there is fatigue
32 issues and stuff, but they don't stop until the work is
33 done and they don't stop working because they're fatigued.

34
35 Q. What role do you as their supervisor play in keeping
36 an eye out for signs of fatigue, whether it's physical
37 fatigue or compassion fatigue, in those staff you
38 supervise?

39 A. We have the checks and balances that we do. Obviously
40 I haven't come across - to be honest, I haven't come across
41 an officer that comes to my office and says, "I'm not going
42 to investigate this domestic violence." I've never heard
43 that, ever. Even as a junior officer working in places
44 I've never heard anybody that worked with me or even in the
45 car I was with, "I'm not doing this DV." Always people
46 have taken DVs very seriously, and to this day - the only
47 frustration I find with them is that they say that, "You

1 know, I want to use the statement to protect them." But
2 there's no question about that they don't want to do the
3 job. So if that answers the question.
4

5 Q. So the frustration is with people not giving a
6 statement; is that what you said?

7 A. Yes. Providing a statement of the incident.
8

9 MR HUNTER: That's all I have. Thank you.
10

11 MS CAPPELLANO: Just a quick question.
12

13 **<EXAMINATION BY MS CAPPELLANO:**
14

15 Q. Senior Sergeant, Mr Hunter asked you about attitudes
16 and whether you had heard racist or misogynistic attitudes
17 by police. I understand that you gave evidence that your
18 officers do work very hard and they do a very good job.
19 But do you - I guess just answering that question directly,
20 do you hear police officers express racist attitudes or -
21 I guess I'll just start with that?

22 A. No, I haven't encountered racist attitudes. Like, I'm
23 from Fiji myself. So I'm not Caucasian. If there were
24 racist, they would be racist towards me. So I respect them
25 and they've never made me feel like I'm a problem. The
26 same thing. They are going to the job and there's no
27 colour. When we go to the job people don't look at colour
28 when we do the job. They just took the job because they
29 need to do a service to the community. So that's just been
30 my experience anyway. And everybody that I've worked with
31 has been passionate about DV. Even when it was, like, when
32 I first started, everybody wants to protect. So to answer
33 your question I haven't personally experienced any racist
34 attitude and I haven't seen anybody actively being racist
35 and not taking their job seriously, because that's what our
36 job is. I hope that answers the question.
37

38 MS CAPPELLANO: Thank you. I have no further questions.
39

40 COMMISSIONER: Thanks very much, Senior Sergeant. You're
41 free to disconnect. Thank you.

42 A. Thank you.
43

44 **<THE WITNESS WITHDREW**
45

46 MS CAPPELLANO: Commissioner, the only other witness who
47 was to be called today was Lisa Buchanan from the Police

1 Prosecutions Corps. I understand she had commitments
2 beyond 6.30 and is no longer available.

3

4 COMMISSIONER: Yes. So what time do you want to start in
5 the morning?

6

7 MS CAPPELLANO: There's three witnesses anticipated for
8 tomorrow, and then Lisa Buchanan would have to be added
9 into that. I think if we started at nine we would be done,
10 even if we sat sort of a little bit later through lunch,
11 I think we would be done by one, 1.30. The potential
12 witness is not giving evidence. That hadn't been
13 confirmed. That's likely to happen in the Brisbane
14 sittings.

15

16 COMMISSIONER: All right. Nine o'clock then.

17

18 MS CAPPELLANO: Thank you.

19

20 **AT 6.36PM THE COMMISSION WAS ADJOURNED UNTIL TUESDAY,**
21 **19 JULY 2022 AT 9.00 AM**

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