
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

Land Court of Queensland, Brisbane Magistrates Court,
Level 8/362 George Street, Brisbane.

Friday, 29 July 2022

1 (IN CAMERA HEARING FOLLOWS)

2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47

(PUBLIC HEARING FOLLOWS)

1 COMMISSIONER: Yesterday the Australian Brotherhood of
2 Fathers contacted the Commission and advised it would
3 appear today to seek leave to appear. Counsel Assisting
4 spoke with the ABF counsel yesterday and it was decided
5 that the ABF counsel would wait until he had a bit more
6 information - I think that's probably the gist of it -
7 about which witnesses in particular they may want to
8 cross-examine so he could better advise the Commission.

9

10 MS O'GORMAN: That's so. I confirmed with Mr Ackermann
11 yesterday afternoon that, despite the indication from
12 the ABF that they wanted to seek leave today, they didn't
13 actually want to ask any questions of today's witnesses and
14 didn't yet know which witnesses they might want to ask
15 questions of. So Mr Ackerman confirmed to me that he
16 wouldn't be appearing today and might make an application
17 some time next week.

18

19 COMMISSIONER: Okay. So I think we'll just adjourn that
20 application to a date to be fixed.

21

22 MS O'GORMAN: Thank you, Commissioner.

23

24 COMMISSIONER: I'll also indicate that the public hearings
25 will finalise in Brisbane by next Friday, and then there
26 will be just a day and a half of hearings in Mt Isa on
27 Monday/Tuesday the following week, and we're trying to
28 finalise the hearing schedule today. Have we heard any
29 more about Assistant Commissioner Mark Kelly and
30 Deputy Commissioner Brian Codd's availability for next
31 week?

32

33 MS O'GORMAN: I have had some discussions with Mr Hunter
34 yesterday about that. There are some difficulties.
35 I think it might be looking like next Friday afternoon
36 might be the best, but I was going to progress those
37 discussions with Mr Hunter this morning and see if there is
38 a suitable time.

39

40 COMMISSIONER: All right.

41

42 MS O'GORMAN: There's also potentially some illness
43 difficulties with one of the witnesses for Monday now.
44 But, again, I can discuss that with Mr Hunter and we can
45 see what we can do with the hearing schedule.

46

47 COMMISSIONER: Okay. All right. It's a moving feast but

1 we'll see what we can do.

2

3 MS O'GORMAN: Yes.

4

5 COMMISSIONER: I'll also indicate for the parties' benefit
6 that we will need written submissions from the parties by
7 22 August, if you're going to put written submissions in,
8 and I have drafted some topics, questions, however you want
9 to put it, that the parties might want to address. That's
10 not to say that you can't address other issues. They are
11 just some particular areas of interest that might help you
12 focus when you're doing your submissions. We hope to email
13 those to the parties this afternoon. I think that's
14 everything.

15

16 MS O'GORMAN: Thank you, Commissioner. Then I'm in a
17 position to call the first witness this morning, and I call
18 Mr Lewis Shillito.

19

20 <LEWIS SHILLITO, affirmed:

21

22 <EXAMINATION BY MS O'GORMAN:

23

24 Q. Mr Shillito, you graduated from law in 2006 and were
25 admitted shortly thereafter?

26

A. That's so.

27

28 Q. In 2010 you started your employment with
29 the Aboriginal and Torres Strait Islander Legal Service?

30

A. That's correct.

31

32 Q. And you continued to work there thereafter?

33

A. Yes.

34

35 Q. And you were appointed as the director of criminal law
36 for ATSILS in 2016?

37

A. Yes.

38

39 Q. You've spent some time working in another jurisdiction
40 but you've maintained that position since 2016?

41

A. That's correct.

42

43 Q. You're here today then in your capacity as the
44 Director of Criminal Law for the Aboriginal and Torres
45 Strait Islander Legal Service?

46

A. Yes.

47

1 Q. And ATSILS is - isn't it a community-based
2 organisation which provides professional and culturally
3 competent legal services to Aboriginal and Torres Strait
4 Islander people throughout the state?

5 A. That's so.

6
7 Q. You've been asked to come and give evidence to
8 the Commission today to share either your personal
9 experiences or those on behalf of legal practitioners who
10 work for ATSILS about your clients' observations of or
11 interactions with the QPS in the context of domestic and
12 family violence?

13 A. That's correct. I'd just expand to say not just our
14 legal practitioners; our court support officers as well.

15
16 Q. Thank you for that. In terms of the work that ATSILS
17 does and the opportunity that it has to engage with people
18 who have had interactions with the QPS in the context of
19 domestic and family violence, there's really two arms to
20 ATSILS' work that are relevant?

21 A. Yes.

22
23 Q. Firstly, ATSILS has a criminal law team which assists
24 people relevantly for our purposes who are charged with
25 breaches of domestic violence orders and other offences?

26 A. Yes.

27
28 Q. ATSILS also has a family law team, does it not, which
29 assists people who are either seeking advice or ongoing
30 assistance with matters where they may be either the
31 applicant or the respondent in respect of a DVO
32 application?

33 A. That's correct.

34
35 Q. All right. Now, having established that opportunity
36 for taking in the observations and experiences of people
37 who have had interactions with the QPS, you've identified
38 in your statement a number of issues which in ATSILS'
39 experience are - I infer but we will come to them -
40 relatively common?

41 A. To differing degrees, but yes.

42
43 Q. Okay. Let's start with the issue of
44 misidentification, and in particular I'm having a look now
45 at paragraph 16 of your statement, where you say, "In our
46 experience, at times the QPS first responding officers can
47 have difficulties in identifying or correctly identifying

1 the relevant offender in a DV interaction"?

2 A. Yes.

3

4 Q. What's the source of your knowledge or information for
5 that statement?

6 A. Some direct. So I have a personal caseload and have
7 for a number of years, and I have seen that plenty of times
8 in either police body-worn camera footage recordings of
9 those first responder interactions at domestic violence
10 incidents and plenty of anecdotal discussion amongst our
11 staff as to their experiences being consistent with mine.

12

13 Q. When you say you see it in body-worn camera footage,
14 I am just presuming, so correct me if I'm wrong, that in
15 the footage itself you won't necessarily be able to
16 identify that the wrong person has been identified as the
17 respondent but it must be on the basis of some subsequent
18 information which comes to light that that becomes clear,
19 or have I got that wrong?

20 A. Often that would be the case to give the context to
21 make that or draw that conclusion. Sometimes it's
22 pre-existing knowledge. So a lot of - some of our clients
23 are very well known to us. Some of the relationships
24 between them are already known to us, and there are things
25 that I guess we would know that a first responder who
26 hasn't previously had dealings - and some of the police
27 will be - will have had numerous dealings with the same
28 parties as well. So you'll see a good interaction where a
29 police officer knows about the relationship and knows what
30 the dynamics already are and that informs the way that they
31 deal with both of the people, and perhaps the way that they
32 question them about the interaction, and a either more
33 junior or just an officer who hasn't had that experience
34 beforehand dealing with the same people won't have that
35 context to assist them in drawing conclusions around who
36 has done what and for what reason, or whether a person is
37 being fulsome or affected by substances or whatever else
38 might be in play.

39

40 Q. What are the sorts of things that present as
41 challenges then in those cases where you've seen that the
42 first responder has misidentified the parties? What are
43 the sorts of things in play that contribute to that?

44 A. Look, in fairness, a lot of the time it's exactly what
45 they're told. So a person will say X, Y and Z just
46 occurred, and the other person presumably dealing with
47 the first responder's partner in another room, generally

1 speaking, will say A, B and C occurred, and the police are
2 left to deal with figuring out what in fact occurred and
3 whether or not there's truth on both sides or on one and
4 one's a fabrication or otherwise. So that's obviously a
5 barrier to correctly identify what's going on: what they're
6 told in and of itself.

7
8 Sometimes there's communication issues. So a police
9 officer will often approach questioning a person in that
10 situation in the same way that they do when they are
11 questioning a suspect in an interview and it can be quite
12 interrogatory, and often you will see instances where a
13 person is engaging in a gratuitous concurrence or agree
14 with a narrative that's being - sort of they might have
15 introduced a line of "this is what's happened" and the
16 police officer sort of takes over and starts to feed them
17 the story or trying to tease out of them what the story is
18 inadvertently does that, and so things can snowball from
19 that.

20
21 As a simple example, an officer might say, "I can see
22 an injury. Did he cause that," and the person may well
23 agree with that and it could even be correct, but it could
24 have occurred two weeks prior on a different occasion.
25 Things get conflated or spiral beyond what the person's
26 actual narrative may have been if they were questioned in a
27 way that allowed them to tell the story without it being
28 offered to them in that sort of a way. So that
29 communication around - and particularly gratuitous
30 concurrence can be big issues.

31
32 There can be some pre-existing biases or perceptions
33 I think that inform the way that police interact as well,
34 and it sort of cuts the other way for an officer who has
35 had those dealings with two people to a relationship and
36 they have seen them five times before for DV-related
37 incidents. They will walk into that room thinking, "I know
38 what's gone on here," whether that's in fact accurate on
39 that particular occasion or otherwise as well. Those are
40 the sorts of things that are coming to mind at least.

41
42 Q. You link in paragraph 16 the problem of
43 misidentification of the parties with what you describe as
44 a common practice of seeking reciprocal domestic violence
45 orders. Can you explain what you mean by that to us?
46 A. Yes. More typically seen obviously if they're seeking
47 orders at the outset of DV interactions, interactions

1 involving two people and allegations of domestic violence.
2 So I wouldn't say it's a default practice but it is common
3 where police either can't identify who has done what or
4 where particularly the likely victim or actual victim is
5 resistant to making a formal complaint and doesn't want the
6 other party prosecuted. An easy out for an officer there
7 so as to avoid doing nothing, and I won't infer what other
8 motivations they may have, is to take that approach, "Well,
9 we can't tell who has done what here. There's allegations
10 of wrongdoing on both parts. We will seek orders so that
11 both parties are at least to a preliminary level
12 protected," and that - I think it's sort of seen as a
13 protective measure and something being done when actually
14 persisting with a prosecution or trying to find some other
15 non-conventional means of resolving that situation isn't
16 immediately obvious.

17
18 Q. Does ATSILS see any flow-on negative consequences from
19 the making of reciprocal order applications?

20 A. Yes.

21
22 Q. What are they?

23 A. So there's a couple, one of which I've referred to in
24 the statement about the snowballing effect. So if the
25 initial order sought - and they're not always, but even if
26 the initial order sought is just a simple good behaviour
27 based conditions order, the next interaction that the
28 police attend there where there is an order in place will
29 inevitably lead to some form of a charge as a consequence.
30 If it's a verbal disagreement or otherwise, it doesn't
31 really matter what the threshold is. Generally speaking,
32 there's a tendency to charge at that stage, and the
33 consequence from then can be a further order or a bail
34 order is made where there's either no contact or further
35 restrictions placed which become more unworkable if there
36 is an ongoing relationship between the parties or if
37 there's other factors in play, like I've referred to there
38 of children or being in a shared small community or ongoing
39 community ties and that sort of thing. So that snowballing
40 can occur.

41
42 There can be direct difficulties if those initial
43 reciprocal orders do prevent contact or complicate contact.
44 So, if there are children, some of the first orders that we
45 see at times do involve conditions around needing written
46 permission before you can have contact, including with
47 either named persons being children or just the children

1 generally, or just logistically that's necessary because
2 you need to contact your partner to see your children
3 because they have care of them. Some of our clients,
4 respectfully, don't necessarily have the education or
5 sophistication to follow that through and to understand
6 what that practically means they need to do, leading to
7 breaches. Sometimes they do but they don't know what to do
8 about it. Very often there is a lack of understanding of
9 what the legal process is to try and get such an order
10 varied, and generally we would only engage with a person
11 after there's been breaches. Whilst we might get a call at
12 the time, it's not common that that's the case. More often
13 people in that situation seem to just want to get out of
14 the situation rather than seek help there and then, and get
15 some assistance and understanding and doing something
16 proactively about it.

17
18 Q. Are you in a position now to give us an indication of
19 the prevalence with which people who are charged with a
20 breach of a domestic violence order will plead guilty to
21 that rather than take it to a trial?

22 A. I couldn't give you a statistical assessment of that.
23 It's high. I mean, I suppose it's fairly notorious that
24 the rates of conviction for offences is very high, and that
25 would be consistent to a large extent with
26 domestic violence matters in our experience. There are
27 some factors that will bear upon that, and the availability
28 of evidence supporting the allegations is probably the
29 primary one. If there's police body-worn camera footage or
30 something incontrovertible that demonstrates certain things
31 have taken place that constitute a breach, inevitably
32 there's going to be a plea at some stage.

33
34 Q. If your clients are charged with a breach of a
35 domestic violence order and want to contest it, will a
36 grant of aid cover representation at a summary hearing for
37 that?

38 A. So, just to delineate slightly, we work separately
39 from LAQ, so we don't do grants of aid per se. We will
40 give somebody the equivalent of a grant of aid, I guess,
41 within our organisation, which is essentially just
42 approving that they are eligible for our assistance. So if
43 a person seeks our assistance and they're eligible, which
44 basically means a means and a merit test, then, yes, we
45 would assist them. The merit test is the only
46 qualification there really. So if a person - if there was
47 such incontrovertible evidence and a person still wanted to

1 maintain a plea of not guilty it would be with some
2 circumspection whether or not we would assist the person at
3 the hearing.
4

5 Q. And that merit test might make it difficult for a
6 person to obtain representation through ATSILS to defend
7 themselves at a hearing in circumstances where the actual
8 conduct underlying the breach charge is itself relatively
9 minor but it's nonetheless enough to establish that there's
10 been a breach of the requirement to be of good behaviour?

11 A. The - yes is the short answer to that. We don't have
12 a - like, the sufficiency of the conduct is not a relevant
13 consideration to us. So we'll act whether it's serious,
14 minor or otherwise. It's just about whether or not what
15 the person seeks to agitate with an ACR duty lawyer, and
16 probably we would assist them at least until we've got some
17 evidence to demonstrate one way or the other whether there
18 is that merit.
19

20 Q. Sorry, I wasn't suggesting otherwise. What I was
21 suggesting was if the evidence establishes, you know,
22 perhaps by a body-worn camera or something else, that there
23 was a verbal argument during which your client was swearing
24 at the partner, that would establish sufficient evidence to
25 make it difficult to defend that matter under your merit
26 test?

27 A. Yes, that's true. Our usual response in a situation
28 like that would be obviously to advise the client
29 accordingly and talk about whatever negotiation may be
30 appropriate or what submissions we would make in mitigation
31 if they were willing to plead. If they weren't, obviously
32 that's a matter for them, but, yes, then it would inform
33 whether we could continue to assist.
34

35 Q. You have flagged in your submission that there are
36 difficulties at times at that point in time at which the
37 lawyers might seek to negotiate either charges or the
38 making of the application. I might come to that briefly,
39 but there are a couple of other things that I wanted to ask
40 you about the problems that arise earlier in time.

41 A. Yes.
42

43 Q. One of those you've identified in paragraph 17 of your
44 statement is the advice at that earlier stage given by
45 police to an aggrieved and/or a respondent that they need
46 not attend court to have their matter resolved, and you
47 raise some concerns about that. Firstly, can I ask you to

1 give us a sense of how common a problem it is that police
2 are telling aggrieveds and respondents that they need not
3 attend court?

4 A. It's anecdotal only because it's rare that we get any
5 evidence of that in the sense of it's unlikely, unless
6 there was later charges arising, that we'd see body-worn of
7 the interaction between police and the officer. Having
8 said that, particularly in a lot of our regional areas it's
9 a fairly commonly reported phenomena. A lot of our clients
10 will say, "Well, the officer told me I didn't need to come,
11 so I just never bothered, and here I am with a breach of
12 that order."

13
14 Q. Okay. In terms of the issues that arise from that
15 from your point of view as a legal practitioner in this
16 space, what are they?

17 A. Well, the inevitability that that next interaction
18 will be for us dealing with them for a breach of that order
19 in circumstances where they never got legal advice about
20 their own rights and responsibilities in accordance with
21 that order, meaning it makes it inevitably more difficult
22 to deal with the situation that the person's in, that there
23 are direct consequences for them in the form of whatever
24 the penalty may be if they have in fact breached the order,
25 and necessarily complicating the situation about the order
26 itself. So once there's been a breach, if the client would
27 have otherwise sought to have the order varied particularly
28 around access to children or some such, it becomes much
29 more difficult to do so.

30
31 Q. Do you ever have clients reporting to you - and I'm
32 only asking you about anecdotal evidence at this point in
33 time - that they were surprised that the order made was for
34 five years, they hadn't anticipated it might be for that
35 long?

36 A. Yes. There's still plenty of clients who have
37 predated the - that being the default period who always
38 sort of had the pre-existing idea of one to two years being
39 what would otherwise be put in place. So, yes, it does get
40 raised pretty regularly.

41
42 Q. Okay. In paragraph 18 you say that you - and I assume
43 here you mean personally - have observed some stereotyping
44 by responding officers in relation to how victims present.
45 Firstly, can you explain to us how that looks?

46 A. Yes. It's not something I've regularly seen at all.
47 It's probably something I've more often heard from other

1 people, particularly, again, from more of our regional
2 areas. When I have seen it it's typically a police officer
3 in the way in which they are communicating with an
4 aggrieved either - sort of it's almost - it's quite subtle.
5 It can be tone. It can be the manner in which they're
6 questioning what occurred. It can be challenging a
7 narrative rather than accepting it at the time at least.
8 It can be putting to a person things like, "Well, you see
9 there's a camera up there. I'm sure we'll be able to check
10 it. Are you sure what you're telling me is" - that sort of
11 approach. So it can be quite either subtle or overt
12 depending on it. Other times it's more a preconceived
13 notion that I was sort of speaking about earlier about when
14 a police officer walks into a room they will see people and
15 sort of develop a view before they have started speaking to
16 them as to what's likely gone on, and it can be difficult
17 I think for an officer who has done that to shake that view
18 and it gets expressed in the way they interact with
19 the parties afterwards.
20

21 Q. You say that a more common problem than the issue of
22 stereotyping is the issue of police officers expressing or
23 presenting their general malaise in terms of their attitude
24 to having to deal with the issue --

25 A. Yes.

26
27 Q. The incident, that they might have been called to.
28 Again, can you give us an idea of how you see that occur
29 and how common a problem it is?

30 A. Yes. So what I see when I see that on a body-worn or
31 in a statement or in an investigation is a lack of
32 attention to what a more diligent investigation of a matter
33 upfront would look like. It can generally be, "I've got
34 two people here. I'll take a version from one. I'll get
35 my partner to take a version from the other. We'll try and
36 figure out what's best, and then let's get out of here
37 because we've got other things and more important things to
38 deal with." It can be expressed inadvertently by police
39 when they don't realise they're still recording on
40 body-worn cameras. You occasionally get the odd comment of
41 things being said that indicate that they don't want to be
42 there and that they don't see there being much in what
43 they're dealing with that should require their attention.
44 So it can be that overt, but that's rare. Sorry, the
45 second part of the question was?
46

47 Q. How common a problem that is?

1 A. Yes. I see it more in the investigation stage, and
2 that's very common. It would be a rare breach of a DV
3 matter where I look at it and think, "This has been a very
4 diligent investigation. Look at all this evidence in
5 support of the allegations." The far and away common
6 scenario with these sorts of matters for a breach of a DVO
7 is a statement from the aggrieved and, if you're lucky, a
8 witness as well.

9

10 Q. All right. That brings me back to the prosecution
11 end, and you had mentioned a little earlier the fact that
12 of course your practitioners will engage with prosecutors
13 in an attempt to negotiate whether it be in respect of
14 charges of breaches or in respect of the making of an order
15 and either conditions in respect of it or the length of it,
16 I take it?

17 A. Yes.

18

19 Q. And you refer at paragraph 23 of your statement that
20 there can be some challenging aspects to that, in part
21 because you can either come across a position that a
22 particular station or officers won't negotiate or because
23 there will be negotiation potentially but prosecutors, in
24 your experience, will almost wholly take their position
25 from that of the arresting or investigating officer?

26 A. Yes, that's definitely something that we frequently
27 encounter. It does fluctuate. It depends which prosecutor
28 you're dealing with, it depends which office, depends who
29 the OIC is and what their sort of filtered down attitudes
30 may be as well. But it is quite routine that there is a
31 lot of resistance to any sort of meaningful negotiation
32 around things, and there is often an attitude that the
33 preference is to not make a decision and rather have the
34 court make determinations; whether or not an aggrieved, for
35 instance, or victim may, for instance, not be willing to
36 come to court or has expressed overtly a withdrawal of
37 complaint or otherwise. There is a strong general view
38 that it's preferable to avoid trying to negotiate matters
39 away in most cases in our experience, or my experience,
40 sorry.

41

42 Q. Is that problematic in the sense that once an
43 application is made and before the courts in the absence of
44 some sort of meaningful negotiation beforehand in many
45 cases there will be an order made or charges sustained?

46 A. Yes. The applications themselves I have less direct
47 experience in, but the experience that I do have is

1 similar, that, generally speaking, there's the preference
2 that there's some hearing of evidence and the magistrate
3 making a determination based on that on what appropriate
4 orders should be made, duration, et cetera. With breaches,
5 definitely that's commonly experienced and it does become
6 complicated because it's difficult to - there's a tension
7 with people charged with such matters often around they may
8 agree with some but not all of it. If there can't be any
9 agreement reached around that that in any way reflects what
10 they are comfortable accepting of the allegations, then
11 there will need to be a hearing to resolve it. That delays
12 proceedings considerably. Where there are bail orders or
13 indeed amended family violence orders in place, that means
14 the person has to persist with those for a longer period
15 waiting for the conclusion of the matter. There can be
16 difficulties for both parties, particularly where, for
17 instance, a victim may have care of children and they
18 actually want the aggrieved back to assist with that care.
19 So it just becomes this long, drawn-out complicated process
20 that might actually otherwise have been able to be nipped
21 quite quickly by some reasonably straightforward
22 negotiations.

23
24 The deferral to investigators of that decision-making
25 authority is something that we find particularly difficult
26 around that because - we can understand where investigators
27 come from in that they are the ones that dealt with
28 the person on their first interaction and so on, but there
29 are different considerations, particularly admissibility of
30 evidence, that are not necessarily prime amongst their
31 knowledge or their considerations, that it would be
32 preferred from our perspective at least that a prosecutor
33 would astutely look at and weigh those different
34 considerations more carefully.

35
36 Q. In some cases I imagine if you're attempting to
37 negotiate with a prosecutor about the making of an
38 application, for example, and there's been some delay, it
39 may be the case that you're in receipt or possession of
40 updated information about the status of that relationship,
41 for example, but the arresting officer may very well not
42 have any knowledge of at all?

43 A. Yes. Frequently we get the aggrieved coming to the
44 court appearances and police prosecutors generally don't
45 want to speak with them at court, largely, as I understand,
46 because they don't wish to become witnesses potentially to
47 the proceedings, which is fair enough. But it's very

1 difficult when they're standing outside the door saying,
2 "I want this to go away," and we're sitting in a
3 negotiation room with a police prosecutor who doesn't want
4 to speak with them or engage in that process, and
5 essentially generally if they're doing the right thing as
6 far as what we are told they're meant to do, they'll send
7 them to a police station and get them to give a statement
8 to a police officer there. Whether a person in that
9 situation will follow up and do that or just be frustrated
10 at the response or lack thereof, yes, it tends to more be
11 the latter in our experience, in my experience.
12

13 Q. As a final matter, Mr Shillito, could I take you to
14 paragraph 26 of your statement. You suggest that the use
15 of support persons in culturally safe environments could be
16 beneficial to improving that process, and there you're
17 talking about the taking of initial reports by Aboriginal
18 and Torres Strait Islander women in particular where there
19 might be that issue of gratuitous concurrence that you
20 spoke of earlier?

21 A. M'hmm.

22
23 Q. How might that look?

24 A. It could look a number of different ways. I'm aware
25 that there's the video-recorded evidence pilot going on out
26 at Ipswich and Southport at the moment, and I understand
27 there's some intent around having - I don't know about
28 culturally appropriate but some support persons present
29 during those initial interactions. I would have some
30 reservations around that, particularly just because things
31 can be very raw in that moment, and whilst there might be
32 some evidential value in that recording - it's obviously a
33 separate topic entirely, but there's a lot to be said for
34 having - maybe even just going back to the police station
35 or a day for everybody to reflect on what's gone on.
36 Sometimes, in fairness, that will lead to people who are
37 legitimate victims potentially considering walking back the
38 extent of the complaint that's been made. But at other
39 times I think it also allows people who may be affected by
40 substances or just generally by the circumstance of what's
41 occurred to calmly consider what it is that just happened
42 and perhaps provide a more truthful account of it.
43

44 But generally speaking, yes, it would involve -
45 I don't know from what source, but a person - particularly
46 with Aboriginal and Torres Strait Islander women or victims
47 generally, a person of a similar cultural background being

1 able to speak with them prior to them interacting with the
2 police for the purposes of the taking of a statement to
3 give them an opportunity to ask questions in that sort of
4 safe environment and to hopefully assist the officer in
5 identifying and perhaps even literally stepping in and
6 stopping the officer in circumstances where the officer may
7 be doing what I was describing before and taking over the
8 narrative rather than allowing the potential victim or
9 victim to tell their own story.

10
11 Q. Are you personally aware of any place or places in
12 Queensland where that sort of practice is already employed?

13 A. No. I'm aware that there was some time ago - I can't
14 remember what the official designation was, but Aboriginal
15 community police officers or liaison officers, something
16 like that, in some more remote locations. Palm Island and
17 a couple of others spring to mind around Mt Isa. But I'm
18 not aware whether those people are still even in existence.
19 I remember it from maybe eight to 10 years ago, and where
20 they were there was some complexity to that because they
21 were employees of the QPS and there was a perception that
22 they're just black police officers by some of the community
23 as well. In some cases it did work well because they were
24 still people in the community and if they had a good
25 relationship with the person particularly that helped
26 communication, particularly as well as getting out of them
27 what their story was. At other times it possibly didn't
28 have the desired effect, partly because they were employees
29 of QPS and that perception persisted.

30
31 MS O'GORMAN: All right. Thank you, Mr Shillito. Those
32 are the questions that I have for you.

33 A. Thank you.

34
35 COMMISSIONER: Ms Hillard?

36
37 **<EXAMINATION BY MS HILLARD:**

38
39 Q. Mr Shillito, you spoke about your experience of
40 viewing body-worn camera footage and the like. I just want
41 to clarify, you're really only talking about viewing
42 body-worn camera footage, aren't you, for matters that have
43 made their way to the courts?

44 A. Yes.

45
46 Q. And when we talk about the body-worn camera footage
47 that you have observed have you observed a culturally

1 appropriate approach by police to explain charges can be
2 laid and the support processes that might be in place for a
3 First Nations woman?

4 A. The support processes, occasionally that gets talked
5 about on footage. It may be done off camera, I don't know.
6 But I've occasionally seen that. Not commonly. The
7 process itself, pretty rare that that gets discussed.

8

9 Q. In terms of the discussion, from what you've observed,
10 of whether or not to pursue charges, is that often at the
11 doorstep or at the crisis point, so to speak, where the
12 police are there? They're not separate or gone away?

13 A. Sorry, in terms of preferring of charges by police and
14 the conversation between them and the victim?

15

16 Q. I'll reword my question for you. So there's been some
17 evidence that police will often attend a callout or a
18 crisis incident and they'll be within line of sight of one
19 another, which means that the woman might be in the
20 vicinity of the perpetrator, or the victim in the vicinity
21 of the perpetrator. So have you observed the line of sight
22 issue, first of all?

23 A. Yes. Over the last couple of years that's less
24 common, in my own personal observations. Generally
25 speaking, there's at least a putting a room between them
26 kind of approach, more for safety, was my understanding
27 than perhaps for the line of sight factor. But I have seen
28 that occur, not a lot lately.

29

30 Q. And there's been some evidence from First Nations
31 women as well as women generally about the reluctance to
32 talk about charges, talk about what's happened, when it's
33 in the vicinity of that line of sight thing at the callout.
34 Is that something that you have experienced seeing or
35 having been reported to you?

36 A. I wouldn't say directly with the line of sight, but
37 I've definitely seen reticence by persons on body-worn -
38 victims to give a narrative because of an awareness of the
39 close proximity of the other party. You can literally
40 often still hear yelling and carrying on in the other room,
41 and you can see the person almost shrink as that sort of -
42 I don't know, but it looks like a fear response or
43 something like that, and it does appear to have a shutting
44 down effect at times, yes.

45

46 Q. In respect of those occasions where you talk about
47 appearing to have the shutting down effect, do you have an

1 opinion about whether the police seem to recognise that
2 that was happening?

3 A. Sometimes, yes. I've seen police officers actively -
4 "We need to get rid of him," going and talking to their
5 partner and doing that. Other times, less so. There's a
6 bit more of the expediency that seems to be in play and,
7 "Can you just tell us what's happened quickly, and we'll
8 get this sorted for you," that sort of - comments along
9 those lines is more often perhaps what I would see.

10

11 Q. I see. You spoke about the funding situation for
12 ATSILS, and I just wanted to make it clear. As
13 I understand it, when you're talking about a merit
14 assessment, ATSILS actually apply to Legal Aid or the
15 person applies to Legal Aid for a grant of aid for ATSILS
16 to represent them?

17 A. No, we don't apply for grants of aid. The only time
18 we apply for grants of aid is for private counsel to assist
19 in indictable matters once they have proceeded past
20 committal. We do everything otherwise inhouse.

21

22 Q. You mentioned talking about community orders and you
23 accidentally - I think you said a breach of bail. I think
24 you meant to say a breach of a domestic and family violence
25 order when Counsel Assisting was asking you some questions
26 about not attending court and the like?

27 A. That's entirely possible. You would have to talk me
28 back through what exactly I said, sorry, but I can accept
29 that if that seems like a misstatement, thank you.

30

31 Q. Back to the attending court, and you were asked
32 questions by Counsel Assisting about not attending, you
33 would agree, would you, that attending court is also very
34 important because it provides an access point to services,
35 social worker assessment, risk assessment, safety planning
36 as well as legal advice?

37 A. Yes, definitely would agree with that, particularly
38 regional areas, where they all tend to be in a hub around
39 the court.

40

41 Q. I think that is all of my questions. Just excuse me.
42 One last question that I have is, bearing in mind that the
43 First Nations people that you have represented are
44 predominantly women, is that right, in the domestic and
45 family violence setting?

46 A. In a criminal law setting they're predominantly men.
47 In a family violence, as in our family law team's

1 assistance to people with orders or seeking orders, the
2 majority would be women, yes.

3
4 Q. Are you able to say whether or not you see head
5 injuries for your women aggrieved?

6 A. We do. As to the prevalence of it, it's not something
7 that we would keep statistics of, but it is a common
8 phenomena to have as part of a DV charge or incident an
9 allegation of or conviction for injuries, including
10 injuries to the head, yes.

11
12 Q. When there are injuries alleged to the head and that
13 part of the body, would it be fair to say that you often
14 wouldn't see medical evidence to support that or a
15 concussion or anything like that?

16 A. Yes.

17
18 MS HILLARD: Thank you, Commissioner. Those are my
19 questions.

20
21 COMMISSIONER: Thank you.

22
23 MR McCAFFERTY: Nothing, Commissioner.

24
25 MR HUNTER: Nothing, Commissioner.

26
27 MS O'GORMAN: Might Mr Shillito please be excused?

28
29 COMMISSIONER: Yes, thank you. Thanks, Mr Shillito.

30 A. Thank you, Commissioner.

31
32 **<THE WITNESS WITHDREW**

33
34 MS O'GORMAN: Commissioner, I call Dr Heather Nancarrow.

35
36 **<HEATHER NANCARROW, affirmed:**

37
38 **<EXAMINATION BY MS O'GORMAN:**

39
40 Q. Dr Nancarrow, you're an adjunct professor of practice
41 at Monash University?

42 A. Yes.

43
44 Q. And also an adjunct research fellow with the Griffith
45 Criminology Institute?

46 A. Yes.

47

1 Q. As well, you were in 2020 the lead author of a
2 research report published by the Australia's National
3 Research Organisation for Women's Safety titled "Accurately
4 identifying the person most in need of protection in
5 domestic and family violence law"?

6 A. That's correct.

7

8 Q. And you've provided a report to the Commission in
9 recent times?

10 A. Yes.

11

12 Q. Dated 20 July?

13 A. Yes.

14

15 Q. Do you have a copy of that report with you if you need
16 to have regard to it?

17 A. I do have it in electronic form.

18

19 Q. You may not need to. I have some questions for you,
20 though, arising out of the matters in the report that you
21 have provided to us, and I want to start with the issue
22 that you raise around the concerns of misidentifying the
23 person most in need of protection that arise from the
24 legislation itself. You say in your report or you make
25 reference to the fact that when the bill was before
26 parliament reference was made to the understanding of
27 domestic violence referring to a person being subjected to
28 an ongoing pattern of abusive behaviour by an intimate
29 partner or family member, which behaviour is motivated by a
30 desire to dominate, control and to oppress and to cause
31 fear. You note, though, in your report that the definition
32 of "domestic violence" in the Act as it stands doesn't
33 accord with that definition. There is a discord between
34 what was said was intended to be captured, being that
35 ongoing pattern of behaviour with the particular motivation
36 behind it, and the one-off incidents that can be captured
37 by the definition of "domestic violence" in the Act?

38 A. That's my view, yes.

39

40 Q. Can you explain to us some of the problems that arise
41 between that discord?

42 A. Yes. First I want to say that that discord has been
43 present since the original Act in 1989, and it was made
44 very clear by the taskforce that led to that - the
45 introduction of that bill that they were not interested in
46 fights but, rather, coercive control or power and control
47 as it was referred to then. That has been repeated - that

1 contention has been repeated through successive reviews of
2 the Domestic and Family Violence Protection Act but has
3 never quite been captured in the definition in the
4 legislation itself.

5
6 So I believe that it's confusing then for police,
7 regardless of - and others, regardless of what procedures
8 and policies might be put in place. If the law isn't
9 explicit about defining legislation that accords with the
10 intent of the legislators, then it's difficult to - you
11 know, you go back to the law and say, "But that's not
12 what's required."

13
14 In fact, what I think is happening is that the - it's
15 encouraging an incident-based response because it only
16 requires - it encourages formulaic response, as I talk
17 about in my previous research as well as this research that
18 I've based my report on, but it enables or it encourages a
19 situation where police look at is there a - has there been
20 a proscribed act of violence that has occurred, is there a
21 relevant relationship, so you add those two things together
22 and that equals domestic violence. But, when you look at
23 the intent and the second reading speech in particular and
24 the explanatory notes from the legislation, that's not
25 what's intended, it's not intended to work that way, and
26 I think that that's the reason for the introduction of the
27 phrase "necessary and desirable" also, as well as of course
28 the preliminary discussion about the context in which
29 domestic violence occurs.

30
31 So these things I think - if people are going back to
32 the definition of the Act and looking at you've got a
33 proscribed act of violence, you've got a relevant
34 relationship, somebody's been injured, perhaps both parties
35 have been injured, so it is necessary and desirable in the
36 mind of the person who's applying the legislation to make
37 an application for a protection order, and in most cases
38 they convert to an order, the applications convert to an
39 order, and in many cases, and more so for First Nations
40 people, as we've heard in many submissions, that then often
41 converts to convictions for breaches of those orders. So
42 there's a bit of a domino effect in terms of the
43 inappropriate application of the legislation, which
44 I believe in large part could be addressed by a more
45 appropriate definition.

46
47 You know, having been one of the advocates back in the

1 80s for the introduction of the legislation, and knowing
2 very well what was intended by the advocates and the
3 legislators, it's somewhat frustrating to see over the
4 course of time the continued misrepresentation of
5 the intent in the legislation itself and the inappropriate
6 application of the legislation, and so we're dealing now to
7 a large extent with - and I hesitate to say bad behaviour
8 in relationships because we certainly don't want to go back
9 to the pre-legislative - domestic violence legislation era
10 where all domestic violence matters were dealt with as
11 fights. Nevertheless, I think we have a problem where the
12 situations that have nothing to do with power and control
13 in relationships are being caught up in the legislation,
14 largely due to this problematic definition and a whole
15 range of other cultural and practice issues, which I also
16 address in the report.

17
18 Q. One of the particular issues that you address as
19 arising from perhaps fundamentally that issue in the
20 definition of "domestic violence" in the Act is the fact
21 that some women will resist controlling abuse over that
22 long period of time, that pattern of behaviour, with
23 physical and verbal aggression?

24 A. Yes.

25
26 Q. And you say in your report to the Commission that
27 women who use resistive violence are also likely to use
28 weapons to overcome a physical disadvantage and
29 consequently cause injury. But that resistive violence
30 might only be a single incident as opposed to the ongoing
31 pattern of control attempted to be exerted over her by her
32 partner; is that correct?

33 A. Yes. Sorry, I would also say that the use of
34 weapons - you know, previous research has indicated that
35 Aboriginal and Torres Strait Islander women are more likely
36 to use weapons resulting in injury than others. So again
37 I think they're contributing to the prevalence and the
38 overrepresentation of First Nations people in the domestic
39 and family violence statistic.

40
41 Q. Do you have a view about what should happen in
42 circumstances where police are called to an incident where
43 there has been an act of domestic violence at least so far
44 as the legislation is concerned but where it may not be
45 necessary or desirable that an order be taken out, given
46 the actual dynamics between the relationship? Do you have
47 a view about what police should do in those circumstances?

1 A. Well, obviously they should investigate who is the
2 predominant aggressor and make appropriate referral for the
3 person who's not the predominant - I don't particularly
4 like that term, to be honest, but the person who is the
5 actual perpetrator of abuse, the one who is using
6 domination and control, and the one who is resisting
7 violence, and make appropriate - make an application for an
8 order or lay a charge for breach of an order if there is
9 already an order in place, and refer the other for support.
10 I think it's about proper investigation. It's about where
11 there's - where it's unclear, and my report also
12 understands or recognises that situationally ambiguous
13 cases are very challenging for police and for anyone trying
14 to figure it out in a short period of time.

15
16 So - but access to expert assessment, having better
17 guidance about how to identify who is the person most in
18 need of protection is really important as well. Like, that
19 was one of the things that we found in the ANROWS-funded
20 research that you have a copy of there, that the - across
21 Australia, whilst every state and territory, including
22 Queensland, has tools available around risk assessment,
23 those tools are applied to the person that the police
24 assume to be the perpetrator rather than - there are no
25 tools available or there's no guidance available to assess
26 the predominant aggressor. Victoria now has in place some
27 guidelines, perhaps - you know, I'm not sure that they're
28 particularly adequate, but certainly I think better
29 guidance for assessing who is the person most in need of
30 protection before applying risk assessment and determining
31 what action to take.

32
33 Q. You mentioned just now that ANROWS-funded research
34 that you undertook?

35 A. M'hmm.

36
37 Q. As I understand it, part of that research involved you
38 and your colleagues interviewing more than 30 police
39 officers over the course of --

40 A. Yes, 39.

41
42 Q. -- perhaps January and February 2020?

43 A. Correct.

44
45 Q. And you spoke with them to ask them a number of
46 questions about their own observations and in terms of
47 their own conduct but also those observations that they

1 have made of their colleagues?

2 A. Yes.

3

4 Q. As I understand it, you had considered from a research
5 point of view that talking to approximately 25 police
6 officers from various geographical locations and from
7 different organisational levels would have been sufficient
8 to establish an appropriate cross-section upon which to
9 base your findings, but in fact you got more than you
10 thought was necessary?

11 A. Yes.

12

13 Q. I want to ask you about some of the issues that that
14 group identified to you as being persisting problems within
15 the Police Service in terms of their ability to accurately
16 identify the person most in need, and I'm looking in
17 particular at the - I don't think I have a page number here
18 for you, but it's the fourth page in, the page that has at
19 the top "Systems abuse by perpetrators" on the report
20 that --

21 A. On my report?

22

23 Q. -- you've given to the Commission. Up on the screen
24 in front of you, if that's easier?

25 A. Sorry, yes. Much easier. Thanks.

26

27 Q. And if we can move down the screen, please,
28 Mr Operator, I'm looking at the section under the heading
29 "Police practice" now, because these are the sorts of
30 themes that you identified coming out of the research
31 you've already referred to?

32 A. M'hmm.

33

34 Q. The first one that you've noted there is a lack of
35 effective investigation. You say that police research
36 participants cited several barriers, including a lack of
37 research, onerous paperwork, large volumes of incidents to
38 attend in a shift and the associated stress, inexperienced
39 officers attending domestic violence incidents, and
40 unhelpful policies, procedures and systems review?

41 A. M'hmm.

42

43 Q. That's a fairly comprehensive statement of some of the
44 barriers, but is there anything that you can add to that
45 observation?

46 A. In terms of more detail about each of those things
47 or --

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47

Q. What it was that police were saying to you were the barriers, was any one of those more predominant or more of an issue for the police than others?

A. I think the lack of time to conduct appropriate investigation, the onerous paperwork is a contributor to that. They felt quite strongly that there was a lack of clear guidance for them in these challenging situations. Yes, I think the onerous paperwork was something - a very strong theme, and the lack of resources to be able to support them in doing the investigation plus the paperwork required for - you know, to complete the work associated with an application.

Q. All right. The next issue that you drew out from their responses was a failure to use interpreters. Does that mean that police officers were reporting to you that they themselves were not using interpreters or that they had seen that that was an issue amongst their colleagues or both?

A. It was more - in fact, some of those points, they're not necessarily all from police. We also interviewed service providers and women with lived experience of having been misidentified as perpetrators when they were the actual victims. So that's not necessarily from police themselves.

Q. Okay.

A. The failure to use interpreters came particularly from the focus groups with the women with lived experience and the service providers.

Q. What about the issue of a lack of insight about the dynamics of coercive control? Was that something that was reported to you by your police participants?

A. Yes, by both, by all groups, yes, and police certainly - police did identify that general duties officers weren't trained, you know, that was a significant issue raised by police themselves, insufficient training for them around coercive control, yes, and in general issues around training, access to resources and support, clear policies and procedures around not only coercive control but in general responding to domestic violence.

Q. What about the next issue that you note there, a lack of awareness of the historical relationship between police and First Nations peoples or communities? Was that

1 something that was reported to you by police or the DV
2 services or both?

3 A. Police certainly expressed the frustration with a lack
4 of cooperation from First Nations people when intervening,
5 but it was probably - in terms of the historical
6 relationship between police and First Nations people, it
7 was service providers and women with lived experience who
8 reported that particularly.

9

10 Q. Okay. The next issue you note there is underlying
11 sexism and the practice of holding women to a higher
12 standard than men. Again, can you give us an indication of
13 which of your participant groups were reporting that to
14 you?

15 A. Yes. That came from - the evidence around sexism came
16 particularly from the service provider groups. However,
17 the members of the research team conducting the interviews
18 observed in the comments made by police to them that
19 attitude.

20

21 Q. I see. And what about the issue then of racism?

22 A. The same. Racism particularly from service - it was
23 expressed by service providers and definitely the women
24 with lived experience, many of whom were women -
25 First Nations women, reported their experience of racism in
26 the way that police conducted their investigations and
27 responded.

28

29 Q. All right. Thank you. I want to ask you some
30 questions now about another matter that you referred to
31 earlier, which was the Victoria Police manual family
32 violence 2021?

33 A. M'hmm.

34

35 Q. You refer to that in your report as incorporating a
36 particular set of indicators for identifying what you refer
37 to there as the primary aggressor?

38 A. Yes.

39

40 Q. I understand from what you said earlier that you
41 consider that that's a good model to use?

42 A. I think it's the only model. I think - well, it's a
43 set of indicators rather than an assessment tool. So
44 I don't believe that it's been validated as an assessment
45 tool, and it's not been purported to be an assessment tool.
46 Rather, these are a list of indicators. I would say from
47 just looking at what's in that manual, those list of

1 indicators, that it perhaps is too focused on physical
2 violence rather than the coercive control, which is sort
3 of - I mean, not that the list is necessarily in any
4 hierarchy, but it certainly lists coercive control as an
5 indicator at the bottom of that list. But I think it does
6 emphasise physical acts of abuse rather than non-physical
7 forms of domination and control.

8
9 I just want to make clear that in terms of coercive
10 control it's about - the offence really is about
11 controlling a person to the extent - controlling what they
12 think and how they act. So it's denying autonomy of an
13 individual person. It's basically enslaving a partner.
14 That's the offence that we set out in the 1980s to address,
15 and that's the offence that successive reviews of the
16 legislation have tried to get at, and the new Act, the 2012
17 Act, also sought, based on the explanatory notes and the
18 second reading speech, to address that offence of denying
19 another human being autonomy, and that's not captured well
20 in the legislation at all.

21
22 Q. I want to just interrupt you there for a moment to ask
23 if Mr Operator could go two pages over. It's pinpoint
24 reference .009. Thank you. There at the top,
25 Dr Nancarrow, are the bullet points that are contained
26 within the Victorian police manual for family violence?
27 A. Yes.

28
29 Q. Now, allowing for one drawback, being, as you've
30 identified, a perhaps overreliance on physical issues,
31 would that nonetheless be a helpful tool by which the QPS
32 might be able to assess the usefulness of its DV-PAF?

33 A. I think it's a good start, for sure. I think the
34 elements around fear and the patterns of coercion,
35 intimidation and violence by the other party, those
36 I think - you know, I mean, they should include - any such
37 list should include injuries or physical attacks, but it
38 shouldn't be overstated. I do think that it's a useful
39 start, but I would certainly like to see further
40 development and some I suppose evaluation of that list of
41 indicators in the real world.

42
43 I have to say it's actually - that list is based on
44 the work of the MARAM in Victoria, which is essentially
45 similar to the coordinated community responses or the
46 interagency high-risk team approach that we have here in
47 Queensland. So it's being used by other agencies as well,

1 or a very similar list. So I think it's a very good start,
2 but I would certainly want further assessment of that as
3 a - the validity of that in terms of operating in the real
4 world and its impact, its usefulness.

5
6 Q. I want to ask you now about the links that you've
7 identified in your research between misidentification of
8 the perpetrator and the overrepresentation of First Nations
9 people in the criminal justice system?

10 A. Yes.

11
12 Q. You deal with this in your report, and, Mr Operator,
13 it's at pinpoint reference .0010. Your first sentence in
14 respect of this section, Dr Nancarrow, says, "Studies
15 conducted in Queensland show that the quasi-criminal
16 Domestic and Family Violence Protection Act 2012 is a
17 significant pathway to the criminal justice system for
18 First Nations people." Can you explain to us why that is
19 so?

20 A. Well, in my opinion, based on my research, so the - my
21 research, and also Douglas and Fitzgerald, which followed
22 on from mine, and other research that the way in which the
23 legislation is being used in a very formulaic
24 incident-based approach means that a range of behaviours
25 that are exhibited particularly in public settings by
26 Aboriginal and Torres Strait Islander people come to the
27 attention of police. Often nobody's calling them. In my
28 research from 2016, which is published in this book, and
29 2019 - so it's the same research but the data were
30 collected much earlier than Douglas and Fitzgerald's, but
31 what I found was that Aboriginal and Torres Strait Islander
32 people were over-policed in the research sites in my
33 studies. So Cairns and Mt Isa. The courts for Cairns and
34 Mt Isa were the research sites, but of course they're
35 dealing with cases from the Gulf of Carpentaria and also
36 the Cape York Peninsula. So they're dealing with remote
37 communities as well.

38
39 So in that study that I did in - where the data were
40 collected prior to the introduction of the new Act, overall
41 police applications for the whole of Queensland were about
42 61 per cent of all applications. In the research site, it
43 was 71 per cent and 79 per cent of all applications were
44 police applications. For the Aboriginal and Torres Strait
45 Islander women in the study that I conducted, 100 per cent
46 of the applications were police applications. So
47 Aboriginal and Torres Strait Islander people weren't

1 engaging with police or bringing action themselves under
2 the domestic violence act but were disproportionately
3 coming into the court system, the legal system, by virtue
4 of police action.
5

6 So one of the cases that - well, a number of the
7 cases, but one that I start the research with is an example
8 in Cairns where an Aboriginal couple were fighting in a
9 park on the Esplanade in a public space and they were seen
10 on CCTV camera at the Cairns city police beat. So the
11 police went out. They'd already recently, only days
12 before, made an application - or successfully made an
13 application for an order against both parties, as it turned
14 out, but I had the complete set of data only for the woman.
15 So no-one called the police. They were having a fight.
16 They were throwing punches at each other, running around a
17 rubbish bin. But because there was already protection
18 orders in place they were both charged with breaches of
19 orders, and that was one of - ultimately there were five
20 breach charges against that woman. She said she didn't
21 know of the order being in place, but she does recall being
22 given some papers about domestic violence, which she
23 assumed were for her protection.
24

25 So, you know, this is the way in which, you know,
26 fights taking place in public places for many Aboriginal
27 and Torres Strait Islander people, police overpolicing
28 Aboriginal and Torres Strait Islander people, making an
29 application which in many cases the people aren't really
30 comprehending what's going on, orders being made by the
31 court based on the evidence of the police, police making
32 cross-applications leaving it to the court because, as
33 I say in my report and our research has found - my research
34 in both cases that police are reluctant to make a call if
35 it's unclear who is the perpetrator and who is the
36 aggrieved, or who is the respondent or who is the
37 aggrieved, so they leave it to the court to decide, but the
38 court of course is relying on the evidence of the police,
39 so we have this ping pong effect where the court is saying,
40 "We can only go by the evidence that we have," and so they
41 make the order, and then inevitably because nobody is
42 really understanding the - neither party necessarily
43 understanding the effect or the implications of the
44 paperwork that they have been served with, inevitably
45 there's going to be a breach and often because of other
46 contributing factors. You know, in many of the cases in my
47 study there were people who were severely affected by

1 alcohol or other substance use. Some of them I believe
2 were affected by foetal alcohol spectrum disorder. They
3 had a range of issues that were contributing to their uses
4 of violence.

5
6 I also talk about - draw on research from
7 anthropologists that - and I mention this in my report,
8 that Marcia Langton, for example, and others have conducted
9 research around Aboriginal and Torres Strait Islander
10 people's, or Aboriginal people, particularly their use of
11 aggression in contemporary forms of traditional dispute
12 resolution processes, and those processes - as
13 Marcia Langton says, when those processes are interrupted
14 by police the issues are unresolved, so they continue. So
15 inevitably there are going to be breaches of orders where
16 orders have been put in place in those cases.

17
18 So the use of aggression in those circumstances - as
19 Marcia Langton talks about, the five sort of indicators of
20 contemporary forms of traditional Aboriginal dispute
21 resolution include - first of all is about it has to take
22 place in a public place, it involves aggressive yelling and
23 swearing to draw attention and the community gathers.
24 Other people might get involved as a support for - you
25 know, they can swap out, one of the aggressors, for
26 somebody to relieve them in the dispute resolution process.
27 You know, this is not - I'm not saying that this is
28 necessarily widely - I mean, I'm not an expert in this
29 particular area of Aboriginal dispute resolution, but
30 I think it's relevant based on the research and the context
31 particularly in those remote communities. But not only.
32 There's evidence of it in New South Wales as well as
33 Queensland and the Northern Territory these traditional
34 forms of dispute resolution that still occur in a modified
35 form, and often they're occurring in forms in the modern
36 era, in the current era, where there's high levels of
37 substance use involved. So it's a distorted version of
38 what was a highly regulated practice.

39
40 Q. In the context of substance abuse or alcohol and other
41 drugs use, you talk in your submission about chaos context
42 violence and in such circumstances a legal response being
43 neither effective nor appropriate. Can you explain that to
44 us a little bit?

45 A. Yes. In fact, that's from my research. That was the
46 subject of my PhD and published in the book in 2019. That
47 research - you know, I say not only is it inappropriate and

1 ineffective but it is also unjust because it's treating an
2 issue - the chaos context violence I talk about is - an
3 example of it is a couple who lived in a riverbed in Mt Isa
4 and went to a shelter at night where there was a wet
5 canteen, so they continued drinking at that place, and they
6 were both incredibly violent to each other. So it was a
7 serious problem of violence and they were at risk of
8 killing each other. You know, the woman, who was one of
9 the women in the sample that I had of police and court data
10 to analyse, she had been breached on five occasions. She
11 had beaten her partner with a broomstick, she had beaten
12 him with a branch, she had stabbed him with scissors, and
13 in the last incident that was in the dataset she had
14 stabbed him in the neck with a broken bottle. We don't
15 know what he was doing to her because he wasn't one of the
16 people in my sample - just, you know, I got what I got from
17 the courts and police to match up the data to understand
18 the scenarios. But in that case they were really violent
19 to each other. It became clear from what was reported in
20 what I saw in the police reports of the breaches of orders
21 that they both had injuries and so on.

22
23 So in that case neither of that couple had any power
24 or control over the other one. They had no control over
25 themselves. They were extremely disadvantaged socially and
26 emotionally and mentally, with very poor self-control due
27 probably to substance use. There was some evidence in the
28 research not only for this couple but others in the study
29 that the potential for - given the levels of violence and
30 the nature of the violence, that potential for - well,
31 potential for foetal alcohol spectrum disorder in adults,
32 and we often think about that only as relating to children,
33 but it has been a problem for a long time, so those
34 children who were born with foetal alcohol spectrum
35 disorder are now adults.

36
37 We know that the - and Heather Douglas's research has
38 shown the - she also talks about this issue and the
39 symptoms of FASD include poor impulse control and
40 aggression. So it's possible that they are contributing to
41 the high levels of violence as well, and head injuries
42 caused by ongoing violence and fights. So, you know,
43 there's - you know, again I don't want to go back to prior
44 to the legislation where all cases of domestic violence
45 were treated as, well, it's just a fight or there's some
46 excuse for it, because, as I also say in my report, it's
47 also possible that people have mental health issues or they

1 have foetal alcohol spectrum disorder or they have other
2 things that might contribute to high levels of violence; it
3 doesn't mean that they're not coercively controlling as
4 well. So we need to be careful about saying it, you know,
5 either/or.
6

7 Q. And does not that particular example that you just
8 gave us and the related issues that you've touched on mean
9 that at least from time to time police officers are going
10 to be placed in an invidious position when they're asked to
11 attend at an incident when they're trying to work out what
12 the appropriate action is in respect of a relationship like
13 that?

14 A. Yes. In all of the research I've done I acknowledge -
15 I think it is really important to acknowledge - they're
16 complex cases, and they need really clear guidelines and
17 support, and they need access to expert advice to help
18 figure out in those very difficult cases what is really
19 going on there. Sometimes - and I think the legislation
20 was carefully crafted to enable an immediate response, and
21 that's really important in many cases, particularly in
22 terms of coercive control, where lives are dependent on
23 immediacy. However, it may be possible to have a response
24 where it enables time to do a proper investigation and
25 assessment, but making sure that people are safe in that
26 time.
27

28 Q. In a case like that particular relationship that you
29 were describing before, is it your opinion that it may well
30 be that there's no need for a civil order application to be
31 taken out; there would still nonetheless be place for
32 criminal charges to be laid to reflect the serious injuries
33 that were inflicted?

34 A. Yes. I mean, I often wonder about that, and I think
35 lawyers are better placed than me perhaps to make that
36 call. However, I do wonder whether - because of the
37 standard of proof, because of the domino effect of once
38 there's an order in place leading into the criminal justice
39 system through the pathway being a low standard of proof
40 required in the initial - in the first instance, if there
41 were criminal charges laid - I mean, clearly they were
42 serious criminal assaults that were occurring - then there
43 are other protections I suppose or checks and balances in
44 place around the criminal jurisdiction that would enable
45 increased investigations but also evidence of the
46 circumstances that led to and I suppose a wider range of
47 opportunities to put the case of why or the context of the

1 violence.

2

3 Q. Can I ask you now as a final matter about some of the
4 protective factors or the good practices that you did
5 identify from those interviews that you conducted both with
6 the police and with the DV services as part of your ANROWS
7 research?

8 A. Yes.

9

10 Q. On the second to last page of your report, this is at
11 pinpoint reference 0012, you say that when a police officer
12 is attuned to the gender dynamics and manipulative
13 behaviours capable of being deployed by a perpetrator
14 that's a good thing?

15 A. Yes.

16

17 Q. That would tend to suggest that any increased training
18 for police officers in respect of understanding coercive
19 control is positive?

20 A. Yes, absolutely. I think it's really important for
21 police and other agencies to be aware of the way in which
22 coercively controlling perpetrators particularly know how
23 to manipulate people and systems, and inadvertently police
24 and other agencies often collude with perpetrators in the
25 victimisation of people. Coercive controlling - one of the
26 things I do want to say is that when we talk about the
27 gendered dynamics of domestic violence, and again it's what
28 this Act is trying to get at, coercive control is highly,
29 highly gendered. Women engage in abusive language and
30 fights and so on, but the research internationally
31 consistently shows that coercive controlling abuse is
32 almost exclusively perpetrated by men against women.

33

34 Q. So I suppose that really emphasises the need for there
35 to be good and ongoing training for police officers who are
36 responding to community needs?

37 A. Yes.

38

39 Q. In that regard, as I understand it, you have recently
40 been involved in a review of a new training package being
41 developed by the QPS called coercive control a holistic
42 response or something --

43 A. So I was - sorry.

44

45 Q. "The holistic approach", I'm sorry.

46 A. So I understand that's the new training package that
47 will be face-to-face. I haven't been directly involved in

1 that, but I did undertake a review of the online training
2 program and my advice at the time - the research drew very
3 heavily on the ANROWS report and also the work that
4 Jess Hill had done, so used videos and so on, was I think a
5 very clear articulation of coercive control in that
6 training.

7

8 I did have a problem and expressed my concern about it
9 being online training, and I think that it's really
10 important that there's face-to-face training with a range
11 of techniques, I suppose, used for communicating because,
12 like anybody else, police - there will be a variety of
13 learning styles and ability to absorb and apply
14 information. I think face-to-face training is really
15 important.

16

17 Q. I think I had had a misunderstanding. So, if I can
18 just clarify, you haven't personally been involved in any
19 review of a face-to-face training program which is shortly
20 to be rolled out?

21

A. No

22

23 Q. You were nonetheless, though, involved in the
24 development of the one hour coercive control online
25 learning product?

26

A. Correct.

27

28 Q. And, allowing for the drawback of it being online, you
29 nonetheless thought that it was a clear articulation of
30 some of the issues that police needed to know about?

31

A. Yes.

32

33 Q. Thank you. The final matter then that I wanted to
34 talk to you about were the reports that you received from
35 police about the value of them being able to access
36 specialised services within the organisation itself, for
37 example the vulnerable persons unit?

38

A. Yes.

39

40 Q. Do you have any views about the utility of broadening
41 the scope of vulnerable persons unit or rolling them out
42 more broadly across the state?

43

44 A. I would say that - either the vulnerable persons unit
45 or some other co-responder model where police have access
46 to expert advice about in the moment where they're
47 overwhelmed or unable to make a call on what's the
appropriate action to take that they have some expertise

1 available to them. So the vulnerable persons unit would be
2 one way to achieve that. A co-responder model where they
3 have got perhaps community based experts to work with them
4 would be another model. I don't have a strong view one way
5 or the other, but I do believe firmly based on the research
6 that having access to expertise in a partnership
7 arrangement, it's not about accountability of the police
8 necessarily, although I think that's really important, but
9 it's about having the support for them to make that
10 decision.

11
12 MS O'GORMAN: All right. Thank you, Dr Nancarrow. Those
13 are the questions that I have for you. There may be some
14 others from the other end of the Bar table.

15
16 COMMISSIONER: Ms Hillard?

17
18 MS HILLARD: Thank you, Commissioner.

19
20 **<EXAMINATION BY MS HILLARD:**

21
22 Q. Sorry, it's Professor Nancarrow?

23 A. Doctor is fine.

24
25 Q. Dr Nancarrow, just in respect of the vulnerable
26 persons unit questions that you were being asked there's
27 been some evidence about divergence of the different types
28 of vulnerable persons units. Some of them have essentially
29 a desktop audit type function. Others seem to be more
30 involved and some have detectives connected to it. Do you
31 have a view about the appropriateness of the second option,
32 perhaps having detectives connected to the vulnerable
33 persons unit as well?

34 A. If it improves investigation of who is the person most
35 in need of protection, then I think that would be an
36 advance. I think that seems to be a missing link, the time
37 available as well as perhaps the skill in being able to
38 investigate coercive control in particular.

39
40 Q. In respect of some of the questions that you were
41 asked about the risk assessment and the like and the
42 evaluation, and there was reference made to the PAF, the
43 protective assessment framework, that the police use, and
44 Counsel Assisting directed you to parts of your statement
45 which you said would be helpful at the top of page 9 of
46 your statement to consider in perhaps reviewing the PAF.
47 Can I ask you this: I understand that there has been

1 reviews of the PAF over time and in fact recently and it
2 remains largely unchanged. Can you say to what level of
3 engagement the police should take on advice about these
4 things that you identify at page 9?

5 A. Look, I think that they - I would be encouraging the
6 QPS to develop guidelines for identifying the person most
7 in need of protection or where there is coercive control,
8 how to distinguish between coercive control and fights, and
9 again I say that with some hesitation because we don't want
10 to go back to, "They're all just a fight and we'll have him
11 walk around the block and cool down."
12

13 Nevertheless, I think we have many people coming
14 through the system, clogging up the systems, both police
15 and courts, reducing the time available to investigate
16 properly and appropriately deal with cases of coercive
17 control that are highly dangerous and inappropriately
18 bringing in particularly women and particularly Aboriginal
19 and Torres Strait Islander people and women in that group
20 particularly into the legal system without effect, and
21 taking away the ability to do a better job for those that
22 genuinely need to be in that legal system.
23

24 Q. In respect of consultation and development of that,
25 that's something that you would obviously be well placed to
26 do to assist the police, I would expect, development of the
27 guidelines you're talking about?

28 A. Well, I haven't developed these. But I think I would
29 be able to provide some advice, as many others would.
30 There's a very strong tradition in Queensland particularly.
31 Interestingly there's been more research done on
32 domestic violence protection orders and cross-applications
33 and so on in Queensland than anywhere else in the country.
34 So there's a lot of expertise available to police to
35 consult in developing such guidelines.
36

37 Q. I don't know whether or not you're aware of the
38 recently released risk assessment or government framework
39 that's come out in the matter of a couple of weeks ago for
40 Queensland; are you aware of that?

41 A. Not particularly.
42

43 Q. Okay. I won't ask any questions about that. Just in
44 respect of some of the questions about over-policing and
45 some of your answers that referred to over-policing and you
46 spoke particularly about First Nations people, one of
47 the things I wanted to ask you about your view and if you

1 wanted to comment on, the role that access to justice and
2 access to going to court for First Nations people, what
3 that plays when that sort of scenario happens when that
4 over-policing happens?

5 A. I'm not sure how - I know that there are a number of
6 Aboriginal and Torres Strait Islander women's legal
7 services for example, women's legal services and others,
8 the extent to which they're accessed by women. The cases
9 that I've mentioned in Mt Isa - although they're going back
10 some time so I'm not - I'd be a bit cautious in saying
11 this, that things may have changed for the better.
12

13 To some extent I think there were several years ago
14 perhaps more involvement of community justice groups,
15 Aboriginal and Torres Strait Islander people. But I know
16 there was a concern about them - some of the challenges for
17 them were around funding, the volunteer versus should they
18 be paid, and some of them wanted to be paid and others
19 didn't. Even if they wanted to, there wasn't funding
20 available for them. But then there are also the challenges
21 of community justice groups supporting one partner against
22 the other and the conflicts that that would raise.
23

24 So I think the issue about access to justice is also
25 complex because of the nature of the intimacy, I guess, of
26 the relationship of the couple but also the extended family
27 and community that can contribute to community violence.
28 So we kind of focus on the intimate partner violence or the
29 family violence. But often the intimate partner violence,
30 as I've argued in my research, is an extension of broader
31 community violence. So it's actually not about one partner
32 trying to control the other, but it is about acting in the
33 interests of the broader community and family connections
34 and kinship connections that contribute to violence that
35 has nothing to do with coercive control at an intimate
36 partner level.
37

38 Sorry, I'm not sure that I've answered your question,
39 but I'm not - to be honest, I'm not sure about the current
40 state of access to justice in Queensland, having recently
41 returned from seven years living in New South Wales.
42

43 Q. I suppose from your answer what I take is that it is
44 helpful and it is important where it is available?

45 A. Yes, I think that's a fair assessment of my opinion on
46 it. But I'm not sure to what extent it's available
47 currently in Queensland. But in those cases in my research

1 I don't think those people would have had time even to
2 think about accessing - you know, it was all very immediate
3 and immediate police intervention and so on. So there
4 wasn't really opportunity. Perhaps at the breach stage
5 there might have been. But whether or not they would have
6 taken it up or even known where to begin, and again that's
7 I think the injustice of some of the legal intervention in
8 some of those cases that probably would have been better
9 served by some kind of social or medical intervention.

10
11 Q. You were asked some questions about the Domestic and
12 Family Violence Protection Act legislation and about the
13 pattern of behaviour and the need for that to perhaps be
14 recognised in the Act. Can I ask about one particular part
15 of it. In the objectives at subparagraph (e) it
16 specifically talks about where there are allegations or
17 conflicting allegations of domestic violence the court has
18 to consider the person in need of protection, but it gets
19 dropped out when one has to look at, "Should a
20 domestic violence order be made? Is there
21 domestic violence? Is it necessary or desirable," so it
22 doesn't appear later in the Act. Do you have a view about
23 that being more present and more visible elsewhere in the
24 Act?

25 A. Yes, I do. I think the Act - if it's possible in
26 drafting legislation to capture the essence of
27 domestic violence which is about, as I've said, power and
28 control or coercive control and to have that explicitly
29 framing the legislation throughout the Act. One thing has
30 prompted a thought to me, I think the issue about the
31 person most in need of protection, in the research, the
32 ANROWS funded research, it became very clear that often
33 police interpreted person most in need of protection as the
34 person who was most injured. So I think to emphasise
35 person most in need of legal protection would be a useful
36 thing as well. It's not about who needs medical help right
37 now. It's about who needs legal protection against
38 coercive control.

39
40 Q. And that's perhaps one of the problems with
41 the references to the phrases of the person using violence
42 because it might be violence at a point in time as opposed
43 to a perpetrator with a pattern of offending?

44 A. Yes, and that's why I don't like the term "predominant
45 aggressor" because that gets interpreted and again our
46 research and internationally the research shows that that
47 term then gets interpreted by police as who did the most

1 violence or who was violent first or who is the predominant
2 aggressor, who was the first one to do it or the worst one
3 in their view, rather than who is the person dominating and
4 controlling, denying autonomy to the other.

5
6 MS HILLARD: Thank you, Commissioner. Those are my
7 questions.

8
9 MR McCAFFERTY: Nothing, thank you, Commissioner.

10
11 MR HUNTER: No questions.

12
13 MS O'GORMAN: Might Dr Nancarrow be excused?

14
15 COMMISSIONER: Thanks very much, Doctor. You're excused.

16
17 **<THE WITNESS WITHDREW**

18
19 COMMISSIONER: We'll break for 15 minutes.

20
21 MS O'GORMAN: Thank you.

22
23 **SHORT ADJOURNMENT**

24
25 COMMISSIONER: Yes.

26
27 MS O'GORMAN: I call Dr Jacqueline Drew.

28
29 COMMISSIONER: Thank you.

30
31 **<JACQUELINE DREW, sworn:**

32
33 **<EXAMINATION BY MS O'GORMAN:**

34
35 Q. Dr Drew, you have a PhD in organisational psychology?

36 A. Correct.

37
38 Q. You're also a registered psychologist?

39 A. M'hmm.

40
41 Q. And a recognised expert in the field of organisational
42 psychology of policing?

43 A. That's correct.

44
45 Q. You have more than 20 years experience in law
46 enforcement both as a practitioner and researcher across
47 Australian police agencies?

1 A. Yes.

2

3 Q. And most relevantly for our purposes you have had
4 engagement with the Queensland Police Service over the
5 years?

6 A. Yes.

7

8 Q. At present you are currently undertaking a
9 collaborative research project with the Queensland Police
10 Service Commissioner Katarina Carroll and also with
11 Professor Janet Ransley?

12 A. That's correct.

13

14 Q. And that project is going to develop an early warning
15 system for workplace health and performance focused on
16 improving the mental health and wellbeing of police
17 personnel.

18 A. That's correct.

19

20 Q. On 22 July 2022 you provided in your capacity as
21 senior lecturer at the Griffith Criminology Institute a
22 brief report to the Commission?

23 A. Yes.

24

25 Q. Addressing a number of questions asked of you?

26 A. M'hmm.

27

28 Q. All right. Can I take you to your report, please, and
29 I've got some questions for you arising out of it.
30 Firstly, in respect of page 2, and this is pinpoint
31 reference 0004, you say in paragraph 1.1 that a study of
32 the Queensland Police Service undertaken in 2018 reported
33 that between 60 and 65 per cent of police are experiencing
34 at least some burnout. Can I ask you whether you have any
35 indication as to whether or not that rate is likely to have
36 remained the same since 2018 or changed in any way?

37 A. In my opinion the rate of burnout is likely to be at
38 that level or potentially has also increased. Research I'm
39 conducting, recently conducted in the United States, found
40 over 50 per cent of officers across that country had
41 experienced burnout. So the rate of 50, 60, 70 per cent is
42 not unusual in police organisations to experience that
43 level of burnout as part of their job.

44

45 Q. All right. Could we go, please, over to page 3,
46 pinpoint reference 0005, and could I take you in particular
47 to paragraph 2.4 where you say that, "It is essential to

1 recognise that strong evidence is emerging to indicate that
2 non-trauma, occupational stressors (ie organisational and
3 operational stressors) are causing high levels of burnout,
4 psychological distress and mental health issues in our
5 police populations," and you go on to note a little further
6 in that paragraph that it may well be that the non-trauma
7 stressors or the link between non-trauma stressors and poor
8 mental health is in fact almost twice that of trauma
9 stressors. That appears surprising to me at first blush
10 because it seems as though obviously police officers have
11 to attend to a lot of traumatic incidents and that that in
12 itself would be a reasonable cause of burnout over time?

13 A. M'hmm.

14
15 Q. But your research that you've referred to there
16 suggests it's in fact the operational pressures or the
17 organisational stressors that contribute to burnout at a
18 higher rate?

19 A. Absolutely. So what we've increasingly recognised for
20 a long time in policing, and rightly so we've concentrated
21 on the traumatic events and the critical incidents that our
22 police attend, and undoubtedly they affect the
23 psychological health of our police officers. So we very
24 much concentrated on those over a number of years since
25 more efforts have been put into improving the mental health
26 of police.

27
28 But more recent research and the research that I've
29 begun to undertake in the US and here in Australia clearly
30 points similarly to that research that was done in Canada
31 and public safety personnel over there that when we
32 consider traumatic incidents it's causing some harm, but
33 over and above that the most influential or the most
34 impactful aspects of police work is the police agency
35 itself and also the operational stressors.

36
37 So what we're talking about when we're talking about
38 organisational and operational stressors, in particular
39 things like fatigue, bureaucratic red tape, overly
40 burdensome administrative tasks that police have to engage
41 in, fatigue is coming out, paperwork which I think we've
42 heard quite a bit around a whole range of crime types but
43 in particular around domestic violence, and constant policy
44 changes.

45
46 The other thing that I would mention is there's
47 increasing evidence around the impact of scrutiny and

1 criticism, negative public sentiment against police. We
2 see that very strongly, for instance, in the US. So these
3 other factors that are also having substantial impacts, and
4 I guess we haven't recognised those as much as we should.
5 So they now need also to be in the conversation to get a
6 holistic picture of all of the factors and how they
7 interact together in order to impact on burnout and
8 psychological harm of police.

9
10 Q. In the next section of your report you talk about how
11 it is that compassion fatigue and burnout can be identified
12 by an organisation, and you suggest there that screening
13 tools rolled out yearly or two yearly by way of surveys to
14 all of the staff might be appropriate, and you say that
15 they should be undertaken by experts who are trained in
16 organisational psychology. Can I ask you is it your
17 opinion that how that would be done in practice is that
18 experts external to the QPS would be engaged to help design
19 an appropriate survey which would then be rolled out
20 electronically on a statewide basis; is that what you're
21 referring to?

22 A. Yes, I think there's a couple of things that are very
23 important when we think about mental health and wellbeing
24 monitoring across any organisation, but in particular
25 policing. So a yearly or two-yearly survey allows you to
26 identify and collect information about the complexity of
27 all of those stressors that I was talking about, about
28 what's the impact of the trauma your officers are
29 experiencing and what's the impact and what's most relevant
30 to police right now around the operational and
31 organisational stressors.

32
33 So electronically sending out - we have a large state
34 and geographically diverse. So collecting information, a
35 representative sample as many responses as you can get
36 across the state from officers so you can sort of take that
37 temperature around a complexity of factors, and then follow
38 up with interviews with a sub-section of police to truly
39 understand and get the stories behind the data.

40
41 So in terms of being an expert I think that an expert
42 can uplift what the organisation does. But, in saying
43 that, I would also recommend that the person that's engaged
44 by any police agency has expertise not just in
45 organisational psychology but expertise in policing. That
46 is really critical in order for the information that's
47 collected to be most relevant to the type of organisation

1 that we're looking at when we're looking at policing, and
2 also to ensure that that information is translated into
3 practice and interventions.
4

5 So often we do prevalent surveys or academics come in
6 and do prevalent surveys, but then nothing is done with
7 them. So my strong recommendation would be that the person
8 that comes and helps an organisation understand the issues
9 is also there to support and uplift that organisation to
10 look at interventions and initiatives and ensure that we're
11 collecting evaluation data, which is also the benefit of
12 that yearly or two-yearly survey. We can see where
13 improvements are being made and we can draw some
14 conclusions about why, depending on what interventions or
15 initiatives have been put into place in the organisation.
16

17 Q. Within large organisations and particularly policing
18 agencies, if you can speak to this, is there a problem with
19 rolling out surveys which are attempting to take the
20 temperature of the organisation if there's then not that
21 follow-on action that's being seen by the members of the
22 organisation? Can it compound that sense of burnout?

23 A. Yes, absolutely and a sense of cynicism. So we often
24 talk about one of the factors outside of trauma that's most
25 impactful is cynicism that often is created in the
26 organisation for a whole range of reasons but one is the
27 lack of action. We've seen this many times in mental
28 health in police agencies across the world where mental
29 health is talked about as being important of police but
30 then there's no follow-up, no support, no action. Simply
31 knowing that we have a problem is now not enough. We're
32 now at the stage where we've established the prevalence
33 rates. We didn't have those before. But we have a clear
34 establishment of those prevalence rates and now is the time
35 to start investing in those interventions and initiatives
36 that are targeted at the right places, which is what the
37 survey gives you.
38

39 Q. In respect of that last statement are you talking
40 around the world there's already a knowledge of prevalence
41 rates, or are you saying at the QPS there is now a
42 knowledge of prevalence rates, or were you talking
43 theoretically?

44 A. So we have much more data than we ever had before
45 because there has been an interest in mental health and
46 wellbeing of police. So the project that you mentioned,
47 the Australian Research Council Linkage grant that I'm

1 conducting with Commissioner Carroll, that will provide us
2 with a very solid understanding of, a foundation, a
3 baseline across many, many metrics of mental health and
4 wellbeing and what's impacting on that.

5
6 So we had some guesses from previous research of what
7 that may look like in Queensland, but this will be a
8 comprehensive understanding once we have released the
9 results, a comprehensive understanding that we can then use
10 as a basis to then determine how we intervene and then the
11 effectiveness of those interventions over time.

12
13 Q. And when are you expecting that those results will be
14 available to you and then published?

15 A. So we are expecting the first initial results to be
16 released in October of this year.

17
18 Q. In paragraph 3.3 you make reference to early
19 predictors of burnout that can be identified by the
20 organisation through monitoring, and this is a reference to
21 that survey monitoring form that you've already referred
22 to, and you say that those predictors include "job demands
23 exceeding human resource capacity, competing pressures
24 often emanating from incompatible and competing job
25 demands," and so on. Some of those factors are outside of
26 an organisation's control, aren't they? For example,
27 looking at that first one, the QPS can't control how many
28 domestic and family violence incidents are happening in the
29 community that they need to send their members to respond
30 to?

31 A. M'hmm.

32
33 Q. But some of the factors that you've identified seem to
34 be matters which the organisation can take control of?

35 A. I think that when we think about control and what we
36 can modify certainly what you've stated is true. We can't
37 control the volume of work, so the volume of
38 domestic violence incidents that we're now seeing that are
39 fatiguing officers that are leading to exhaustion because
40 of the volume. But we can certainly impact on things that
41 can protect officers from experiencing exacerbated levels
42 of exhaustion based on those responses. So what I mean by
43 that is things like paperwork and the systems and the
44 processes that are involved; clearly identifying what's the
45 parts of outside of, say, attitudinal - we often look at
46 attitudes towards domestic violence and try to understand
47 how that's impacting on how police interact with domestic

1 and family violence victims.

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

But what we need to understand is it's within a context, that the reason why potentially police officers, we're seeing some of the results, we interpret that I guess from a misconception, our idea around fatigue and paperwork and all of those things will impact when a police officer turns up to a job.

Q. Now, on that point can I just take you to another part of your report, and I'm looking at pinpoint reference 0008, paragraph 4.5. This is page 6 for you, Dr Drew. You say there that previous research has found that police when policing domestic and family violence calls are often viewed as unsympathetic, have an investigation rather than victim focus, and are more disengaged. Is it possible that for those police officers who are perceived that way in the community when they're dealing with domestic and family violence are simply exhibiting the signs of burnout?

A. Absolutely. Their characteristic, if you look at what some of the early predictors are of burnout, how that might impact on job performance, they are many of the things that we're finding in that type of research. So we know that officers are experiencing high volume of jobs and perhaps adequate resourcing which may lead to decisions around doing things in an expedient manner because of the volume of the work and knowing that turning up to one job may lead to four, five, six hours of paperwork, which is something that, you know, getting the systems and the processes of the organisation can actually impact on and can free up officers' time to invest more in what I would say is often what they would like to do is better support those that they're policing. But because of the system factors they're under such time constraints that often it could lead to that. So it's really a coping mechanism to reduce their level of exhaustion and burnout to try to deal with these matters potentially in a more expedient way than they would if the systems and the factors around that incident were lessened.

Q. You've talked a number of times now about the potential to review and reduce the amount of paperwork associated with domestic and family violence incidents and the positive effect that that might have for police officers. Can I just go back now to where we were before, page 5 for you, Dr Drew, pinpoint reference 0007 for you, Mr Operator. In the top line of that page one of those

1 predictors that we were discussing before is a lack of
2 recognition and insufficient reward for work performance.
3

4 Noting that that can be a predictor or a factor, can
5 I ask you this: is there any place for the QPS to review
6 structures that it might have in place and consider
7 implementing new structures which are specifically designed
8 to reward those police officers who are observed by the
9 organisation as demonstrating excellence in the area of
10 responding to domestic and family violence and might
11 something like that lift up not only that individual
12 officer but the entire cohort?

13 A. Yes, absolutely. When we look at psychological
14 distress and burnout and cynicism in police one of
15 the things that we know is one of the key levers in police
16 officers reducing many of those negative outcomes that
17 they're experiencing around their wellbeing is actually
18 being recognised, and that's twofold.
19

20 One is being recognised within their agency as doing
21 good work. Police agencies that are characterised as not
22 having the back of their officers is a critical factor that
23 leads to psychological distress. But I'd also say very
24 clearly it's twofold. It's internal to the organisation
25 but it's also external to the organisation. So officers
26 often suffer significant harm when they feel that they're
27 under intense and biased or unfair scrutiny. So that's
28 similarly inside and outside. So when officers feel there
29 are two sides of the coin, I guess, in terms of the
30 community and policing, the tension between the community
31 and police have significant impacts on the officer
32 wellbeing. So that intense scrutiny, again if we think
33 specifically about domestic and family violence, creates
34 even more tension for officers in addition to their
35 exhaustion and the paperwork that exacerbates the
36 likelihood that they're potentially going to be harmed
37 themselves from these incidents.
38

39 Q. So in terms of that external factor then is it the
40 case or is it likely to be the case that unfair media
41 reporting in relation to domestic and family violence and
42 policing responses to it has a direct correlation to how
43 individual police officers feel about doing their job and
44 their susceptibility to burnout and compassion fatigue?

45 A. Yes, I would agree to that. The issue is never around
46 - and we've seen this in our studies of mental health of
47 police, it's not about the scrutiny and it's not about

1 being held to account. It's about the manner in which that
2 is done and is perceived. So in essence it's not the
3 scrutiny and being held to account. Police are used to
4 that from day one of their policing careers and as they
5 move up the ranks. It's when it's perceived as being
6 biased or disproportional.

7
8 So, you know, many times we've seen in many inquiries
9 that have happened across a whole range of things that have
10 happened in policing across the world is it's a small
11 proportion of officers that we're often talking about. So
12 we're really at the risk of by concentrating on the
13 negativity so much and not rewarding and uplifting officers
14 that are doing great work, which most of them are trying to
15 do, we are really devaluing the role of police. We know
16 when police officers feel devalued by their community. It
17 affects them personally and it also affects their work
18 performance and their ability to interact effectively with
19 the community.

20
21 Q. All right. Can I ask you, because you've been talking
22 about external scrutiny so far and you've talked about the
23 fact that the research shows that police officers are
24 willing to wear fair external scrutiny, does the research
25 show that the same applies to scrutiny applied to police
26 officers from within? So a complaints process within the
27 organisation, does the research suggest that police
28 officers will be able to weather that sort of a process if
29 they consider that it is fair but not if it's not fair?

30 A. And that goes beyond simply investigation processes.
31 It's the way in which they just work on an everyday basis.
32 So we talk about the concept of organisational justice.
33 Organisational justice is when you perceive that the
34 decisions and the behaviours and the policies and the
35 procedures within your agency are fair and just; that your
36 supervisors and your leaders are fair and just in their
37 dealings with you. We know that once we can get
38 organisational justice right it does significantly impact
39 on many negative both psychological and wellbeing outcomes
40 but also performance outcomes.

41
42 We also know that research is increasingly showing us
43 that when police officers experience a sense of
44 organisational justice within their agency then they are
45 more likely to show procedural justice to the community.
46 So they're more likely to be fair and just outward facing
47 when they're treated that way within the organisation.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47

Q. Can I come back to this question of a lack of recognition and insufficient reward for work performance. As I understood it you said that there is a benefit to a sense of recognition within the agency for police officers, and I'm talking now about that internal recognition. Is there merit in structures, as I asked before, where there might be an ability for the organisation to recognise excellence of individual police officers in the area of DV and would that itself have a good impact on the rest of the police officers?

A. I think that you need to balance that. So singling out police officers is one part of a strategy. But by singling out one you're sometimes forgetting the good work that's done by the many. So I think that a multi-fold strategy in terms of, yes, identifying people that do excellent work but also simply recognising that officers are turning up every day to very high volume work, most of them are trying to do the right thing, make the right decision, so including everyone also I guess in that recognition and reward, as well as singling people out. But I wouldn't do one strategy without the other.

Q. I understand. If we have a look then at paragraph 3.4 you set out at the end of that paragraph some of the characteristics of an individual who might be experiencing burnout, and we can see that they are increased cynicism and apathy, absenteeism, arriving late for work, reduced motivation, reduced work commitment, uncooperative behaviours, that kind of thing. Can I ask you this: are those kind of characteristics in one police officer contagious to another? Are you able to answer that? Does that make sense to you?

A. Yes, absolutely. It does have a snowball effect. So when you have particularly officers, I guess, that have a span of control over many junior officers, that if they're particularly cynical, they feel ill-treated by the organisation, they certainly express those views and they can be easily taken on by others in the agency. So I would say that this is about tackling every layer of leadership. We also know how absolutely critical our middle managers are, our sergeants, our senior sergeants, and their wellbeing is also important. So we often think about frontline staff, our really operational officers. But each influences each other.

Q. And what about field training officers who, as we've

1 heard, take on the mentoring and training to a degree of
2 first year constables for 12 months. If you have field
3 training officers who are displaying those kinds of
4 characteristics that you have identified in that paragraph
5 is that a risk for the junior constable coming through?

6 A. Yes, I would say that we have to be very careful about
7 who we choose in our mentoring roles in police agencies and
8 what characteristics our leaders are demonstrating, because
9 they certainly will have an influence. It's a hierarchical
10 paramilitary organisation, very rank structured. So higher
11 ranks do influence lower ranks. So we need to tackle - and
12 I think the other thing around when we talked about doing
13 surveys and monitoring, what it also allows us to do, it
14 allows us to understand issues at every rank, at different
15 years of service, by gender. This is not a one solution
16 fits all. We need to really understand what's impacting on
17 our police and tailor bespoke interventions that really
18 address the underlying issues that create that feeling of
19 being devalued or not important or not respected by the
20 community or the organisation.

21
22 Q. Let me pick up on that issue of creating interventions
23 then. Would you mind going to page 8 of your report and
24 paragraph 6.4. Mr Operator, the pinpoint reference is
25 0010. There you say that there's research that you were
26 involved in last year which concluded that more emphasis
27 needs to be placed on the development of interventions and
28 programs that are designed to reform the organisational
29 systems and culture of police agencies. What would those
30 interventions and programs look like for the QPS?

31 A. So I would just preface it by saying that, because
32 there's been an overwhelming focus on trauma and the impact
33 on trauma, police agencies across the world have tended to
34 focus on interventions that try to modify or assist around
35 trauma and forget about organisational and operational
36 factors because we haven't had purview over those, and that
37 has also led to a real focus on individuals. So trauma in
38 policing is inevitable. So we can do our best around
39 mental health and wellbeing to prepare our officers for
40 what they will see and what they experience in terms of
41 traumatic events, and then we need to have interventions in
42 place to assist them once they have experienced those
43 things; so to assist them process and move on.

44
45 Around organisational and operational stressors, and
46 this is what I'm talking about in this paragraph, is the
47 thing that we can change, the thing that we actually know

1 is causing significant harm in our police agencies are
2 under the control of the organisation. They're able to be
3 manipulated and modified. So if we find that fatigue is a
4 major issue that is impacting officers and causing harm we
5 need to look at that. We need to unpack what is the
6 fatigue. Is it around shift schedules? It's the volume of
7 jobs. It's the distribution of types of jobs that officers
8 are called to.

9
10 So many of these interventions and initiatives will be
11 new. They need to be innovative. I think that resulting
12 from the statewide survey that we've done with the
13 Queensland Police it will require innovation around how do
14 we modify workplace factors, how do we modify supervisors
15 being uplifted to give their officers that value and
16 recognition and not only being told to do it; understand
17 why it's so crucial to engage in that behaviour for the
18 success of officers and the organisation.

19
20 Q. Is there a role for external supervision or
21 clinical - sorry, practice supervision or counselling for
22 police officers here?

23 A. So here in the Queensland Police Service, and it's
24 replicated in most places, psychological services are
25 available both internally, so internal human service
26 officers, internal programs and courses, and the Queensland
27 Police also have relationships with external providers as
28 well. So officers can choose whether they access an
29 internal service or they might access an external
30 psychologist or intervention program.

31
32 That is really critical in terms of the issues around
33 police officers often being reluctant to engage in help
34 seeking. They're reluctant to engage in help seeking
35 because there's a "suck it up" attitude that's
36 traditionally been in policing, that, "I should be able to
37 cope with what I'm doing." But the issue is also around
38 confidentiality. So many police officers across the world
39 in all police agencies are fearful, if they reveal mental
40 health or wellbeing issues, that that will have a negative
41 impact on their job and their career.

42
43 Q. Do you have any sense of how prevalent that help
44 seeking stigma is within the Queensland Police Service in
45 particular?

46 A. I'm not aware of any recent research that has asked
47 about particular prevalence of help seeking. If we look at

1 other research which I would say is very comparable to
2 Queensland Police it's up to 80 or 90 per cent of officers
3 report some hesitancy in help seeking. Now, we're making
4 some inroads into that because we've started, as you've
5 rightly said, providing internal as well as external. So
6 we're providing options for officers so they can be
7 comfortable.

8
9 We also have come a long way around how do we react to
10 police officers who have psychological issues. So
11 traditionally back in the old days, I guess, if you
12 presented with a psychological concern or diagnosis you
13 immediately would be taken off the road, your gun would be
14 taken off you, blanket. Now we have a much better nuanced
15 view of managing psychological issues within police
16 agencies. So I think those steps, that recognition is
17 slowly reducing the stigma around help seeking. But we
18 certainly have a long way to go and it must be a continued
19 conversation.

20
21 MS O'GORMAN: Thank you, Dr Drew. Those are my questions.
22 There might be some more from others.

23 A. Okay. Thank you.

24
25 COMMISSIONER: Ms Hillard?

26
27 **<EXAMINATION BY MS HILLARD:**

28
29 Q. I only have a couple of very brief questions,
30 appreciating that this is not an area that I'm an expert in
31 at all or the Women's Legal Service. You mentioned about
32 unfair scrutiny and perceptions of unfair scrutiny compared
33 to fair accountability and those perceptions.

34 The Commission has heard a lot of evidence about
35 inconsistency between training, inconsistency in
36 application of guidelines and those types of issues.
37 I suppose it's common sense but you might have a view about
38 the need for consistency in order for it to be fair for the
39 police officers.

40 A. Yes, I think consistency really is the key. Then when
41 we're thinking about consistency, consistency sometimes
42 brings with it a lot of bureaucracy. So having a
43 streamlined process. So training in a way which is very
44 transparent, that understands that officers are under
45 extreme pressure in terms of the volumes of call-outs that
46 they have, to make things that work to provide that very
47 clear process driven approach which is needed for scrutiny

1 and for effective outcomes, but not forgetting about the
2 human side. I think we become very good at developing
3 policies and procedures and tick forms that create a lot of
4 time without thinking what is the human impact, and also
5 what's the human impact in terms of an officer actually
6 being able to engage. I think that's one thing that we
7 also lose sight of. When we think about scrutinies, we
8 also have to have time. Police officers are often talking
9 about, "I don't have time to interact the way I thought
10 I would as a police officer. I want to interact with
11 the community. I'm here to serve. I'm here to help." But
12 sometimes that becomes all about process and forms and
13 paperwork. So that human touch is actually lost because of
14 those systems.

15
16 Q. And I believe that you were in the back of the
17 courtroom when Dr Nancarrow was giving her evidence and you
18 probably heard her speaking about how responding officers
19 really need clear guidance and clear assistance on what's
20 expected of them in order for them to be able to do their
21 jobs. But can I ask you if you have a view about the
22 beneficial nature of that as well for those police
23 officers, ignoring - let's put aside the admin side of it,
24 but just as a principle have you got a view about that?

25 A. Yes, I think that in terms of psychological and health
26 and wellbeing the one thing that impacts on officers is
27 frustration in regards to this crime type, but many others,
28 where they're called to the same location, potentially the
29 same offenders over and over again. That frustration leads
30 to significant amounts of burnout and exhaustion and also
31 cynicism.

32
33 So I feel like police have been caught in a reactive,
34 overly reactive role and that's what they have been needing
35 to do without having any time or resources to be proactive
36 and also engage other stakeholders that perhaps are more
37 appropriate than their continual reaction to the issue. So
38 I think that leads to a lot of frustration. Also sometimes
39 that intense scrutiny that they're under, they throw their
40 hands up in the air and, "I don't know what else we can do.
41 We're reacting and we're trying to keep on top of this, but
42 the volume becomes overwhelming."

43
44 Q. Just the last question I had was you spoke about
45 the perception of police officers about wanting to engage
46 with mental health assistance, even if they might really
47 need it, because of a concern about confidentiality. Are

1 you able to say whether or not the practice is within the
2 Queensland Police Service for confidentiality to be
3 maintained if a police officer does disclose?

4 A. Yes. So Queensland Police Service has quite clear
5 guidelines around confidentiality in terms of accessing
6 services internally as well as externally, and I guess that
7 what we're overcoming is years and years of historic stigma
8 around mental health. You know, it was only five, six,
9 seven years ago where there wasn't really any open
10 conversations around mental health of officers. So we've
11 come a long way in a very short amount of time. We have a
12 long way to go.

13
14 But I certainly think there's been a lot of proactive
15 steps. The Queensland Police Service has just released its
16 mental health and wellbeing strategy as an overarching
17 umbrella to start bringing resources and options together,
18 and that is a good leap forward in terms of having a
19 systematic approach and being able to identify all of those
20 factors that I talked about before, having a good
21 understanding of what's happening and what's needed to
22 support officers more.

23
24 Q. Is there a scenario where a police officer might be
25 trying to seek mental health assistance where that
26 information would be disclosed to the Queensland Police
27 Service? I mean, I can think of - I'll use a way-out
28 example of psychotic behaviour, for example. But it
29 doesn't have to be that extreme. What kind of scenarios
30 would they be disclosed to the Queensland Police?

31 A. So really the basis I guess of the decision around,
32 say, taking an officer off frontline duties or removing
33 their weapon is harm to themselves or others. That's the
34 fundamental test. Officers are aware of that. A good
35 relationship between a psychologist or a social worker and
36 a police officer will get to the point where an officer
37 understands that actually that's the best scenario for
38 them, and that's the benefit of having ongoing mental
39 health support for officers and having those internal
40 resources and human services officers. They can create
41 relationships with police so it's not always a crisis that
42 they're coming to that support. So they feel open to
43 share, but also know that there won't be a knee-jerk
44 reaction to them seeking help, because obviously that's the
45 worst thing we can do.

46
47 But of course there would always be the case that if

1 there was a danger to themselves or others that more
2 significant steps would be taken, and obviously
3 confidentiality would have to be breached. But that's said
4 very up front before engaging with police that, you know,
5 they understand that that's the parameters.

6

7 Q. There's a consent process when they engage in the
8 mental health assistance?

9 A. Yes.

10

11 MS HILLARD: Thank you, Commissioner. That's my
12 questions.

13

14 MR McCAFFERTY: I haven't given notice, but I just have
15 one question for Dr Drew, though, Commissioner, with your
16 leave of course.

17

18 COMMISSIONER: Yes.

19

20 <EXAMINATION BY MR McCAFFERTY:

21

22 Q. Dr Drew, given your knowledge of the QPS mental health
23 services would you regard it as being adequately resourced
24 for officers presently?

25 A. I think there needs to be more resources, but
26 potentially I'm biased as a psychologist.

27

28 Q. No, be biased; by all means.

29 A. I think that, as I said, we're at the beginning of
30 putting a holistic approach in agencies across the world, a
31 holistic approach to mental health. I think significant
32 steps have been taken over the last few years. But
33 I certainly think that there is scope for more both, as
34 I said before, reactive but also proactive. So I would see
35 now even more investment should be put into prevention.

36

37 Q. How would that be directed? When you say prevention,
38 what sort of resources do you think that would require?

39 A. So in terms of, I guess, a structural approach. So
40 police agencies have always been quite well resourced
41 around, say, injury management and trying to support
42 officers after something has occurred, though many would
43 argue that we still need more resources in that as well.
44 But we've been less well resourced around prevention.

45

46 So things like leadership programs, for instance, so
47 actually developing leaders to be able to identify and

1 modify workplace factors that they may not even know that's
2 impacting on their officers' health and wellbeing. So
3 those things are before the event; things that are able to
4 be identified very early on.

5
6 So the ARC Linkage research that I'm doing with
7 Commissioner Carroll, we're developing an early warning
8 system for police units, work units. So that's about
9 developing an understanding in metrics around red flag
10 indicators of when a police work unit might be displaying
11 factors, organisational/operational factors, in their
12 officers that we know is likely to lead to psychological
13 harm down the track.

14
15 So when we start introducing and developing
16 innovations in police agencies like early warning systems
17 that would inevitably require more resources and better
18 support for a strategy team, an overseeing team so there's
19 pockets of help in the police agency, pockets of programs
20 and initiatives. But I would see an umbrella that bring
21 together and effectively use psychological resources would
22 be a good step forward.

23
24 MR McCAFFERTY: Thank you, Dr Drew. Thank you,
25 Commissioner.

26
27 MR HUNTER: No questions, thank you.

28
29 MS O'GORMAN: No further questions. Might Dr Drew be
30 excused?

31
32 COMMISSIONER: Thank you very much, Dr Drew.

33
34 <THE WITNESS WITHDREW

35
36 COMMISSIONER: We might just adjourn.

37
38 MS O'GORMAN: Thank you, Commissioner.

39
40 COMMISSIONER: Two o'clock?

41
42 MS O'GORMAN: Thank you.

43
44 LUNCHEON ADJOURNMENT

45
46 COMMISSIONER: Yes.

47

1 MS O'GORMAN: Commissioner, the remaining two witnesses
2 for today will both be by way of videolink. Can I just
3 check, Mr Operator, is the first witness available now?
4

5 OPERATOR: Both are available, but I will bring in
6 Ms Cripps.
7

8 MS O'GORMAN: All right. Thank you. So, Commissioner,
9 I call Kylie Cripps.
10

11 <KYLIE CRIPPS, affirmed:
12

13 <EXAMINATION BY MS O'GORMAN:
14

15 Q. Dr Cripps, can you see and hear me?
16

17 A. Yes, I can.
18

19 Q. All right. Thank you. Can I just confirm you are an
20 associate professor of law?
21

22 A. Yes.
23

24 Q. And you're the academic co-convenor of the Gendered
25 Violence Research Network at the University of New South
26 Wales?
27

28 A. I am.
29

30 Q. All right. You have a PhD, a masters in criminology
31 and a bachelor of arts?
32

33 A. Yes, I do.
34

35 Q. And your research has involved research in rural and
36 remote areas and contexts and the significance of
37 integrated responses in those places, and you've also
38 conducted a number of in-depth examinations of coronial
39 inquests?
40

41 A. Yes, I have.
42

43 Q. Okay. Thank you. In October of 2020 the Indigenous
44 Justice Clearinghouse published a report or an article that
45 you wrote titled "Implementation options and evaluation of
46 integrated service model responses to address
47 family violence in remote Aboriginal and Torres Strait
Islander communities;" is that right?
48

49 A. Yes, they did.
50

51 Q. And you provided a copy of that article to us to
52 assist the Commission to understand some of the issues
53

1 addressed in it?

2 A. Yes, I did.

3

4 Q. I just have some questions for you this afternoon
5 arising from that article, if I may?

6 A. Yes, absolutely.

7

8 Q. All right. One of the first matters that you identify
9 on the first page of the article is the overrepresentation
10 of Indigenous people around the world but relevantly for
11 our purposes here in Australia in the criminal justice
12 system as being both victims and perpetrators of domestic
13 and family violence.

14 A. Yes.

15

16 Q. Your article identifies over and above that issue that
17 Aboriginal and Torres Strait Islander people experience
18 domestic violence differently to different cohorts in
19 Australia?

20 A. Yes, they do, and if I may elaborate.

21

22 Q. Yes, please.

23 A. So when you look at the context in terms of the
24 socio-demographics of Indigenous people in Indigenous
25 communities and when you also look at the intersections of
26 race in Indigenous communities as well when they intersect
27 with social systems, the context of seeking help and
28 reporting violence can be incredibly problematic. It's a
29 really difficult decision for Indigenous women in
30 particular to consider what to do in these circumstances,
31 to consider what their options are and to consider what to
32 do and who to turn to in those circumstances, and to
33 balance those choices in terms of, "What's the impact going
34 to be for my children? What's the impact going to be for
35 my other family members, for my extended family members,
36 for my community? But also how do I balance the demands
37 from a service sector? What's going to be the response
38 from police? What's going to be the response from Child
39 Protection, if Child Protection get involved," because our
40 community understands that police have a mandatory
41 reporting responsibility. "What's going to be the
42 requirements from other service agencies that get involved,
43 and how do I balance all of those responses as I try and
44 navigate these systems? And what are my needs, what are my
45 desires in these kind of contexts?"

46

47 So Indigenous women often in these circumstances feel

1 that nobody is helping them navigate those options.
2 Everybody wants a piece of them, and they find it really
3 difficult to work out how to find a safe place to be
4 harboured in this context, and particularly in terms of
5 looking after themselves and keeping their children safe.
6

7 Q. In light of those kind of findings you say in your
8 article that Indigenous groups tend to prefer a holistic
9 response that supports victims, hold offenders accountable
10 through engagement, but also focus on the healing of
11 families and communities. Can you tell us a little bit
12 about that?

13 A. Absolutely. So recognising that in the Indigenous
14 context often, you know, when you sit with victims of
15 violence the story that they will share with you is one of
16 their current experience of violence, but they'll also
17 share experiences of being victims of violence in other
18 relationships, of potentially being a victim of violence in
19 their childhood, of having witnessed their mums or their
20 aunties having been victims of violence. So there's layers
21 of trauma from those experiences.
22

23 There's also the issues around how they manage that.
24 There's a need in thinking this through in terms of - the
25 holistic approach to this is in terms of, "What kind of
26 services do I need to manage that trauma?" But it's also
27 thinking about what other co-morbidities are existing in
28 this situation. How has the victim managed their situation
29 until now? Are there any mental health issues that need to
30 be addressed? Are there any health issues outstanding in
31 this circumstance, because if they have been a victim of
32 violence previously there may be injuries that are still
33 outstanding that still need to be addressed, that still
34 need to be monitored?
35

36 So it needs that multi-sectoral response in terms of
37 looking at mental health issues, looking at trauma-informed
38 counselling, it's looking at the opportunities that victims
39 want in terms of being empowered. What kind of future are
40 they envisaging for themselves outside of being a victim of
41 violence? What educational opportunities do they want?
42 What kind of employment do they want? Because they don't
43 want to be a victim of violence. They want to see a future
44 outside of this. So a holistic response enables a healing
45 that encompasses all of this, and that's the kind of
46 response that we're needing.
47

1 If I can add just a little bit further, one that looks
2 at women's issues but also looks at the perpetrator's
3 issues, recognising that justice responses will often take
4 the perpetrators out of the community for a time, but those
5 perpetrators will come back to the community. So if we're
6 not addressing the perpetrator's needs and what their
7 issues are they will inevitably, as Judy Atkinson said
8 many, many years ago, they will inevitably come back to the
9 community more violent than they were when they left, and
10 it's about how do we stop that cycle of violence
11 continuing.
12

13 So we need to make sure that if we're taking them out
14 of the community and putting them in a justice institution
15 that we're actually providing services, that we're not just
16 holding them for a period and doing nothing. We actually
17 need to be making sure that they have got access to family
18 violence programs, that they have got access to
19 rehabilitation programs, but that we're also connecting
20 them back to supports in the community so that when they
21 come back to the community they have got a support network,
22 and a support network that's going to keep both people safe
23 so that if their wanting their relationship to come back
24 together it can be done in a supported way.
25

26 Then it's also in a holistic way it's also thinking
27 about, "What are the needs of our kids?" The kids have
28 also witnessed this violence and their needs need to be
29 addressed. Often what we find in the Indigenous community
30 is there's a real lack of support services available for
31 children and their needs tend to be neglected, not through
32 us as Indigenous women not wanting to address the needs of
33 Indigenous children; it's that we don't have the
34 professional support available in the Indigenous
35 communities in response to this.
36

37 This is not to say that we want Child Protection to
38 come in and remove children. That's not what I'm
39 suggesting and that's not what I'm advocating for. What
40 I'm saying is we want holistic support services that
41 recognise that everybody in these communities are affected
42 by violence and that they need the supported framework to
43 respond to this.
44

45 If I can add one more thing in response to this is
46 that often when one looks at holistic responses we think
47 about it in the context of a nuclear family and our

1 responses tend to be a one-size-fits-all, that it's a
2 nuclear family that we're responding to. But Indigenous
3 households are not nuclear. They're often not nuclear.
4 Aunties will live - there will be multiple families living
5 in the household. Elders and aunties in the community
6 might be living in the household. So when we look at risk
7 assessment frameworks, for example, we need to be looking
8 at is it just mum and the kids that are at risk and that
9 need to be supported or is it that there's others in the
10 household that also need to be supported.

11
12 So when we're looking at that holistic framework again
13 about responding to those that have been harmed as a
14 consequence of family violence we need to look at what
15 their needs are and how they have been harmed as a result
16 of family violence. Does that answer?

17
18 Q. It does, thank you. At least on one level it would
19 seem that integrated domestic and family violence service
20 models would go some way to meeting a holistic approach in
21 the way that you're advocating, but you argue in your
22 article that there are risks for Aboriginal and Torres
23 Strait Islander peoples and communities in those models as
24 well. Can you explain that to us?

25 A. Yes, absolutely. So there are risks because the
26 models that we've seen to date have very much focused on a
27 one-size-fits-all approach. They're focused on common risk
28 assessments. They're focused very much on increased
29 information sharing. Now, on the face of it these kind of
30 measures are important and really have improved the lives
31 of those that have appeared before these integrated
32 frameworks.

33
34 But what I will say is that when we share increased
35 information what we need to be thinking about is that
36 sharing information on its own doesn't necessarily improve
37 people's lives. Certainly in my experience, having been
38 out in the communities who have talked about being involved
39 in integrated frameworks, the common conversation around
40 these has been that when you share a lot of information
41 about Indigenous people's lives with government agencies
42 and people aren't familiar with all of that context, the
43 big picture as many people would say, then the increased
44 likelihood of unintended consequences taking place increase
45 exponentially. What I mean by unintended consequences is
46 that the likelihood of children being removed from families
47 increases.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47

It will often depend on who is chairing these committees, who is chairing these committees around integrated frameworks. So often in the states that I've looked at the people that have chaired these committees have been police, particularly for the high-risk cases. Depending on the biases that we take into these committees - you know, I'll share one story, and one service that advocated for victims was in attendance at this particular case and she said that the police were chairing this particular meeting. The rap sheet of the offender was shared and then the rap sheet of the victim was shared, and this was after the victim service had shared pictures of the injuries that the victim had received. So the rap sheet of the victim had been shared.

Then Housing, the Department of Housing, shared that their house had been left, that there was rental arrears and that the victim wouldn't get the house back. So she was effectively homeless. Then Child Protection said, "So you're effectively telling us that she's been a criminal previously, that she has had a violent record previously, and that she's homeless. That essentially tells us that we need to remove the children, because in this instance she's also enabled the children to be exposed to family violence." Until that meeting those children were staying with mum in the shelter.

So it's that information sharing process. These meetings should be about holding the victim and supporting the victim to get through their circumstance. But sometimes the unintended consequences of these can be the worst outcome for mum. So I think that we really need to be thinking about what would mum want as an outcome from these meetings. How are we empowering mum in these consequences, because in many of these integrated frameworks there isn't consent - consent isn't required from the victim to be a part of these processes. Their case is discussed irrespective of their consent, recognising that they are at imminent threat of serious harm and/or death. So the case needs to be discussed to protect them.

But how do we empower victims, how do we support their empowerment if we're making a lot of decisions in these framework meetings and then after the meeting we're coming and saying, "We've made all of these decisions and one of

1 these decisions is that we're removing your children."

2

3 Q. To answer that question, that rhetorical question that
4 you've just posed there, in your article you refer to the
5 model that's been implemented in New Zealand.

6 A. Yes.

7

8 Q. And you refer favourably to that model where, as
9 I understand it, Maori evaluators were engaged to assess
10 the responsiveness of the integrated domestic and family
11 violence model that was in place in New Zealand and
12 determine whether or not the approaches which were adopted
13 as part of that framework were culturally appropriate for
14 Maori people. Is it your view that something similar could
15 or should be done here in Queensland?

16 A. Absolutely. Absolutely. From my perspective one of
17 the failings that I've seen in the integrated models across
18 the country here is that there hasn't been a requirement,
19 and there should be a requirement, that Indigenous agencies
20 be at the table. In any integrated framework an Indigenous
21 agency needs to be at the table to advocate for Indigenous
22 clients, Indigenous victims.

23

24 Further to that, one of the most important things that
25 was demonstrated in the New Zealand model is the importance
26 of critical reflection, of being able to put a model into
27 practice to realise early that something's not quite right
28 and to engage with Maori evaluators and say, "Right, this
29 isn't working for this particular group. How can we make
30 this right?" And then being open to taking on the cultural
31 critique and saying, "Okay, this is what we need to do to
32 make this right and to make this culturally safe and
33 culturally appropriate to those that are experiencing
34 violence at its worst."

35

36 So it's the openness and the applicability of a system
37 to be able to do that, and I think that the models that
38 we've seen in Australia we haven't been open enough to
39 engage with that critical reflection and the willingness to
40 have Aboriginal and Torres Strait Islander people at the
41 table. That has to be a fundamental.

42

43 Q. Can I check that I understand you correctly that in
44 your view it's important that there's Indigenous
45 participation in the initial set-up of any co-responder
46 type model, but then also ongoing participation by an
47 appropriate Indigenous agency in the delivery and the

1 roll-out of that model?

2 A. Yes, absolutely. I mean, one of the important things
3 that I found in this research was that there was a strong
4 focus on government agencies being at the table. In many
5 of the state based models across the country it was at the
6 discretion of the chair of these models as to whether
7 community based victim services were invited. So they
8 didn't have standing in these models unless they were
9 invited. So sometimes these meetings took place and the
10 victims didn't even have an advocate from a community
11 agency that was doing all the work for the victim. So that
12 is another recommendation in a sense that if you're going
13 to have a discussion about a victim and you haven't got
14 victim community services at the table then you're not
15 going to be able to do the appropriate advocacy for these
16 victims.

17

18 MS O'GORMAN: Thank you, Dr Cripps. Those are the
19 questions that I have for you. There may be questions from
20 others at the Bar table as well.

21

22 COMMISSIONER: Ms Hillard?

23

24 <EXAMINATION BY MS HILLARD:

25

26 Q. Thank you. Dr Cripps, in your report on page 2, I'll
27 just read the reference for everyone here, [KCR.002.0001],
28 but it's on the first page of your report you have some
29 statistics for First Nations people and homicides. I just
30 wondered if you're able to confirm a couple of other
31 matters. A First Nations woman is more likely to be killed
32 when there's domestic and family violence involved; isn't
33 that right?

34 A. Yes, absolutely. And the latest statistics, if you'll
35 give me just a moment, so the latest statistics in terms of
36 death rates is that our women make up 16 per cent of all
37 female murder victims in Australia.

38

39 Q. And it's the case, isn't it, that a First Nations
40 woman is 32 times more likely to be hospitalised from
41 domestic and family violence?

42 A. Yes, absolutely. If I can expand on that for a
43 moment; is that okay?

44

45 Q. Sure.

46 A. So, in terms of they're 32 times more likely to be
47 hospitalised for violence, Indigenous females are 34 times

1 more likely to be hospitalised for family violence than
2 non-Indigenous females. So the point that I want to add to
3 that is that when we look at what they're being
4 hospitalised for it's more often than not blunt force
5 trauma. When I've looked at 151 coronial deaths of
6 Indigenous women over a 20-year period, 60 per cent of
7 those women died as a result of blunt force trauma.
8

9 That term in and of itself doesn't capture what those
10 assaults look like and what they feel like. The offenders
11 can and do use their bodies to inflict injuries. But they
12 also use whatever is at their disposal: rocks, sticks,
13 pieces of concrete, furniture, power cords, saucepans, tyre
14 rims. These are brutal attacks that are often seen as less
15 serious by the courts as they don't involve weapons. But
16 I would argue that because they're prolonged beatings of
17 these women they are arguably more aggravating than we
18 would give them credit.
19

20 Further to that, what we see in the autopsy reports is
21 that the head injuries are significant but it's also the
22 injuries, the bodily injuries. But we do have significant
23 head injuries in the population group of women 25 to 34.
24

25 Q. Yes, Dr Cripps, I'll just talk about that as well.
26 Putting aside the homicide and the autopsy reports and the
27 head injuries you're talking about, First Nations women who
28 are hospitalised are more likely to suffer head or neck
29 injuries, and it's around about two-thirds of them suffer
30 head and neck injuries; isn't that right?

31 A. Yes.
32

33 Q. And when they're pregnant they are more likely to have
34 head and neck injuries, about 65 per cent; is that right?

35 A. Yes.
36

37 Q. And when they're pregnant about 35 per cent of them
38 have trunk injuries?

39 A. Yes, they do. They do.
40

41 Q. And when we're talking about the importance of head
42 injuries as well, and you spoke about the need to protect
43 children and their exposure, girls, one in three are likely
44 to have had a head injury from domestic and family violence
45 if they're a First Nations person?

46 A. That's right.
47

1 Q. And boys are one in two are likely to have a head
2 injury if they're from a First Nations community or just a
3 First Nations person; is that right?

4 A. Yes, there is a significant number of boys and young
5 people that experience head injuries.
6

7 Q. So when we're talking about the high incidence of head
8 injuries in women, and here we're talking about children as
9 well, who are victims of domestic and family violence that
10 is going to have an impact, wouldn't it, on how they're
11 able to seek help, talk to police, talk to whoever the
12 support providers are and to engage those services; isn't
13 that right?

14 A. Absolutely. So in that moment, that immediate moment,
15 after the violence has taken place there's a rush of
16 emotions. There's also the rush of the injury. Trying to
17 put logical thought together when you've been beaten, it's
18 a difficult situation to be in and I think that people
19 really do underestimate the context of that situation.
20 Head injuries are significant. You would have to ask a
21 medical professional the significance of a head injury and
22 how people can put logical thought together. But, in terms
23 of trauma, even the trauma itself would make this
24 difficult.
25

26 Q. So if we talk about it from a policing perspective and
27 a policing response, first of all, they need to be trained,
28 don't they, to understand the high likelihood that the
29 female First Nations victim has head injuries that are
30 likely to impact on their ability to engage?

31 A. Yes. They do need to be trained in it.
32

33 Q. And would you agree, too, that in terms of policing
34 responses there needs to be an increased awareness to seek
35 medical attention for that First Nations woman for the head
36 injuries again before they're trying to meaningfully engage
37 and take those policing actions?

38 A. Yes. If you can visibly see that there are head
39 injuries, then you should be absolutely seeking medical
40 attention, and particularly - I mean, if you've been
41 trained - I mean obviously the evidence that we're seeing
42 is that there isn't enough training, but if you've got
43 evidence and research evidence that's saying that this
44 population group has a history of head injuries, then you
45 should be seeking an understanding of what the context here
46 is before proceeding.
47

1 Q. And you would agree, wouldn't you - I know you're not
2 a medical person, but from a common sense perspective and
3 dealing with First Nations women - they can have concussive
4 injuries with no physical observable injuries, isn't that
5 right?

6 A. Yes, yes. There are many in the cases that I've
7 observed, particularly in the coronial context, where they
8 have been banged up against a wall. So the injury won't be
9 observable from the front.

10

11 Q. So when we're talking about this holistic response
12 that Counsel Assisting was asking you about it's really
13 quite important that it includes medical professionals,
14 doesn't it?

15 A. Yes. Yes, it does.

16

17 Q. And not only medical professionals but facilities to
18 be able to examine and x-ray those First Nations women and
19 children who are very likely to have had those head
20 injuries?

21 A. Yes, absolutely. And what I would also say in terms
22 of the medical context is making sure that it's not just
23 the imaging that's required; it's having appropriate
24 medical people that can engage culturally appropriately
25 with our women in a way that enables our women to engage
26 with them, because going into a hospital when again there
27 have been historical experiences of people not receiving
28 hospitals in a safe way is not necessarily going to entice
29 people to feel safe in that setting. So I think that we
30 need to really make sure that if we're taking women into
31 these settings in the circumstances that they're in that
32 we're doing our best to make sure that that's a safe and
33 comforting space to be in in the context of the violence
34 that they have just experienced.

35

36 Q. And, picking up on the words that you've used and some
37 of the evidence the Commission has heard, there's been talk
38 about a culturally safe environment. That's really what
39 you're talking about, aren't you?

40 A. Yes. Yes, that is.

41

42 Q. And that's not the cold clinical hospital; that is
43 something that is tailored for First Nations people
44 perhaps?

45 A. Yes, and it's talking about is there an Aboriginal
46 health worker or an Aboriginal health support person, is
47 there a family member. It's talking to the woman to find

1 out who they think is going to be a safe person to be with
2 them in that moment. To be isolated in that circumstance
3 is to further deepen their fear in that moment. So you
4 really need to work on how you bring safety to them, and
5 that's through a discussion around, "What would make you
6 feel safe right now? Can I get you a cup of tea?" It's
7 the physical presence of being safe, but it's also what do
8 you need around you to make you feel safe.

9
10 Q. If we can put it in those sorts of terms, the
11 emotional or psychological safeness as well?

12 A. Yes.

13
14 Q. In respect of children, and you mentioned the
15 Department of Child Safety, there's been some evidence
16 about if there is a first responder co-located or a
17 holistic response, whichever words one wants to use, would
18 you agree that to assess the safety of children and assess
19 their risk that perhaps it should be someone other than the
20 Department of Child Safety, perhaps a non-government
21 organisation that can assess the risk while also
22 encouraging the woman to come forward and report domestic
23 and family violence?

24 A. That would be helpful, yes. It would be less
25 intimidating. If it was an Aboriginal service, that would
26 be less intimidating.

27
28 Q. And, finally, you were asked some questions about
29 participation and agency delivery, and you made the point
30 that the involvement of agencies is up to the discretion of
31 the chair in those sorts of circumstances. But do you have
32 a view about the discretion or the decision about where the
33 ultimate treatment or where the ultimate direction should
34 lie? Do those same problems with the discretion exist with
35 who is the decision maker?

36 A. So typically in these models it's meant to be a group
37 effort. You know, the group of government agencies who sit
38 in these meetings are meant to make a decision together and
39 be in agreement together on how the case is meant to
40 proceed. If there was disagreement they would have to work
41 it through. The meetings are meant to continue on a
42 fortnightly basis to produce accountability in terms of
43 have the services or the government agencies who said they
44 were going to do what they were going to do done exactly
45 that so that each organisation can be held accountable for
46 what they have said they're going to do. So any
47 disagreement should be able to be resolved in those models

1 through that process. I'm not sure if I'm answering your
2 question. Do you want to take me there again?

3
4 Q. It was just really an expression, but I think that you
5 have answered it and ultimately you said it's a group
6 decision and it has to be an agreed decision about the best
7 interests of persons affected?

8 A. Absolutely. And, as I've said previously, I think the
9 piece that's missing is the empowerment of the victim. If
10 she's not part of this then there's a problem. As
11 I started out in this testimony, she needs to feel less
12 isolated and she needs to feel as if she can take control
13 of her life. These are big decisions and if others - if we
14 look at power and control in the issue of violence, the
15 perpetrator has had all the power and control; right? Then
16 we're putting her into an integrated model where government
17 agencies are taking all the power and control; right? How
18 does the victim take power and control back over her own
19 life if one group is taking it from her at each stage?

20
21 Q. I was going to say I suppose importantly from that,
22 even if she is in hospital with a head injury or she's had
23 some other sort of serious other injuries, she still
24 deserves a voice and you say must have a voice at those
25 meetings?

26 A. Yes, absolutely.

27
28 MS HILLARD: I don't know if anyone else has any
29 questions, but it will just be a moment. Thank you.

30
31 COMMISSIONER: Can I just ask you something, Dr Cripps,
32 whether you've got any thoughts on this. One of the things
33 that I'm finding it difficult to reconcile is the need for
34 a victim to have a voice and some power over what happens
35 to her or on her behalf but also the need, particularly in
36 remote communities or First Nations communities, to make a
37 very strong statement that violence against women is not
38 tolerated and the need for police to act on criminal
39 offences and offences of violence in the same way that they
40 might against stranger/stranger violence and not undervalue
41 in effect the violence in the home.

42 A. Yes.

43
44 COMMISSIONER: Any thoughts?

45 A. They don't need to be separate issues. They can
46 be - I think that police can still take a stand against
47 violence and I don't think that - you know, when I think

1 about victims wanting to take a stand against violence, the
2 women just want the violence to stop; right? They are very
3 clear. When I'm out in the community the women are very
4 clear they just want the violence to stop, and they will
5 use whatever methods or processes they can to get that
6 violence to stop, whether that's community services,
7 whether that's women's groups, men's groups, community
8 organisations, whether that is the police. So having all
9 of those options available to them is an absolute
10 requirement. It's not an either/or. It is having all of
11 those options so that people have choice in those moments.
12

13 COMMISSIONER: We wouldn't give choice to someone who, for
14 example, is outside a nightclub and someone comes up and
15 king hits them or whatever, and it's on CCTV and they end
16 up in hospital. The person is going to get charged.

17 A. That's right.

18

19 COMMISSIONER: In this situation the woman may not want
20 the partner charged.

21 A. That's so.

22

23 COMMISSIONER: So there is that tension, isn't there?

24 A. There is that tension, and I think that in
25 that - I mean, at the end of the day the law is the law and
26 I think that, you know, charges may have to be done because
27 the law is the law, and there is accountability in these
28 kind of processes. Sometimes it is the accountability
29 process that enables a perpetrator, for example, to realise
30 that, "I've done the wrong thing," and it enables someone
31 else in our community, whether it's an Elder, whether it's
32 a community organisation, to take the perpetrator aside and
33 say, "What's going on in your life that we can help you
34 with so that this doesn't happen again?" So sometimes it's
35 that moment, that brush with the law, that enables another
36 action that sees those consequences in a different light.
37

38

39 COMMISSIONER: It pulls in the support.

40 A. Yes, it pulls in the support so that the preventative
41 actions can take place. I think that that's what we need
42 to be looking at, is how do we resource those other options
43 so that we can identify those individuals and those
44 community organisations in our communities that can do that
45 work, and there are people that are doing that work across
46 our nation. When I look at the Koori Courts and the circle
47 sentencing and all of those kinds of options, there are
Elders and Indigenous leaders across the country that will

1 pull people up and say, "You've done the wrong thing. This
2 isn't on."
3

4 I've heard some wonderful stories in communities
5 where, you know, a young one has turned up before the Koori
6 Court and then later is down at the local supermarket and
7 aunty has pulled him up and says, "So how are you behaving
8 these days? What are you involved in? How is your
9 employment? How is your life back on track?" So it's an
10 opportunity to produce community cohesiveness as well.
11

12 So the law is blunt in these moments of violence and
13 it is a very blunt instrument in producing accountability.
14 But it can be backed up with community options in terms of
15 producing further accountability and supports so that
16 prevention options can be achieved locally through that
17 holistic response that I talked about earlier.
18

19 COMMISSIONER: Thank you. Mr McCafferty?
20

21 MR McCAFFERTY: Nothing, Commissioner.
22

23 COMMISSIONER: Ms Williams, you've lost Mr Hunter again?
24

25 MS WILLIAMS: He is otherwise committed, Your Honour.
26 I have no questions.
27

28 MS O'GORMAN: Might Dr Cripps be excused?
29

30 COMMISSIONER: Thank you very much, Dr Cripps.
31

32 <THE WITNESS WITHDREW
33

34 MS O'GORMAN: Commissioner, I call Professor Andrea
35 Phelps.
36

37 <ANDREA PHELPS, affirmed:
38

39 <EXAMINATION BY MS O'GORMAN:
40

41 Q. Professor Phelps, can you see and hear me?
42

43 A. Yes, I can.
44

45 Q. All right. You're the deputy director of Phoenix
46 Australia, the Centre for Post-Traumatic Mental Health?
47

A. That's correct.

1 Q. And Phoenix Australia, the Centre for Post-Traumatic
2 Mental Health, is an independent not-for-profit
3 organisation with an affiliation with the University of
4 Melbourne?

5 A. That's correct.

6

7 Q. Its purpose is to help individuals and organisations
8 understand, prevent and recover from trauma?

9 A. That's correct.

10

11 Q. In terms of your own personal background over the span
12 of your career you have and continue to consult with
13 government departments about organisational responses to
14 psychological trauma, including with I think the Australian
15 Border Force and the Australian Federal Police?

16 A. That's right.

17

18 Q. And also with state police, fire and ambulance
19 services?

20 A. Yes, that's right.

21

22 Q. In your capacity as the deputy director, you and
23 others at Phoenix Australia have provided the Commission
24 with a report dated 26 July 2022?

25 A. That's correct.

26

27 Q. Thank you. I just have some questions for you arising
28 out of the contents of that report. Do you have a copy of
29 it there with you?

30 A. Yes, I do.

31

32 Q. All right. Thank you. Can I ask you, please, to turn
33 to page 3 of that report, and I have some questions for you
34 about the three categories of risks for compassion fatigue
35 and burnout.

36 A. Yes.

37

38 Q. Firstly, you've identified that exposure to another
39 person's suffering and disclosure of traumatic events can
40 be an exposure factor?

41 A. Yes, that's right.

42

43 Q. You've indicated that there are certain high-risk work
44 areas which are known to be problematic for police in this
45 regard, and that would include, wouldn't it, responding to
46 domestic and family violence?

47 A. That's one of the categories; that's correct.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47

Q. Okay. Thank you. Then in terms of the second of the risks, the individual factors, you've identified that being a younger person or a less experienced police officer can place a police officer at higher risk?

A. Yes. So that's a more general finding rather than specifically in relation to working in family violence. But, yes, that is something that's been found for police but for other caring professions as well, that being younger and less experienced can increase the risk.

Q. And that would apply, although you've stated it there in a more general way, would it not, to police officers dealing with domestic and family violence?

A. Yes, I believe it would apply.

Q. Okay. On the other hand, longer term service can also be a risk, can it not, for individuals because it can mean there's that cumulative prolonged exposure?

A. Yes, that's correct. So the findings, as you suggest there, are a little bit unclear. It's not a very clear story. But certainly when people have been exposed to trauma over long periods of time, if they are still in the job, that their risks will likely increase over time.

Q. Then finally in respect of the third risk they fall under the umbrella term of "organisational factors", but as I understand it the research clearly demonstrates that there is a direct correlation between negative perceptions of organisational culture and burnout of an individual within that culture?

A. Yes, I think that we used to focus almost exclusively on the individual when we thought about resilience, but increasingly now we recognise that organisational factors can be very important. Things like morale, team spirit, leadership are critical factors.

Q. Okay. If I could take you then, please, over to page 7 of your report. In answering the question as to what is the current best practice for preventing compassion fatigue and burnout in organisations like the QPS you talk about primary preventions, and in the third paragraph under that heading you say, "There's considerable interest in the promise of pre-incident exposure training in building resilience and mitigating the effects of exposure to trauma." Can you tell us what pre-incident exposure training means in this context?

1 A. Yes. So it's a preparation for the sorts of exposures
2 that people may have in their role, and it's teaching
3 people to use cognitive and emotional coping strategies
4 while they're exposed to those events. It's a bit like the
5 idea of inoculation, that you give people a smaller dose of
6 what they might be exposed to, teach them how to cope with
7 that, in the hope that that will actually help them to cope
8 when they are exposed in the course of their work.

9
10 When I say there's considerable interest in that,
11 there's not yet any proven effectiveness of it in a
12 sustained way. So there have been a small number of
13 studies, but one of the things that Phoenix does is we've
14 developed the NHMRC guidelines for the prevention and
15 treatment of PTSD and we know from the evidence that
16 there's not enough evidence at this stage to say with any
17 confidence that pre-incident training does make a
18 difference. But that doesn't stop us from valuing the
19 research and the need for ongoing trials.

20
21 Q. In terms of the research that is available it seems
22 looking at the bottom of that paragraph there that we've
23 just been referring to that in your view modifying
24 organisational and operational risks by training or
25 operational and line managers are the most promising
26 opportunities for primary prevention; am I understanding
27 that correctly?

28 A. Yes, that's right. That's where, as I say, the field
29 is sort of moving a bit away from just looking at
30 individual resilience and looking at how you can improve an
31 individual's resilience by changing the organisational
32 factors around them.

33
34 Q. And are you referring there in particular to training
35 for line or middle managers as a way of protecting staff
36 working underneath those managers?

37 A. Yes, well, for their own benefit as well perhaps. But
38 things like the awareness of mental health issues, tackling
39 stigma associated with mental health so that people will
40 actually put their hand up if they are having a problem; an
41 awareness of a trauma-informed way of approaching the work
42 and working with each other. So a whole host of things
43 really come into that.

44
45 Q. In respect of secondary prevention you do mention over
46 the page the importance of ensuring that recruitment and
47 induction processes foster clarity of the role that the

1 person is going to enter. How important is it in the
2 context of an organisation like the Queensland Police
3 Service that applicant recruits be told about how much of
4 their time is likely to be spent responding to domestic and
5 family violence, for example?

6 A. I think that is important. I think that we don't yet
7 have the science to say who's going to cope well and who's
8 not going to cope well. But what we can do is give people
9 as much information as possible about the nature of the
10 work role, and their own judgment of their capacity to cope
11 with that might be an important factor in them deciding
12 whether or not to go ahead with that.

13
14 Q. Later in your report you identify as another - well,
15 as a systemic issue that affects the function of the
16 Queensland Police Service as an organisation or equivalent
17 organisations being what the research says about the rates
18 of psychological distress doubling amongst those who have
19 more than 10 years service. What can be done for that
20 cohort of people to attempt to protect their resilience
21 once they reach that level of service?

22 A. Look, it is about systemic approaches, I think. A lot
23 of people who have been in police services across Australia
24 for several years have done so when there hasn't been much
25 attention at all paid to mental health and wellbeing. Once
26 people have developed mental health disorders obviously we
27 want them to get the best practice approaches to treatment
28 and to get back to work, if and when they can. But much
29 more attention should be paid to the prevention and early
30 intervention rather than just focusing on that group. But,
31 once people have developed problems, that's not to say they
32 can't recover; but it is a longer journey for them,
33 I think, to recover and to get back to work.

34
35 Q. Is there at least reason for some cautious optimism
36 that, given that in recent years organisations like the
37 Queensland Police Service seem to be more aware of mental
38 health issues for their employees, that in 10 years time
39 and more from now we may see that less people who have had
40 that amount of service are affected by the rates of burnout
41 and compassion fatigue than historically?

42 A. Excuse me, my screen froze for a moment then.

43
44 COMMISSIONER: Can you hear us, Doctor?

45 A. Yes, I'm fine now. I'm not sure what happened then.

46

47 MS O'GORMAN: Can I just repeat my question for you and

1 see how we go. I was noting that historically there had
2 been research that demonstrates that people in professions
3 like police suffer significantly higher rates of burnout
4 and compassion fatigue after about the 10-year mark. My
5 question was whether the research would tend to indicate
6 that, given that organisations like the Queensland Police
7 Service are now more aware of mental health issues and
8 putting more efforts into prevention, that that might
9 change in the future; that those hitting that 10-year mark,
10 if there's been sufficient preventative strategies put in
11 place, might be faring better?

12 A. That would certainly be the hope. I think there's no
13 doubt that there's an increased awareness of mental health
14 issues. I think the challenge is still across all
15 police services in actually embedding that in a day-to-day
16 sense in terms of how people relate to each other, the
17 sorts of work practices that are engaged in. So it's
18 really the implementation of that that is going to make a
19 difference rather than just the awareness.
20

21 Q. I have two more topics about which I wish to ask you
22 some questions. First of all, in relation to section 9 in
23 your report which is on page 10 you talk about the
24 importance of creating a trauma-informed culture by which
25 I take it you mean a trauma-informed culture within the
26 Queensland Police Service?

27 A. Yes.
28

29 Q. If that's right, how does one go about creating a
30 trauma-informed culture within the Queensland Police
31 Service?

32 A. So there are two elements to this that are important,
33 I think. One is recognition that the police members
34 themselves may be exposed to trauma and therefore need that
35 trauma-informed approach, but also that a lot of the people
36 that you come into contact with in the course of their work
37 will also have a background of trauma. So an understanding
38 of that and the way they interact with people is all part
39 of having a trauma-informed culture. So it really is both
40 for the people who they're serving in the community and for
41 themselves.
42

43 The sorts of things that we would promote in terms of
44 having a trauma-informed culture is being aware of the
45 sorts of impacts trauma will have on people. When people
46 are affected by trauma it tends to affect their sense of
47 safety and need for control. So we really want to promote

1 environments where there are fair rules, there are
2 transparent rules, where people feel that they can safely
3 speak up without negative consequences, where within the
4 limits of what's possible they can maintain a sense of
5 control and agency. A trauma-informed approach really
6 builds on people's strengths, so we talk about a strength
7 based approach, rather than necessarily highlighting
8 shortcomings or difficulties but really trying to build on
9 strengths and build professional and personal self-efficacy
10 and agency.

11
12 Q. Lastly, you mention in this section of your report the
13 importance of peer support programs, and I'm just wondering
14 if you could explain for us what those programs would look
15 like within an organisation like the Queensland Police
16 Service and how they would benefit officers?

17 A. So typically peer support programs are made up of a
18 representative group of peers of police from different
19 genders, different hierarchical levels, and they're
20 typically selected so that they're the right sort of person
21 who has empathy but can maintain appropriate boundaries
22 with people, has had enough experience to be able to be a
23 reasonable sounding board for people.

24
25 One of the things that we always recommend is that
26 peer support services are set up in such a way that it also
27 looks after the interests of the peers, because that in
28 itself can be quite a taxing role if they are the sounding
29 board for other members; so having ongoing support and
30 supervision for the peer supporters, but having them being
31 available for people who might not want to go and see a
32 chaplain or a mental health practitioner but might just
33 want that lower intensity sort of intervention of just
34 having someone to talk to.

35
36 But it is really critical that the role of the peer
37 supporters is understood and fits within a broader
38 wellbeing framework, and that the peer supporters
39 themselves and the people who are seeking their support
40 know when it's appropriate to go to the peer supporters
41 versus a mental health practitioner, for instance. We're
42 not asking them to take the place of a qualified mental
43 health practitioner.

44
45 Q. Just so I understand you're not talking there about a
46 group setting type therapy arrangement; you're talking
47 about individual police officers being known within the

1 organisation as being peer support officers?

2 A. Correct.

3

4 Q. All right. I understand.

5 A. The evidence really suggests that group based
6 approaches to this sort of thing probably aren't the most
7 effective.

8

9 MS O'GORMAN: Thank you, Professor Phelps. Those are the
10 questions that I have for you. There may be some more now.

11 A. Thank you.

12

13 MS HILLARD: No, thank you, Commissioner. No questions.

14

15 MR McCAFFERTY: No, thank you, Commissioner.

16

17 MS WILLIAMS: No, thank you.

18

19 COMMISSIONER: That was easy, Professor Phelps. Thank you
20 very much for dialling in, and you can cut the line. Thank
21 you.

22

23 <THE WITNESS WITHDREW

24

25 MS O'GORMAN: Commissioner, I can tender tender bundle M,
26 which comprises the statement of Mr Shillito and the expert
27 reports of Dr Nancarrow, Dr Drew, Dr Cripps and
28 Professor Phelps.

29

30 COMMISSIONER: Exhibit 19

31

32 **EXHIBIT #19 TENDER BUNDLE M**

33

34 MS O'GORMAN: That's all of the evidence for today.

35

36 COMMISSIONER: Thank you. Just adjourn until Monday.
37 I think it will be 10 o'clock.

38

39 MS O'GORMAN: Thank you.

40

41 COMMISSIONER: You're not here, Mr McCafferty?

42

43 MR McCAFFERTY: I won't. Ms Morris and/or a combination
44 of Mr Craney will be here next week, though. Thank you.

45

46 **AT 3.05PM THE COMMISSION WAS ADJOURNED UNTIL MONDAY,**
47 **1 AUGUST 2022**

#	22 [2] - 1213:7, 1249:20	9	abuse [6] - 1231:21, 1232:5, 1233:19, 1236:6, 1239:40, 1242:31	1236:17, 1237:16, 1237:40, 1242:28, 1247:12, 1247:14, 1247:22, 1247:24, 1247:25, 1247:29
#19 [1] - 1286:32	23 [1] - 1222:19	9 [3] - 1244:45, 1245:4, 1284:22	abusive [2] - 1229:28, 1242:29	act [7] - 1219:13, 1230:20, 1230:33, 1231:43, 1236:12, 1238:2, 1277:38
0	25 [2] - 1233:5, 1273:23	90 [1] - 1260:2	academic [1] - 1265:22	act [7] - 1219:13, 1230:20, 1230:33, 1231:43, 1236:12, 1238:2, 1277:38
0004 [1] - 1249:31	26 [2] - 1224:14, 1280:24	A	academics [1] - 1252:5	acting [1] - 1246:32
0005 [1] - 1249:46	29 [1] - 1210:40	ABF [3] - 1212:4, 1212:5, 1212:12	accept [1] - 1227:28	action [9] - 1232:31, 1238:1, 1238:4, 1241:12, 1243:47, 1252:21, 1252:27, 1252:30, 1278:36
0007 [1] - 1254:46	3	ability [6] - 1233:15, 1243:13, 1245:21, 1256:18, 1257:8, 1274:30	accepting [2] - 1221:7, 1223:10	actions [2] - 1274:37, 1278:40
0008 [1] - 1254:11	3 [2] - 1249:45, 1280:33	able [28] - 1215:15, 1221:9, 1223:20, 1225:1, 1228:4, 1234:10, 1236:32, 1243:35, 1244:37, 1245:29, 1256:28, 1257:32, 1259:2, 1259:36, 1261:6, 1261:20, 1262:1, 1262:19, 1263:47, 1264:3, 1271:26, 1271:37, 1272:15, 1272:30, 1274:11, 1275:18, 1276:47, 1285:22	access [16] - 1220:28, 1227:34, 1232:16, 1234:41, 1241:17, 1243:35, 1243:44, 1244:6, 1246:1, 1246:2, 1246:24, 1246:40, 1259:28, 1259:29, 1268:17, 1268:18	actively [1] - 1227:3
0010 [2] - 1237:13, 1258:25	3.05PM [1] - 1286:46	Aboriginal [28] - 1213:29, 1213:44, 1214:3, 1224:17, 1224:46, 1225:14, 1231:35, 1237:26, 1237:31, 1237:44, 1237:47, 1238:8, 1238:26, 1238:28, 1239:9, 1239:10, 1239:20, 1239:29, 1245:18, 1246:6, 1246:15, 1265:42, 1266:17, 1269:22, 1271:40, 1275:45, 1275:46, 1276:25	accessed [1] - 1246:8	acts [1] - 1236:6
0012 [1] - 1242:11	3.3 [1] - 1253:18	absence [1] - 1222:43	accessing [2] - 1247:2, 1262:5	actual [6] - 1216:26, 1217:4, 1219:7, 1231:46, 1232:5, 1234:25
009 [1] - 1236:24	3.4 [1] - 1257:24	absenteeism [1] - 1257:28	accidentally [1] - 1227:23	add [5] - 1230:21, 1233:44, 1268:1, 1268:45, 1273:2
1	30 [1] - 1232:38	absolute [1] - 1278:9	accord [1] - 1229:33	addition [1] - 1255:34
1 [1] - 1286:47	32 [2] - 1272:40, 1272:46	absolutely [20] - 1242:20, 1250:19, 1252:23, 1254:20, 1255:13, 1257:34, 1257:41, 1266:6, 1267:13, 1269:25, 1271:16, 1272:2, 1272:34, 1272:42, 1274:14, 1274:39, 1275:21, 1277:8, 1277:26	accordance [1] - 1220:20	address [9] - 1213:9, 1213:10, 1231:16, 1231:18, 1236:14, 1236:18, 1258:18, 1265:41, 1268:32
1.1 [1] - 1249:31	34 [2] - 1272:47, 1273:23	absorb [1] - 1243:13	accordingly [1] - 1219:29	addressed [5] - 1230:44, 1266:1, 1267:30, 1267:33, 1268:29
10 [5] - 1225:19, 1283:19, 1283:38, 1284:23, 1286:37	35 [1] - 1273:37		accords [1] - 1230:9	addressing [2] - 1249:25, 1268:6
10-year [2] - 1284:4, 1284:9	39 [1] - 1232:40		account [3] - 1224:42, 1256:1, 1256:3	adequate [2] - 1232:28, 1254:25
100 [1] - 1237:45	4		accountability [7] - 1244:7, 1260:33, 1276:42, 1278:27, 1278:28, 1279:13, 1279:15	adequately [1] - 1263:23
100 [1] - 1258:2	4.5 [1] - 1254:12		accountable [2] - 1267:9, 1276:45	adjourn [3] - 1212:19, 1264:36, 1286:36
15 [1] - 1248:19	5		accurate [1] - 1216:38	ADJOURNED [1] - 1286:46
151 [1] - 1273:5	5 [1] - 1254:46		accurately [1] - 1233:15	ADJOURNMENT [2] - 1248:23, 1264:44
16 [3] - 1214:45, 1216:42, 1272:36	50 [2] - 1249:40, 1249:41		accurately [1] - 1229:3	adjunct [2] - 1228:40, 1228:44
17 [1] - 1219:43	6		achieve [1] - 1244:2	admin [1] - 1261:23
18 [1] - 1220:42	6 [1] - 1254:12		achieved [1] - 1279:16	administrative [1] - 1250:40
19 [1] - 1286:30	6.4 [1] - 1258:24		Ackerman [1] - 1212:15	admissibility [1] - 1223:29
1980s [1] - 1236:14	60 [3] - 1249:33, 1249:41, 1273:6		Ackermann [1] - 1212:10	admitted [1] - 1213:25
1989 [1] - 1229:43	61 [1] - 1237:42		acknowledge [2] - 1241:14, 1241:15	adopted [1] - 1271:12
2	65 [2] - 1249:33, 1273:34		ACR [1] - 1219:15	adults [2] - 1240:31, 1240:35
2 [2] - 1249:30, 1272:26	7		Act [17] - 1229:32, 1229:37, 1229:43, 1230:2, 1230:32, 1231:20, 1236:16,	advance [1] - 1244:36
2.4 [1] - 1249:47	7 [1] - 1281:39			
20 [2] - 1229:12, 1248:45	70 [1] - 1249:41			
20-year [1] - 1273:6	71 [1] - 1237:43			
2006 [1] - 1213:24	79 [1] - 1237:43			
2010 [1] - 1213:28	8			
2012 [2] - 1236:16, 1237:16	8 [1] - 1258:23			
2016 [3] - 1213:36, 1213:40, 1237:28	8/362 [1] - 1210:35			
2018 [2] - 1249:32, 1249:36	80 [1] - 1260:2			
2019 [2] - 1237:29, 1239:46	80s [1] - 1231:1			
2020 [3] - 1229:1, 1232:42, 1265:38				
2021 [1] - 1235:32				
2022 [4] - 1210:40, 1249:20, 1280:24, 1286:47				

<p>advice [9] - 1214:29, 1219:44, 1220:19, 1227:36, 1241:17, 1243:2, 1243:45, 1245:3, 1245:29</p> <p>advise [2] - 1212:8, 1219:28</p> <p>advised [1] - 1212:2</p> <p>advocacy [1] - 1272:15</p> <p>advocate [2] - 1271:21, 1272:10</p> <p>advocated [1] - 1270:9</p> <p>advocates [2] - 1230:47, 1231:2</p> <p>advocating [2] - 1268:39, 1269:21</p> <p>affect [2] - 1250:22, 1284:46</p> <p>affected [8] - 1215:37, 1224:39, 1238:47, 1239:2, 1268:41, 1277:7, 1283:40, 1284:46</p> <p>affects [3] - 1256:17, 1283:15</p> <p>affiliation [1] - 1280:3</p> <p>affirmed [4] - 1213:20, 1228:36, 1265:11, 1279:37</p> <p>afternoon [4] - 1212:11, 1212:35, 1213:13, 1266:4</p> <p>afterwards [1] - 1221:19</p> <p>agencies [24] - 1236:47, 1242:21, 1242:24, 1248:47, 1252:18, 1252:28, 1255:21, 1258:7, 1258:29, 1258:33, 1259:1, 1259:39, 1260:16, 1263:30, 1263:40, 1264:16, 1266:42, 1269:41, 1271:19, 1272:4, 1276:30, 1276:37, 1276:43, 1277:17</p> <p>agency [14] - 1250:34, 1251:44, 1255:20, 1256:35, 1256:44, 1257:5, 1257:39, 1264:19, 1271:21, 1271:47, 1272:11, 1276:29, 1285:5, 1285:10</p> <p>aggravating [1] - 1273:17</p> <p>aggression [4] -</p>	<p>1231:23, 1239:11, 1239:18, 1240:40</p> <p>aggressive [1] - 1239:22</p> <p>aggressor [5] - 1232:2, 1232:26, 1235:37, 1247:45, 1248:2</p> <p>aggressors [1] - 1239:25</p> <p>aggrieved [9] - 1219:45, 1221:4, 1222:7, 1222:34, 1223:18, 1223:43, 1228:5, 1238:36, 1238:37</p> <p>aggrieveds [1] - 1220:2</p> <p>agitate [1] - 1219:15</p> <p>ago [6] - 1225:13, 1225:19, 1245:39, 1246:13, 1262:9, 1268:8</p> <p>agree [9] - 1216:13, 1216:23, 1223:8, 1227:33, 1227:37, 1255:45, 1274:33, 1275:1, 1276:18</p> <p>agreed [1] - 1277:6</p> <p>agreement [2] - 1223:9, 1276:39</p> <p>ahead [1] - 1283:12</p> <p>aid [6] - 1218:36, 1218:39, 1218:40, 1227:15, 1227:17, 1227:18</p> <p>Aid [2] - 1227:14, 1227:15</p> <p>air [1] - 1261:40</p> <p>alcohol [6] - 1239:1, 1239:2, 1239:40, 1240:31, 1240:34, 1241:1</p> <p>allegation [1] - 1228:9</p> <p>allegations [7] - 1217:1, 1217:9, 1218:28, 1222:5, 1223:10, 1247:16, 1247:17</p> <p>alleged [1] - 1228:12</p> <p>allowed [1] - 1216:27</p> <p>allowing [3] - 1225:8, 1236:29, 1243:28</p> <p>allows [4] - 1224:39, 1251:25, 1258:13, 1258:14</p> <p>almost [6] - 1221:4, 1222:24, 1226:41, 1242:32, 1250:8, 1281:32</p>	<p>ambiguous [1] - 1232:12</p> <p>ambulance [1] - 1280:18</p> <p>amended [1] - 1223:13</p> <p>amount [3] - 1254:42, 1262:11, 1283:40</p> <p>amounts [1] - 1261:30</p> <p>analyse [1] - 1240:10</p> <p>AND [1] - 1210:12</p> <p>Andrea [1] - 1279:34</p> <p>ANDREA [1] - 1279:37</p> <p>anecdotal [3] - 1215:10, 1220:4, 1220:32</p> <p>ANNA [1] - 1210:28</p> <p>ANROWS [5] - 1232:19, 1232:33, 1242:6, 1243:3, 1247:32</p> <p>ANROWS-funded [2] - 1232:19, 1232:33</p> <p>answer [5] - 1219:11, 1246:43, 1257:32, 1269:16, 1271:3</p> <p>answered [2] - 1246:38, 1277:5</p> <p>answering [2] - 1277:1, 1281:39</p> <p>answers [1] - 1245:45</p> <p>anthropologists [1] - 1239:7</p> <p>anticipated [1] - 1220:34</p> <p>apathy [1] - 1257:28</p> <p>appear [4] - 1212:3, 1226:43, 1247:22</p> <p>appearances [1] - 1223:44</p> <p>appeared [1] - 1269:31</p> <p>appearing [2] - 1212:16, 1226:47</p> <p>applicability [1] - 1271:36</p> <p>applicant [2] - 1214:31, 1283:3</p> <p>application [16] - 1212:16, 1212:20, 1214:32, 1219:38, 1222:43, 1223:38, 1230:37, 1230:43, 1231:6, 1232:7, 1234:13, 1238:12, 1238:13, 1238:29, 1241:30, 1260:36</p> <p>applications [11] - 1217:19, 1222:46, 1230:38, 1237:41,</p>	<p>1237:42, 1237:43, 1237:44, 1237:46, 1238:32, 1245:32</p> <p>applied [2] - 1232:23, 1256:25</p> <p>applies [2] - 1227:15, 1256:25</p> <p>apply [6] - 1227:14, 1227:17, 1227:18, 1243:13, 1281:12, 1281:15</p> <p>applying [2] - 1230:36, 1232:30</p> <p>appointed [1] - 1213:35</p> <p>appreciating [1] - 1260:30</p> <p>approach [19] - 1216:9, 1217:8, 1221:11, 1226:1, 1226:26, 1236:46, 1237:24, 1242:45, 1260:47, 1262:19, 1263:30, 1263:31, 1263:39, 1267:25, 1269:20, 1269:27, 1284:35, 1285:5, 1285:7</p> <p>approaches [4] - 1271:12, 1283:22, 1283:27, 1286:6</p> <p>approaching [1] - 1282:41</p> <p>appropriate [22] - 1219:30, 1223:3, 1224:28, 1226:1, 1230:45, 1232:2, 1232:7, 1233:8, 1234:5, 1239:43, 1241:12, 1243:47, 1251:14, 1251:19, 1261:37, 1271:13, 1271:33, 1271:47, 1272:15, 1275:23, 1285:21, 1285:40</p> <p>appropriately [2] - 1245:16, 1275:24</p> <p>appropriateness [1] - 1244:31</p> <p>approving [1] - 1218:42</p> <p>ARC [1] - 1264:6</p> <p>area [4] - 1239:29, 1255:9, 1257:9, 1260:30</p> <p>areas [6] - 1213:11, 1220:8, 1221:2, 1227:38, 1265:32, 1280:44</p> <p>arguably [1] - 1273:17</p>	<p>argue [3] - 1263:43, 1269:21, 1273:16</p> <p>argued [1] - 1246:30</p> <p>argument [1] - 1219:23</p> <p>arise [4] - 1219:40, 1220:14, 1229:23, 1229:40</p> <p>arising [6] - 1220:6, 1229:20, 1231:19, 1249:29, 1266:5, 1280:27</p> <p>arms [1] - 1214:19</p> <p>arrangement [2] - 1244:7, 1285:46</p> <p>arrests [1] - 1270:18</p> <p>arresting [2] - 1222:25, 1223:41</p> <p>arriving [1] - 1257:28</p> <p>article [8] - 1265:39, 1265:46, 1266:5, 1266:9, 1266:16, 1267:8, 1269:22, 1271:4</p> <p>articulation [2] - 1243:5, 1243:29</p> <p>arts [1] - 1265:28</p> <p>aside [3] - 1261:23, 1273:26, 1278:32</p> <p>aspects [2] - 1222:20, 1250:34</p> <p>assaults [2] - 1241:42, 1273:10</p> <p>assess [6] - 1232:25, 1236:32, 1271:9, 1276:18, 1276:21</p> <p>assessing [1] - 1232:29</p> <p>assessment [17] - 1218:22, 1227:14, 1227:35, 1232:16, 1232:22, 1232:30, 1235:43, 1235:44, 1235:45, 1237:2, 1241:25, 1244:41, 1244:43, 1245:38, 1246:45, 1269:7</p> <p>assessments [1] - 1269:28</p> <p>assist [13] - 1215:35, 1218:45, 1219:2, 1219:16, 1219:33, 1223:18, 1225:4, 1227:18, 1245:26, 1258:34, 1258:42, 1258:43, 1265:47</p> <p>assistance [9] - 1214:30, 1218:15, 1218:42, 1218:43, 1228:1, 1261:19,</p>
---	--	---	---	---

1261:46, 1262:25, 1263:8 Assistant [1] - 1212:29 ASSISTING [1] - 1210:26 Assisting [5] - 1212:3, 1227:25, 1227:32, 1244:44, 1275:12 assists [2] - 1214:23, 1214:29 associate [1] - 1265:19 associated [4] - 1233:38, 1234:12, 1254:43, 1282:39 assume [2] - 1220:42, 1232:24 assumed [1] - 1238:23 astutely [1] - 1223:33 AT [1] - 1286:46 Atkinson [1] - 1268:7 ATSILS [11] - 1213:36, 1214:1, 1214:10, 1214:16, 1214:23, 1214:28, 1217:18, 1219:6, 1227:12, 1227:14, 1227:15 ATSILS' [2] - 1214:20, 1214:38 attacks [2] - 1236:37, 1273:14 attempt [2] - 1222:13, 1283:20 attempted [1] - 1231:31 attempting [2] - 1223:36, 1252:19 attend [8] - 1217:28, 1219:46, 1220:3, 1226:17, 1233:38, 1241:11, 1250:11, 1250:22 attendance [1] - 1270:9 attending [5] - 1227:26, 1227:31, 1227:32, 1227:33, 1233:39 attention [8] - 1221:32, 1221:43, 1237:27, 1239:23, 1274:35, 1274:40, 1283:25, 1283:29 attitude [4] - 1221:23, 1222:32, 1235:19, 1259:35 attitudes [2] - 1222:29, 1253:46 attitudinal [1] -	1253:45 attuned [1] - 1242:12 audit [1] - 1244:29 August [1] - 1213:7 AUGUST [1] - 1286:47 aunties [3] - 1267:20, 1269:4, 1269:5 aunty [1] - 1279:7 Australia [10] - 1232:21, 1250:29, 1266:11, 1266:19, 1271:38, 1272:37, 1279:45, 1280:1, 1280:23, 1283:23 Australia's [1] - 1229:2 Australian [5] - 1212:1, 1248:47, 1252:47, 1280:14, 1280:15 author [1] - 1229:1 authority [1] - 1223:25 autonomy [3] - 1236:12, 1236:19, 1248:4 autopsy [2] - 1273:20, 1273:26 availability [2] - 1212:30, 1218:27 available [19] - 1232:22, 1232:25, 1244:1, 1244:37, 1245:15, 1245:34, 1246:20, 1246:44, 1246:46, 1253:14, 1259:25, 1265:3, 1265:5, 1268:30, 1268:34, 1278:9, 1282:21, 1285:31 avoid [2] - 1217:7, 1222:38 aware [12] - 1224:24, 1225:11, 1225:13, 1225:18, 1242:21, 1245:37, 1245:40, 1259:46, 1262:34, 1283:37, 1284:7, 1284:44 awareness [7] - 1226:38, 1234:46, 1274:34, 1282:38, 1282:41, 1284:13, 1284:19	1284:37 bad [1] - 1231:7 bail [3] - 1217:33, 1223:12, 1227:23 balance [4] - 1257:12, 1266:33, 1266:36, 1266:43 balances [1] - 1241:43 banged [1] - 1275:8 Bar [2] - 1244:14, 1272:20 barrier [1] - 1216:5 barriers [3] - 1233:36, 1233:44, 1234:3 base [1] - 1233:9 based [18] - 1214:1, 1217:27, 1223:3, 1230:15, 1230:18, 1236:17, 1236:43, 1237:20, 1237:24, 1238:31, 1239:30, 1244:3, 1244:5, 1253:42, 1272:5, 1272:7, 1285:7, 1286:5 baseline [1] - 1253:3 basis [6] - 1215:17, 1251:20, 1253:10, 1256:31, 1262:31, 1276:42 bear [1] - 1218:27 bearing [1] - 1227:42 beat [1] - 1238:10 beaten [3] - 1240:11, 1274:17 beatings [1] - 1273:16 became [2] - 1240:19, 1247:32 become [4] - 1217:35, 1223:5, 1223:46, 1261:2 becomes [5] - 1215:18, 1220:28, 1223:19, 1261:12, 1261:42 beforehand [2] - 1215:34, 1222:44 begin [1] - 1247:6 beginning [1] - 1263:29 begun [1] - 1250:29 behalf [2] - 1214:9, 1277:35 behaving [1] - 1279:7 behaviour [10] - 1217:26, 1219:10, 1229:28, 1229:29, 1229:35, 1231:7, 1231:22, 1247:13, 1259:17, 1262:28	behaviours [4] - 1237:24, 1242:13, 1256:34, 1257:30 behind [2] - 1229:36, 1251:39 beneficial [2] - 1224:16, 1261:22 benefit [6] - 1213:5, 1252:11, 1257:4, 1262:38, 1282:37, 1285:16 bespoke [1] - 1258:17 best [8] - 1212:36, 1221:36, 1258:38, 1262:37, 1275:32, 1277:6, 1281:40, 1283:27 better [11] - 1212:8, 1232:16, 1232:28, 1241:35, 1245:21, 1246:11, 1247:8, 1254:32, 1260:14, 1264:17, 1284:11 between [18] - 1215:24, 1217:36, 1220:7, 1226:14, 1226:25, 1229:33, 1229:41, 1231:46, 1234:46, 1235:6, 1237:7, 1245:8, 1249:33, 1250:7, 1255:30, 1260:35, 1262:35, 1281:29 beyond [2] - 1216:25, 1256:30 biased [4] - 1255:27, 1256:6, 1263:26, 1263:28 biases [2] - 1216:32, 1270:7 big [3] - 1216:30, 1269:43, 1277:13 bill [2] - 1229:25, 1229:45 bin [1] - 1238:17 bit [11] - 1212:5, 1227:6, 1230:42, 1239:44, 1246:10, 1250:42, 1267:11, 1268:1, 1281:21, 1282:4, 1282:29 black [1] - 1225:22 blanket [1] - 1260:14 block [1] - 1245:11 blunt [4] - 1273:4, 1273:7, 1279:12, 1279:13 blush [1] - 1250:9 board [2] - 1285:23, 1285:29	bodies [1] - 1273:11 bodily [1] - 1273:22 body [12] - 1215:8, 1215:13, 1218:29, 1219:22, 1220:6, 1221:30, 1221:40, 1225:40, 1225:42, 1225:46, 1226:37, 1228:13 body-worn [11] - 1215:8, 1215:13, 1218:29, 1219:22, 1220:6, 1221:30, 1221:40, 1225:40, 1225:42, 1225:46, 1226:37 book [2] - 1237:28, 1239:46 Border [1] - 1280:15 born [1] - 1240:34 bothered [1] - 1220:11 bottle [1] - 1240:14 bottom [2] - 1236:5, 1282:22 boundaries [1] - 1285:21 boys [2] - 1274:1, 1274:4 branch [1] - 1240:12 breach [16] - 1218:20, 1218:31, 1218:34, 1219:8, 1219:10, 1220:11, 1220:18, 1220:26, 1222:2, 1222:6, 1227:23, 1227:24, 1232:8, 1238:20, 1238:45, 1247:4 breached [3] - 1220:24, 1240:10, 1263:3 breaches [9] - 1214:25, 1218:7, 1218:11, 1222:14, 1223:4, 1230:41, 1238:18, 1239:15, 1240:20 break [1] - 1248:19 Brian [1] - 1212:30 brief [2] - 1249:22, 1260:29 briefly [1] - 1219:38 bring [3] - 1264:20, 1265:5, 1276:4 bringing [3] - 1238:1, 1245:18, 1262:17 brings [2] - 1222:10, 1260:42 Brisbane [3] - 1210:34, 1210:35,
	B			
	bachelor [1] - 1265:28 backed [1] - 1279:14 background [3] - 1224:47, 1280:11,			

<p>1212:25 broadening [1] - 1243:40 broader [3] - 1246:30, 1246:33, 1285:37 broadly [1] - 1243:42 broken [1] - 1240:14 broomstick [1] - 1240:11 Brotherhood [1] - 1212:1 brush [1] - 1278:35 brutal [1] - 1273:14 build [2] - 1285:8, 1285:9 building [1] - 1281:44 buildings [1] - 1285:6 bullet [1] - 1236:25 bundle [1] - 1286:25 BUNDLE [1] - 1286:32 burdensome [1] - 1250:40 bureaucracy [1] - 1260:42 bureaucratic [1] - 1250:39 burnout [23] - 1249:34, 1249:37, 1249:41, 1249:43, 1250:3, 1250:12, 1250:17, 1251:7, 1251:11, 1252:22, 1253:19, 1254:19, 1254:21, 1254:36, 1255:14, 1255:44, 1257:27, 1261:30, 1280:35, 1281:30, 1281:41, 1283:40, 1284:3 BY [10] - 1213:22, 1225:37, 1228:38, 1244:20, 1248:33, 1260:27, 1263:20, 1265:13, 1272:24, 1279:39</p>	<p>1238:10 cameras [1] - 1221:40 Canada [1] - 1250:30 canteen [1] - 1240:5 capable [1] - 1242:13 capacity [5] - 1213:43, 1249:20, 1253:23, 1280:22, 1283:10 Cape [1] - 1237:36 CAPPELLANO [1] - 1210:28 capture [2] - 1247:26, 1273:9 captured [4] - 1229:34, 1229:36, 1230:3, 1236:19 care [3] - 1218:3, 1223:17, 1223:18 career [2] - 1259:41, 1280:12 careers [1] - 1256:4 careful [2] - 1241:4, 1258:6 carefully [2] - 1223:34, 1241:20 caring [1] - 1281:9 Carpentaria [1] - 1237:35 Carroll [3] - 1249:10, 1253:1, 1264:7 carrying [1] - 1226:40 case [15] - 1215:20, 1218:12, 1223:39, 1240:18, 1240:23, 1241:28, 1241:47, 1255:40, 1262:47, 1270:10, 1270:39, 1270:41, 1272:39, 1276:39 caseload [1] - 1215:6 cases [25] - 1215:41, 1222:39, 1222:45, 1223:36, 1225:23, 1230:37, 1230:39, 1232:13, 1237:35, 1238:6, 1238:7, 1238:29, 1238:34, 1238:46, 1239:16, 1240:44, 1241:16, 1241:18, 1241:21, 1245:16, 1246:8, 1246:47, 1247:8, 1270:6, 1275:6 categories [2] - 1280:34, 1280:47 caught [2] - 1231:13, 1261:33 caused [1] - 1240:42 causing [4] - 1250:3, 1250:32, 1259:1,</p>	<p>1259:4 cautious [2] - 1246:10, 1283:35 CCTV [2] - 1238:10, 1278:15 cent [12] - 1237:42, 1237:43, 1237:45, 1249:33, 1249:40, 1249:41, 1260:2, 1272:36, 1273:6, 1273:34, 1273:37 centre [2] - 1279:45, 1280:1 certain [2] - 1218:30, 1280:43 certainly [17] - 1231:8, 1232:28, 1234:37, 1235:3, 1236:4, 1236:39, 1237:2, 1253:36, 1253:40, 1257:38, 1258:9, 1260:18, 1262:14, 1263:33, 1269:37, 1281:22, 1284:12 cetera [1] - 1223:4 chair [2] - 1272:6, 1276:31 chaired [1] - 1270:5 chairing [3] - 1270:2, 1270:3, 1270:10 challenge [1] - 1284:14 challenges [3] - 1215:41, 1246:16, 1246:20 challenging [4] - 1221:6, 1222:20, 1232:13, 1234:8 change [2] - 1258:47, 1284:9 changed [2] - 1246:11, 1249:36 changes [1] - 1250:44 changing [1] - 1282:31 chaos [2] - 1239:41, 1240:2 chaplain [1] - 1285:32 characterised [1] - 1255:21 characteristic [1] - 1254:20 characteristics [4] - 1257:26, 1257:31, 1258:4, 1258:8 charge [5] - 1217:29, 1217:32, 1219:8, 1228:8, 1232:8 charged [7] - 1214:24, 1218:19, 1218:34,</p>	<p>1223:7, 1238:18, 1278:16, 1278:20 charges [12] - 1219:37, 1220:6, 1222:14, 1222:45, 1226:1, 1226:10, 1226:13, 1226:32, 1238:20, 1241:32, 1241:41, 1278:26 check [3] - 1221:9, 1265:3, 1271:43 checks [1] - 1241:43 Child [2] - 1276:15, 1276:20 child [4] - 1266:38, 1266:39, 1268:37, 1270:20 childhood [1] - 1267:19 children [24] - 1217:38, 1217:44, 1217:47, 1218:2, 1220:28, 1223:17, 1240:32, 1240:34, 1266:34, 1267:5, 1268:31, 1268:33, 1268:38, 1269:46, 1270:24, 1270:25, 1270:26, 1271:1, 1273:43, 1274:8, 1275:19, 1276:14, 1276:18 choice [2] - 1278:11, 1278:13 choices [1] - 1266:33 choose [2] - 1258:7, 1259:28 circle [1] - 1278:45 circumspection [1] - 1219:2 circumstance [4] - 1224:40, 1267:31, 1270:31, 1276:2 circumstances [13] - 1219:7, 1220:19, 1225:6, 1231:42, 1231:47, 1239:18, 1239:42, 1241:46, 1266:30, 1266:32, 1266:47, 1275:31, 1276:31 cited [1] - 1233:36 city [1] - 1238:10 civil [1] - 1241:30 clarify [2] - 1225:41, 1243:18 clarity [1] - 1282:47 clear [19] - 1215:18, 1227:12, 1229:44, 1234:8, 1234:42,</p>	<p>1236:9, 1240:19, 1241:16, 1243:5, 1243:29, 1247:32, 1252:33, 1260:47, 1261:19, 1262:4, 1278:3, 1278:4, 1281:21 Clearinghouse [1] - 1265:39 clearly [5] - 1241:41, 1250:29, 1253:44, 1255:24, 1281:28 client [3] - 1219:23, 1219:28, 1220:26 clients [7] - 1215:22, 1218:3, 1218:34, 1220:9, 1220:31, 1220:36, 1271:22 clients' [1] - 1214:10 clinical [2] - 1259:21, 1275:42 clogging [1] - 1245:14 close [1] - 1226:39 co [6] - 1243:44, 1244:2, 1265:22, 1267:27, 1271:45, 1276:16 co-convenor [1] - 1265:22 co-located [1] - 1276:16 co-morbidities [1] - 1267:27 co-responder [3] - 1243:44, 1244:2, 1271:45 Codd's [1] - 1212:30 coercion [1] - 1236:34 coercive [22] - 1229:46, 1234:34, 1234:40, 1234:42, 1236:2, 1236:4, 1236:9, 1241:22, 1242:18, 1242:25, 1242:28, 1242:31, 1242:41, 1243:5, 1243:24, 1244:38, 1245:7, 1245:8, 1245:16, 1246:35, 1247:28, 1247:38 coercively [2] - 1241:3, 1242:22 cognitive [1] - 1282:3 cohesiveness [1] - 1279:10 cohort [2] - 1255:12, 1283:20 cohorts [1] - 1266:18 coin [1] - 1255:29 cold [1] - 1275:42</p>
C				
<p>Cairns [4] - 1237:33, 1238:8, 1238:10 call-outs [1] - 1260:45 callout [2] - 1226:17, 1226:33 calmly [1] - 1224:41 CAMERA [1] - 1211:1 camera [10] - 1215:8, 1215:13, 1218:29, 1219:22, 1221:9, 1225:40, 1225:42, 1225:46, 1226:5,</p>				

<p>collaborative [1] - 1249:9</p> <p>colleagues [3] - 1232:38, 1233:1, 1234:19</p> <p>collect [1] - 1251:26</p> <p>collected [3] - 1237:30, 1237:40, 1251:47</p> <p>collecting [2] - 1251:34, 1252:11</p> <p>collude [1] - 1242:24</p> <p>combination [1] - 1286:43</p> <p>comfortable [2] - 1223:10, 1260:7</p> <p>comforting [1] - 1275:33</p> <p>coming [9] - 1216:40, 1223:43, 1233:30, 1238:3, 1245:13, 1250:41, 1258:5, 1262:42, 1270:46</p> <p>comment [2] - 1221:40, 1246:1</p> <p>comments [2] - 1227:8, 1235:18</p> <p>COMMISSION [2] - 1210:11, 1286:46</p> <p>Commission [11] - 1212:2, 1212:8, 1214:8, 1229:8, 1231:26, 1233:23, 1249:22, 1260:34, 1265:47, 1275:37, 1280:23</p> <p>Commissioner [26] - 1212:22, 1212:29, 1212:30, 1213:16, 1228:18, 1228:23, 1228:25, 1228:30, 1228:34, 1244:18, 1248:6, 1248:9, 1249:10, 1253:1, 1263:11, 1263:15, 1264:7, 1264:25, 1264:38, 1265:1, 1265:8, 1279:21, 1279:34, 1286:13, 1286:15, 1286:25</p> <p>COMMISSIONER [36] - 1210:19, 1212:1, 1212:19, 1212:24, 1212:40, 1212:47, 1213:5, 1225:35, 1228:21, 1228:29, 1244:16, 1248:15, 1248:19, 1248:25, 1248:29, 1260:25, 1263:18, 1264:32,</p>	<p>1264:36, 1264:40, 1264:46, 1272:22, 1277:31, 1277:44, 1278:13, 1278:19, 1278:23, 1278:38, 1279:19, 1279:23, 1279:30, 1283:44, 1286:19, 1286:30, 1286:36, 1286:41</p> <p>commitment [1] - 1257:29</p> <p>committal [1] - 1227:20</p> <p>committed [1] - 1279:25</p> <p>committees [4] - 1270:3, 1270:5, 1270:7</p> <p>common [16] - 1214:40, 1216:44, 1217:2, 1218:12, 1220:1, 1221:21, 1221:29, 1221:47, 1222:2, 1222:5, 1226:24, 1228:7, 1260:37, 1269:27, 1269:39, 1275:2</p> <p>commonly [3] - 1220:9, 1223:5, 1226:6</p> <p>communicating [2] - 1221:3, 1243:11</p> <p>communication [3] - 1216:8, 1216:29, 1225:26</p> <p>communities [15] - 1234:47, 1237:37, 1239:31, 1265:43, 1266:25, 1266:26, 1267:11, 1268:35, 1268:41, 1269:23, 1269:38, 1277:36, 1278:43, 1279:4</p> <p>community [49] - 1214:1, 1217:38, 1217:39, 1225:15, 1225:22, 1225:24, 1227:22, 1236:45, 1239:23, 1242:36, 1244:3, 1246:14, 1246:21, 1246:27, 1246:31, 1246:33, 1253:29, 1254:18, 1255:30, 1256:16, 1256:19, 1256:45, 1258:20, 1261:11, 1266:36, 1266:40, 1268:4, 1268:5, 1268:9, 1268:14, 1268:20, 1268:21,</p>	<p>1268:29, 1269:5, 1272:7, 1272:10, 1272:14, 1274:2, 1278:3, 1278:6, 1278:7, 1278:31, 1278:32, 1278:43, 1279:10, 1279:14, 1284:40</p> <p>community-based [1] - 1214:1</p> <p>comparable [1] - 1260:1</p> <p>compared [1] - 1260:32</p> <p>compassion [6] - 1251:11, 1255:44, 1280:34, 1281:40, 1283:41, 1284:4</p> <p>competent [1] - 1214:3</p> <p>competing [2] - 1253:23, 1253:24</p> <p>complaint [3] - 1217:5, 1222:37, 1224:38</p> <p>complaints [1] - 1256:26</p> <p>complete [2] - 1234:12, 1238:14</p> <p>complex [2] - 1241:16, 1246:25</p> <p>complexity [3] - 1225:20, 1251:26, 1251:37</p> <p>complicate [1] - 1217:43</p> <p>complicated [2] - 1223:6, 1223:19</p> <p>complicating [1] - 1220:25</p> <p>compound [1] - 1252:22</p> <p>comprehending [1] - 1238:30</p> <p>comprehensive [3] - 1233:43, 1253:8, 1253:9</p> <p>comprises [1] - 1286:26</p> <p>concentrated [2] - 1250:20, 1250:24</p> <p>concentrating [1] - 1256:12</p> <p>concept [1] - 1256:32</p> <p>concern [4] - 1243:8, 1246:16, 1260:12, 1261:47</p> <p>concerned [1] - 1231:44</p> <p>concerns [2] -</p>	<p>1219:47, 1229:22</p> <p>concluded [1] - 1258:26</p> <p>conclusion [2] - 1215:21, 1223:15</p> <p>conclusions [2] - 1215:35, 1252:14</p> <p>concrete [1] - 1273:13</p> <p>concurrence [3] - 1216:13, 1216:30, 1224:19</p> <p>concussion [1] - 1228:15</p> <p>concussive [1] - 1275:3</p> <p>conditions [3] - 1217:27, 1217:45, 1222:15</p> <p>conduct [4] - 1219:8, 1219:12, 1232:47, 1234:5</p> <p>conducted [7] - 1235:26, 1237:15, 1237:45, 1239:8, 1242:5, 1249:39, 1265:34</p> <p>conducting [3] - 1235:17, 1249:39, 1253:1</p> <p>confidence [1] - 1282:17</p> <p>confidentiality [5] - 1259:38, 1261:47, 1262:2, 1262:5, 1263:3</p> <p>confirm [2] - 1265:18, 1272:30</p> <p>confirmed [2] - 1212:10, 1212:15</p> <p>conflated [1] - 1216:25</p> <p>conflicting [1] - 1247:17</p> <p>conflicts [1] - 1246:22</p> <p>confusing [1] - 1230:6</p> <p>connected [2] - 1244:30, 1244:32</p> <p>connecting [1] - 1268:19</p> <p>connections [2] - 1246:33, 1246:34</p> <p>consent [4] - 1263:7, 1270:37, 1270:39</p> <p>consequence [3] - 1217:29, 1217:33, 1269:14</p> <p>consequences [8] - 1217:18, 1220:23, 1269:44, 1269:45, 1270:32, 1270:36,</p>	<p>1278:36, 1285:3</p> <p>consequently [1] - 1231:29</p> <p>consider [10] - 1224:41, 1235:41, 1244:46, 1247:18, 1250:32, 1255:6, 1256:29, 1266:30, 1266:31</p> <p>considerable [2] - 1281:43, 1282:10</p> <p>considerably [1] - 1223:12</p> <p>consideration [1] - 1219:13</p> <p>considerations [3] - 1223:29, 1223:31, 1223:34</p> <p>considered [1] - 1233:4</p> <p>considering [1] - 1224:37</p> <p>consistency [4] - 1260:38, 1260:40, 1260:41</p> <p>consistent [2] - 1215:11, 1218:25</p> <p>consistently [1] - 1242:31</p> <p>constable [1] - 1258:5</p> <p>constables [1] - 1258:2</p> <p>constant [1] - 1250:43</p> <p>constitute [1] - 1218:31</p> <p>constraints [1] - 1254:34</p> <p>consult [2] - 1245:35, 1280:12</p> <p>consultation [1] - 1245:24</p> <p>contact [6] - 1217:34, 1217:43, 1217:46, 1218:2, 1284:36</p> <p>contacted [1] - 1212:2</p> <p>contagious [1] - 1257:32</p> <p>contained [1] - 1236:25</p> <p>contemporary [2] - 1239:11, 1239:20</p> <p>contention [1] - 1230:1</p> <p>contents [1] - 1280:28</p> <p>contest [1] - 1218:35</p> <p>context [24] - 1214:11, 1214:18, 1215:20, 1215:35, 1230:28, 1239:30, 1239:40, 1239:41, 1240:2,</p>
--	---	---	--	---

<p>1241:47, 1254:4, 1266:23, 1266:27, 1267:4, 1267:14, 1268:47, 1269:42, 1274:19, 1274:45, 1275:7, 1275:22, 1275:33, 1281:47, 1283:2</p> <p>contexts [2] - 1265:32, 1266:45</p> <p>continual [1] - 1261:37</p> <p>continue [4] - 1219:33, 1239:14, 1276:41, 1280:12</p> <p>continued [4] - 1213:32, 1231:4, 1240:5, 1260:18</p> <p>continuing [1] - 1268:11</p> <p>contribute [5] - 1215:43, 1241:2, 1246:27, 1246:34, 1250:17</p> <p>contributing [4] - 1231:37, 1238:46, 1239:3, 1240:40</p> <p>contributor [1] - 1234:6</p> <p>control [46] - 1229:30, 1229:46, 1231:12, 1231:31, 1232:6, 1234:34, 1234:40, 1234:43, 1236:2, 1236:4, 1236:7, 1236:10, 1240:24, 1240:26, 1240:39, 1241:22, 1242:19, 1242:28, 1242:41, 1243:5, 1243:24, 1244:38, 1245:7, 1245:8, 1245:17, 1246:32, 1246:35, 1247:28, 1247:38, 1253:26, 1253:27, 1253:34, 1253:35, 1253:37, 1257:36, 1259:2, 1277:12, 1277:14, 1277:15, 1277:17, 1277:18, 1284:47, 1285:5</p> <p>controlling [8] - 1231:21, 1236:11, 1241:3, 1242:22, 1242:25, 1242:31, 1248:4</p> <p>convenor [1] - 1265:22</p> <p>conventional [1] - 1217:15</p>	<p>conversation [4] - 1226:14, 1251:5, 1260:19, 1269:39</p> <p>conversations [1] - 1262:10</p> <p>convert [2] - 1230:38</p> <p>converts [1] - 1230:41</p> <p>conviction [2] - 1218:24, 1228:9</p> <p>convictions [1] - 1230:41</p> <p>cool [1] - 1245:11</p> <p>cooperation [1] - 1235:4</p> <p>coordinated [1] - 1236:45</p> <p>cope [6] - 1259:37, 1282:6, 1282:7, 1283:7, 1283:8, 1283:10</p> <p>coping [2] - 1254:35, 1282:3</p> <p>copy [4] - 1229:15, 1232:20, 1265:46, 1280:28</p> <p>cords [1] - 1273:13</p> <p>coronial [3] - 1265:34, 1273:5, 1275:7</p> <p>correct [2] - 1213:30, 1213:41, 1214:13, 1214:33, 1215:14, 1216:23, 1229:6, 1231:32, 1232:43, 1243:26, 1248:36, 1248:43, 1249:12, 1249:18, 1279:46, 1280:5, 1280:9, 1280:25, 1280:47, 1281:20, 1286:2</p> <p>correctly [4] - 1214:47, 1216:5, 1271:43, 1282:27</p> <p>correlation [2] - 1255:42, 1281:29</p> <p>Council [1] - 1252:47</p> <p>COUNSEL [1] - 1210:26</p> <p>Counsel [5] - 1212:3, 1227:25, 1227:32, 1244:44, 1275:12</p> <p>counsel [3] - 1212:4, 1212:5, 1227:18</p> <p>counselling [2] - 1259:21, 1267:38</p> <p>country [5] - 1245:33, 1249:40, 1271:18, 1272:5, 1278:47</p> <p>couple [13] - 1217:23, 1219:39, 1225:17, 1226:23, 1238:8,</p>	<p>1240:3, 1240:23, 1240:28, 1245:39, 1246:26, 1251:22, 1260:29, 1272:30</p> <p>course [10] - 1222:12, 1230:27, 1231:4, 1232:39, 1237:34, 1238:38, 1262:47, 1263:16, 1282:8, 1284:36</p> <p>courses [1] - 1259:26</p> <p>court [2] - 1214:14, 1219:46, 1220:3, 1222:34, 1222:36, 1223:44, 1223:45, 1227:26, 1227:31, 1227:33, 1227:39, 1238:3, 1238:31, 1238:32, 1238:37, 1238:38, 1238:39, 1240:9, 1246:2, 1247:17, 1279:6</p> <p>Court [2] - 1210:34</p> <p>courtroom [1] - 1261:17</p> <p>courts [7] - 1222:43, 1225:43, 1237:33, 1240:17, 1245:15, 1273:15, 1278:45</p> <p>cover [1] - 1218:36</p> <p>crafted [1] - 1241:20</p> <p>Craney [1] - 1286:44</p> <p>create [3] - 1258:18, 1261:3, 1262:40</p> <p>created [1] - 1252:25</p> <p>creates [1] - 1255:33</p> <p>creating [3] - 1258:22, 1284:24, 1284:29</p> <p>credit [1] - 1273:18</p> <p>crime [2] - 1250:42, 1261:27</p> <p>criminal [14] - 1213:35, 1214:23, 1227:46, 1237:9, 1237:15, 1237:17, 1241:32, 1241:38, 1241:41, 1241:42, 1241:44, 1266:11, 1270:21, 1277:38</p> <p>Criminal [1] - 1213:44</p> <p>Criminology [1] - 1228:45</p> <p>criminology [2] - 1249:21, 1265:27</p> <p>Cripps [10] - 1265:6, 1265:9, 1265:15, 1272:18, 1272:26, 1273:25, 1277:31, 1279:28, 1279:30, 1286:27</p>	<p>CRIPPS [1] - 1265:11</p> <p>crisis [3] - 1226:11, 1226:18, 1262:41</p> <p>critical [9] - 1250:21, 1251:46, 1255:22, 1257:41, 1259:32, 1271:26, 1271:39, 1281:36, 1285:36</p> <p>criticism [1] - 1251:1</p> <p>critique [1] - 1271:31</p> <p>cross [4] - 1212:8, 1233:8, 1238:32, 1245:32</p> <p>cross-applications [2] - 1238:32, 1245:32</p> <p>cross-examine [1] - 1212:8</p> <p>cross-section [1] - 1233:8</p> <p>crucial [1] - 1259:17</p> <p>cultural [3] - 1224:47, 1231:15, 1271:30</p> <p>culturally [9] - 1214:2, 1224:15, 1224:28, 1225:47, 1271:13, 1271:32, 1271:33, 1275:24, 1275:38</p> <p>culture [8] - 1258:29, 1281:30, 1281:31, 1284:24, 1284:25, 1284:30, 1284:39, 1284:44</p> <p>cumulative [1] - 1281:19</p> <p>cup [1] - 1276:6</p> <p>current [4] - 1239:36, 1246:39, 1267:16, 1281:40</p> <p>cut [1] - 1286:20</p> <p>cuts [1] - 1216:34</p> <p>cycle [1] - 1268:10</p> <p>cynical [1] - 1257:37</p> <p>cynicism [5] - 1252:23, 1252:25, 1255:14, 1257:28, 1261:31</p>	<p>1269:26</p> <p>dated [2] - 1229:12, 1280:24</p> <p>day-to-day [1] - 1284:15</p> <p>days [3] - 1238:11, 1260:11, 1279:8</p> <p>deal [8] - 1215:31, 1216:2, 1220:22, 1221:24, 1221:38, 1237:12, 1245:16, 1254:36</p> <p>dealing [11] - 1215:34, 1215:46, 1220:18, 1221:43, 1222:28, 1231:6, 1237:35, 1237:36, 1254:18, 1275:3, 1281:14</p> <p>dealings [4] - 1215:26, 1215:27, 1216:35, 1256:37</p> <p>dealt [2] - 1223:27, 1231:10</p> <p>death [2] - 1270:41, 1272:36</p> <p>deaths [1] - 1273:5</p> <p>DEBORAH [1] - 1210:19</p> <p>decide [1] - 1238:37</p> <p>decided [1] - 1212:4</p> <p>deciding [1] - 1283:11</p> <p>decision [11] - 1222:33, 1223:24, 1244:10, 1257:20, 1262:31, 1266:29, 1276:32, 1276:35, 1276:38, 1277:6</p> <p>decision-making [1] - 1223:24</p> <p>decisions [6] - 1254:25, 1256:34, 1270:45, 1270:47, 1271:1, 1277:13</p> <p>deepen [1] - 1276:3</p> <p>default [2] - 1217:2, 1220:37</p> <p>defend [2] - 1219:6, 1219:25</p> <p>deferral [1] - 1223:24</p> <p>defining [1] - 1230:9</p> <p>definitely [5] - 1222:26, 1223:5, 1226:37, 1227:37, 1235:23</p> <p>definition [8] - 1229:31, 1229:33, 1229:37, 1230:3, 1230:32, 1230:45, 1231:14, 1231:20</p> <p>degree [1] - 1258:1</p>
D				
			<p>danger [1] - 1263:1</p> <p>dangerous [1] - 1245:17</p> <p>data [8] - 1237:29, 1237:39, 1238:14, 1240:9, 1240:17, 1251:39, 1252:11, 1252:44</p> <p>dataset [1] - 1240:13</p> <p>date [2] - 1212:20,</p>	

<p>degrees [1] - 1214:41 delay [1] - 1223:38 delays [1] - 1223:11 delineate [1] - 1218:38 delivery [2] - 1271:47, 1276:29 demands [3] - 1253:22, 1253:25, 1266:36 demographics [1] - 1266:24 demonstrate [1] - 1219:17 demonstrated [1] - 1271:25 demonstrates [3] - 1218:30, 1281:28, 1284:2 demonstrating [2] - 1255:9, 1258:8 denying [3] - 1236:12, 1236:18, 1248:4 Department [3] - 1270:17, 1276:15, 1276:20 departments [1] - 1280:13 dependent [1] - 1241:22 deployed [1] - 1242:13 depth [1] - 1265:34 Deputy [1] - 1212:30 deputy [2] - 1279:44, 1280:22 describe [1] - 1216:43 describing [2] - 1225:7, 1241:29 deserves [1] - 1277:24 design [1] - 1251:18 designation [1] - 1225:14 designed [2] - 1255:7, 1258:28 desirable [4] - 1230:27, 1230:35, 1231:45, 1247:21 desire [1] - 1229:30 desired [1] - 1225:28 desires [1] - 1266:45 desktop [1] - 1244:29 despite [1] - 1212:11 detail [1] - 1233:46 detectives [2] - 1244:30, 1244:32 determination [1] - 1223:3 determinations [1] - 1222:34</p>	<p>determine [2] - 1253:10, 1271:12 determining [1] - 1232:30 devalued [2] - 1256:16, 1258:19 devaluing [1] - 1256:15 develop [3] - 1221:15, 1245:6, 1249:14 developed [5] - 1242:41, 1245:28, 1282:14, 1283:26, 1283:31 developing [6] - 1245:35, 1261:2, 1263:47, 1264:7, 1264:9, 1264:15 development [5] - 1236:40, 1243:24, 1245:24, 1245:26, 1258:27 diagnosis [1] - 1260:12 dialling [1] - 1286:20 died [1] - 1273:7 difference [2] - 1282:18, 1284:19 different [11] - 1216:24, 1223:29, 1223:33, 1224:24, 1233:7, 1244:27, 1258:14, 1266:18, 1278:36, 1285:18, 1285:19 differently [1] - 1266:18 differing [1] - 1214:41 difficult [15] - 1219:5, 1219:25, 1220:21, 1220:29, 1221:16, 1223:6, 1223:25, 1224:1, 1230:10, 1241:18, 1266:29, 1267:3, 1274:18, 1274:24, 1277:33 difficulties [7] - 1212:34, 1212:43, 1214:47, 1217:42, 1219:36, 1223:16, 1285:8 diligent [2] - 1221:32, 1222:4 direct [6] - 1215:6, 1217:42, 1220:23, 1222:46, 1255:42, 1281:29 directed [2] - 1244:44, 1263:37 direction [1] - 1276:33</p>	<p>directly [2] - 1226:36, 1242:47 director [3] - 1213:35, 1279:44, 1280:22 Director [1] - 1213:44 disadvantage [1] - 1231:28 disadvantaged [1] - 1240:25 disagreement [3] - 1217:30, 1276:40, 1276:47 disclose [1] - 1262:3 disclosed [2] - 1262:26, 1262:30 disclosure [1] - 1280:39 discord [3] - 1229:33, 1229:41, 1229:42 discretion [4] - 1272:6, 1276:30, 1276:32, 1276:34 discuss [1] - 1212:44 discussed [3] - 1226:7, 1270:39, 1270:41 discussion [1] - 1255:1 discussion [5] - 1215:10, 1226:9, 1230:28, 1272:13, 1276:5 discussions [2] - 1212:33, 1212:37 disengaged [1] - 1254:16 disorder [4] - 1239:2, 1240:31, 1240:35, 1241:1 disorders [1] - 1283:26 displaying [2] - 1258:3, 1264:10 disposal [1] - 1273:12 disproportional [1] - 1256:6 disproportionately [1] - 1238:2 dispute [5] - 1239:11, 1239:20, 1239:26, 1239:29, 1239:34 distinguish [1] - 1245:8 distorted [1] - 1239:37 distress [4] - 1250:4, 1255:14, 1255:23, 1283:18 distribution [1] - 1259:7 divergence [1] - 1244:27</p>	<p>1244:27 diverse [1] - 1251:34 Doctor [2] - 1248:15, 1283:44 doctor [1] - 1244:23 domestic [56] - 1214:11, 1214:19, 1214:25, 1215:9, 1216:44, 1217:1, 1218:20, 1218:26, 1218:35, 1227:24, 1227:44, 1229:5, 1229:27, 1229:32, 1229:37, 1230:22, 1230:29, 1231:9, 1231:10, 1231:20, 1231:38, 1231:43, 1233:39, 1234:43, 1238:2, 1238:22, 1240:44, 1242:27, 1245:32, 1247:17, 1247:20, 1247:21, 1247:27, 1250:43, 1253:28, 1253:38, 1253:46, 1253:47, 1254:14, 1254:18, 1254:43, 1255:10, 1255:33, 1255:41, 1266:12, 1266:18, 1269:19, 1271:10, 1272:32, 1272:41, 1273:44, 1274:9, 1276:22, 1280:46, 1281:14, 1283:4 DOMESTIC [1] - 1210:12 Domestic [3] - 1230:2, 1237:16, 1247:11 dominate [1] - 1229:30 dominating [1] - 1248:3 domination [2] - 1232:6, 1236:7 domino [2] - 1230:42, 1241:37 done [23] - 1215:36, 1217:3, 1217:9, 1217:13, 1221:17, 1226:5, 1241:14, 1243:4, 1245:31, 1250:30, 1251:17, 1252:6, 1256:2, 1257:15, 1259:12, 1268:24, 1271:15, 1276:44, 1278:26, 1278:30, 1279:1, 1283:19, 1283:24 door [1] - 1224:1 doorstep [1] - 1226:11</p>	<p>dose [1] - 1282:5 doubling [1] - 1283:18 doubt [1] - 1284:13 Douglas [2] - 1237:21, 1237:30 Douglas's [1] - 1240:37 down [7] - 1222:29, 1226:44, 1226:47, 1233:27, 1245:11, 1264:13, 1279:6 Dr [28] - 1228:34, 1228:40, 1236:25, 1237:14, 1244:12, 1244:25, 1248:13, 1248:27, 1248:35, 1254:12, 1254:46, 1260:21, 1261:17, 1263:15, 1263:22, 1264:24, 1264:29, 1264:32, 1265:15, 1272:18, 1272:26, 1273:25, 1277:31, 1279:28, 1279:30, 1286:27 drafted [1] - 1213:8 drafting [1] - 1247:26 draw [4] - 1215:21, 1239:6, 1239:23, 1252:13 drawback [2] - 1236:29, 1243:28 drawing [1] - 1215:35 drawn [1] - 1223:19 drawn-out [1] - 1223:19 drew [13] - 1234:15, 1243:2, 1248:27, 1248:35, 1254:12, 1254:46, 1260:21, 1263:15, 1263:22, 1264:24, 1264:29, 1264:32, 1286:27 DREW [1] - 1248:31 drinking [1] - 1240:5 driven [1] - 1260:47 dropped [1] - 1247:19 drugs [1] - 1239:41 due [2] - 1231:14, 1240:26 duration [1] - 1223:4 during [2] - 1219:23, 1224:29 duties [2] - 1234:37, 1262:32 duty [1] - 1219:15 DV [9] - 1215:1, 1216:36, 1216:47, 1222:2, 1228:8, 1235:1, 1236:32,</p>
---	--	--	---	--

1242:6, 1257:9 DV-PAF [1] - 1236:32 DV-related [1] - 1216:36 DVO [2] - 1214:31, 1222:6 dynamics [5] - 1215:30, 1231:46, 1234:34, 1242:12, 1242:27	Elders [2] - 1269:5, 1278:47 electronic [1] - 1229:17 electronically [2] - 1251:20, 1251:33 elements [2] - 1236:34, 1284:32 eligible [2] - 1218:42, 1218:43 elsewhere [1] - 1247:23 email [1] - 1213:12 emanating [1] - 1253:24 embedding [1] - 1284:15 emerging [1] - 1250:1 emotional [2] - 1276:11, 1282:3 emotionally [1] - 1240:26 emotions [1] - 1274:16 empathy [1] - 1285:21 emphasis [1] - 1258:26 emphasise [2] - 1236:6, 1247:34 emphases [1] - 1242:34 employed [1] - 1225:12 employees [3] - 1225:21, 1225:28, 1283:38 employment [3] - 1213:28, 1267:42, 1279:9 empower [1] - 1270:44 empowered [1] - 1267:39 empowering [1] - 1270:35 empowerment [2] - 1270:45, 1277:9 enable [2] - 1241:20, 1241:44 enabled [1] - 1270:25 enables [7] - 1230:18, 1241:24, 1267:44, 1275:25, 1278:29, 1278:30, 1278:35 encompasses [1] - 1267:45 encounter [1] - 1222:27 encourages [2] - 1230:16, 1230:18	encouraging [3] - 1230:15, 1245:5, 1276:22 end [5] - 1222:11, 1244:14, 1257:25, 1278:15, 1278:25 enforcement [1] - 1248:46 engage [20] - 1214:17, 1218:10, 1222:12, 1224:4, 1242:29, 1250:40, 1259:17, 1259:33, 1259:34, 1261:6, 1261:36, 1261:45, 1263:7, 1271:28, 1271:39, 1274:12, 1274:30, 1274:36, 1275:24, 1275:25 engaged [4] - 1251:18, 1251:43, 1271:9, 1284:17 engagement [3] - 1245:3, 1249:4, 1267:10 engaging [3] - 1216:13, 1238:1, 1263:4 enslaving [1] - 1236:13 ensure [2] - 1252:2, 1252:10 ensuring [1] - 1282:46 enter [1] - 1283:1 entice [1] - 1275:28 entire [1] - 1255:12 entirely [2] - 1224:33, 1227:27 environment [2] - 1225:4, 1275:38 environments [2] - 1224:15, 1285:1 envisaging [1] - 1267:40 equals [1] - 1230:22 equivalent [2] - 1218:40, 1283:16 era [3] - 1231:9, 1239:36 Esplanade [1] - 1238:9 essence [2] - 1247:26, 1256:2 essential [1] - 1249:47 essentially [5] - 1218:41, 1224:5, 1236:44, 1244:28, 1270:23 establish [3] - 1219:9, 1219:24, 1233:8	established [2] - 1214:35, 1252:32 establishes [1] - 1219:21 establishment [1] - 1252:34 et [1] - 1223:4 evaluation [4] - 1236:40, 1244:42, 1252:11, 1265:40 evaluators [2] - 1271:9, 1271:28 event [1] - 1264:3 events [4] - 1250:21, 1258:41, 1280:39, 1282:4 everyday [1] - 1256:31 evidence [36] - 1214:7, 1218:28, 1218:47, 1219:17, 1219:21, 1219:24, 1220:5, 1220:32, 1222:4, 1223:2, 1223:30, 1224:25, 1226:17, 1226:30, 1228:14, 1235:15, 1238:31, 1238:38, 1238:40, 1239:32, 1240:27, 1241:45, 1244:27, 1250:1, 1250:47, 1260:34, 1261:17, 1274:41, 1274:43, 1275:37, 1276:15, 1282:15, 1282:16, 1286:5, 1286:34 evidential [1] - 1224:32 exacerbated [1] - 1253:41 exacerbates [1] - 1255:35 exactly [3] - 1215:44, 1227:28, 1276:44 EXAMINATION [10] - 1213:22, 1225:37, 1228:38, 1244:20, 1248:33, 1260:27, 1263:20, 1265:13, 1272:24, 1279:39 examinations [1] - 1265:34 examine [2] - 1212:8, 1275:18 example [16] - 1216:21, 1223:38, 1223:41, 1238:7, 1239:8, 1240:3, 1241:7, 1243:37, 1246:7, 1253:26,	1262:28, 1269:7, 1278:14, 1278:29, 1283:5 exceeding [1] - 1253:23 excellence [2] - 1255:9, 1257:9 excellent [1] - 1257:17 exclusively [2] - 1242:32, 1281:32 excuse [3] - 1227:41, 1240:46, 1283:42 excused [5] - 1228:27, 1248:13, 1248:15, 1264:30, 1279:28 exerted [1] - 1231:31 exhaustion [5] - 1253:39, 1253:42, 1254:36, 1255:35, 1261:30 exhibit [1] - 1286:30 EXHIBIT [1] - 1286:32 exhibited [1] - 1237:25 exhibiting [1] - 1254:19 exist [1] - 1276:34 existence [1] - 1225:18 existing [4] - 1215:22, 1216:32, 1220:38, 1267:27 expand [2] - 1214:13, 1272:42 expect [1] - 1245:26 expected [1] - 1261:20 expecting [2] - 1253:13, 1253:15 expediency [1] - 1227:6 expedient [2] - 1254:26, 1254:37 experience [26] - 1214:39, 1214:46, 1215:33, 1218:26, 1222:24, 1222:39, 1222:47, 1224:11, 1225:39, 1234:23, 1234:30, 1235:7, 1235:24, 1235:25, 1248:45, 1249:42, 1256:43, 1258:40, 1266:17, 1267:16, 1269:37, 1274:5, 1285:22 experienced [7] - 1223:5, 1226:34, 1249:41, 1258:42, 1275:34, 1281:4, 1281:10
E				
early [8] - 1249:14, 1253:18, 1254:21, 1264:4, 1264:7, 1264:16, 1271:27, 1283:29 easier [2] - 1233:24, 1233:25 easily [1] - 1257:39 easy [2] - 1217:6, 1286:19 education [1] - 1218:4 educational [1] - 1267:41 effect [12] - 1217:24, 1225:28, 1226:44, 1226:47, 1230:42, 1238:39, 1238:43, 1241:37, 1245:20, 1254:44, 1257:34, 1277:41 effective [4] - 1233:35, 1239:43, 1261:1, 1286:7 effectively [4] - 1256:18, 1264:21, 1270:20, 1270:21 effectiveness [2] - 1253:11, 1282:11 effects [1] - 1281:45 efficacy [1] - 1285:9 effort [1] - 1276:37 efforts [2] - 1250:25, 1284:8 eight [1] - 1225:19 either [14] - 1214:8, 1214:29, 1214:30, 1215:8, 1215:32, 1217:3, 1217:34, 1217:47, 1219:37, 1221:4, 1221:11, 1222:15, 1222:21, 1243:43 either/or [2] - 1241:5, 1278:10 elaborate [1] - 1266:20 elder [1] - 1278:31				

<p>experiences [6] - 1214:9, 1214:36, 1215:11, 1267:17, 1267:21, 1275:27</p> <p>experiencing [7] - 1249:33, 1251:29, 1253:41, 1254:24, 1255:17, 1257:27, 1271:33</p> <p>expert [9] - 1232:16, 1239:28, 1241:17, 1243:45, 1248:41, 1251:41, 1260:30, 1286:26</p> <p>expertise [5] - 1243:47, 1244:6, 1245:34, 1251:44, 1251:45</p> <p>experts [3] - 1244:3, 1251:15, 1251:18</p> <p>explain [8] - 1216:45, 1220:45, 1226:1, 1229:40, 1237:18, 1239:43, 1269:24, 1285:14</p> <p>explanatory [2] - 1230:24, 1236:17</p> <p>explicit [1] - 1230:9</p> <p>explicitly [1] - 1247:28</p> <p>exponentially [1] - 1269:45</p> <p>exposed [6] - 1270:25, 1281:22, 1282:4, 1282:6, 1282:8, 1284:34</p> <p>exposure [7] - 1273:43, 1280:38, 1280:40, 1281:19, 1281:44, 1281:45, 1281:46</p> <p>exposures [1] - 1282:1</p> <p>express [1] - 1257:38</p> <p>expressed [6] - 1221:18, 1221:38, 1222:36, 1235:3, 1235:23, 1243:8</p> <p>expressing [1] - 1221:22</p> <p>expression [1] - 1277:4</p> <p>extended [2] - 1246:26, 1266:35</p> <p>extension [1] - 1246:30</p> <p>extent [7] - 1218:25, 1224:38, 1231:7, 1236:11, 1246:8, 1246:13, 1246:46</p> <p>external [9] - 1251:18,</p>	<p>1255:25, 1255:39, 1256:22, 1256:24, 1259:20, 1259:27, 1259:29, 1260:5</p> <p>externally [1] - 1262:6</p> <p>extreme [2] - 1260:45, 1262:29</p> <p>extremely [1] - 1240:25</p>	<p>familiar [1] - 1269:42</p> <p>families [3] - 1267:11, 1269:4, 1269:46</p> <p>family [47] - 1214:12, 1214:19, 1214:28, 1223:13, 1227:24, 1227:45, 1227:47, 1229:5, 1229:29, 1231:39, 1235:31, 1236:26, 1246:26, 1246:29, 1246:33, 1253:28, 1254:1, 1254:14, 1254:18, 1254:43, 1255:10, 1255:33, 1255:41, 1265:42, 1266:13, 1266:35, 1268:17, 1268:47, 1269:2, 1269:14, 1269:16, 1269:19, 1270:25, 1271:10, 1272:32, 1272:41, 1273:1, 1273:44, 1274:9, 1275:47, 1276:23, 1280:46, 1281:7, 1281:14, 1283:5</p> <p>Family [3] - 1230:2, 1237:16, 1247:12</p> <p>FAMILY [1] - 1210:12</p> <p>far [4] - 1222:5, 1224:6, 1231:43, 1256:22</p> <p>faring [1] - 1284:11</p> <p>FASD [1] - 1240:39</p> <p>Fathers [1] - 1212:2</p> <p>fatigue [11] - 1250:39, 1250:41, 1251:11, 1254:6, 1255:44, 1259:3, 1259:6, 1280:34, 1281:41, 1283:41, 1284:4</p> <p>fatiguing [1] - 1253:39</p> <p>favourably [1] - 1271:8</p> <p>fear [4] - 1226:42, 1229:31, 1236:34, 1276:3</p> <p>fearful [1] - 1259:39</p> <p>feast [1] - 1212:47</p> <p>February [1] - 1232:42</p> <p>Federal [1] - 1280:15</p> <p>feed [1] - 1216:16</p> <p>fellow [1] - 1228:44</p> <p>felt [1] - 1234:7</p> <p>female [2] - 1272:37, 1274:29</p> <p>females [2] - 1272:47, 1273:2</p> <p>few [1] - 1263:32</p> <p>field [4] - 1248:41,</p>	<p>1257:47, 1258:2, 1282:28</p> <p>fight [3] - 1238:15, 1240:45, 1245:10</p> <p>fighting [1] - 1238:8</p> <p>fight [6] - 1229:46, 1231:11, 1238:26, 1240:42, 1242:30, 1245:8</p> <p>figure [3] - 1221:36, 1232:14, 1241:18</p> <p>figuring [1] - 1216:2</p> <p>filtered [1] - 1222:29</p> <p>final [3] - 1224:13, 1242:3, 1243:33</p> <p>finalise [2] - 1212:25, 1212:28</p> <p>finally [2] - 1276:28, 1281:26</p> <p>findings [3] - 1233:9, 1267:7, 1281:20</p> <p>fine [2] - 1244:23, 1283:45</p> <p>fire [1] - 1280:18</p> <p>firmly [1] - 1244:5</p> <p>first [27] - 1213:17, 1214:46, 1215:9, 1215:25, 1215:42, 1215:47, 1217:44, 1223:28, 1226:22, 1229:42, 1233:34, 1237:13, 1239:21, 1241:40, 1248:1, 1248:2, 1250:9, 1253:15, 1253:27, 1258:2, 1265:3, 1266:8, 1266:9, 1272:28, 1274:27, 1276:16, 1284:22</p> <p>First [26] - 1226:3, 1226:30, 1227:43, 1230:39, 1231:38, 1234:47, 1235:4, 1235:6, 1235:25, 1237:8, 1237:18, 1245:46, 1246:2, 1272:29, 1272:31, 1272:39, 1273:27, 1273:45, 1274:2, 1274:3, 1274:29, 1274:35, 1275:3, 1275:18, 1275:43, 1277:36</p> <p>firstly [5] - 1214:23, 1219:47, 1220:45, 1249:30, 1280:38</p> <p>fits [4] - 1258:16, 1269:1, 1269:27, 1285:37</p> <p>Fitzgerald [1] -</p>	<p>1237:21</p> <p>Fitzgerald's [1] - 1237:30</p> <p>five [7] - 1216:36, 1220:34, 1238:19, 1239:19, 1240:10, 1254:28, 1262:8</p> <p>fixed [1] - 1212:20</p> <p>flag [1] - 1264:9</p> <p>flagged [1] - 1219:35</p> <p>flow [1] - 1217:18</p> <p>flow-on [1] - 1217:18</p> <p>fluctuate [1] - 1222:27</p> <p>focus [10] - 1213:12, 1234:30, 1246:28, 1254:16, 1258:32, 1258:34, 1258:37, 1267:10, 1272:4, 1281:32</p> <p>focused [5] - 1236:1, 1249:15, 1269:26, 1269:27, 1269:28</p> <p>focusing [1] - 1283:30</p> <p>foetal [4] - 1239:2, 1240:31, 1240:34, 1241:1</p> <p>fold [1] - 1257:15</p> <p>follow [5] - 1218:5, 1224:9, 1251:37, 1252:21, 1252:30</p> <p>follow-on [1] - 1252:21</p> <p>follow-up [1] - 1252:30</p> <p>followed [1] - 1237:21</p> <p>following [1] - 1212:27</p> <p>FOLLOWS [2] - 1211:1, 1211:46</p> <p>footage [8] - 1215:8, 1215:13, 1215:15, 1218:29, 1225:40, 1225:42, 1225:46, 1226:5</p> <p>Force [1] - 1280:15</p> <p>force [2] - 1273:4, 1273:7</p> <p>forget [1] - 1258:35</p> <p>forgetting [2] - 1257:14, 1261:1</p> <p>form [5] - 1217:29, 1220:23, 1229:17, 1239:35, 1253:21</p> <p>formal [1] - 1217:5</p> <p>forms [7] - 1236:7, 1239:11, 1239:20, 1239:34, 1239:35, 1261:3, 1261:12</p> <p>formulaic [2] - 1230:16, 1237:23</p>
F				
<p>fabrication [1] - 1216:4</p> <p>face [9] - 1242:47, 1243:10, 1243:14, 1243:19, 1269:29</p> <p>face-to-face [4] - 1242:47, 1243:10, 1243:14, 1243:19</p> <p>facilities [1] - 1275:17</p> <p>facing [1] - 1256:46</p> <p>fact [14] - 1216:2, 1216:38, 1220:24, 1222:11, 1229:25, 1230:14, 1231:20, 1233:9, 1234:21, 1239:45, 1245:1, 1250:8, 1250:16, 1256:23</p> <p>factor [6] - 1226:27, 1255:4, 1255:22, 1255:39, 1280:40, 1283:11</p> <p>factors [23] - 1217:37, 1218:27, 1238:46, 1242:4, 1251:3, 1251:6, 1251:37, 1252:24, 1253:25, 1253:33, 1254:33, 1254:38, 1258:36, 1259:14, 1262:20, 1264:1, 1264:11, 1281:3, 1281:27, 1281:34, 1281:36, 1282:32</p> <p>failings [1] - 1271:17</p> <p>failure [2] - 1234:16, 1234:29</p> <p>fair [12] - 1223:47, 1228:13, 1246:45, 1256:24, 1256:29, 1256:35, 1256:36, 1256:46, 1260:33, 1260:38, 1285:1</p> <p>fairly [3] - 1218:23, 1220:9, 1233:43</p> <p>fairness [2] - 1215:44, 1224:36</p> <p>fall [1] - 1281:26</p>				

<p>fortnightly [1] - 1276:42</p> <p>forward [3] - 1262:18, 1264:22, 1276:22</p> <p>foster [1] - 1282:47</p> <p>foundation [1] - 1253:2</p> <p>four [1] - 1254:28</p> <p>fourth [1] - 1233:18</p> <p>framework [8] - 1244:43, 1245:38, 1268:42, 1269:12, 1270:46, 1271:13, 1271:20, 1285:38</p> <p>frameworks [5] - 1269:7, 1269:32, 1269:39, 1270:4, 1270:37</p> <p>framing [1] - 1247:29</p> <p>free [1] - 1254:30</p> <p>frequently [2] - 1222:26, 1223:43</p> <p>Friday [3] - 1210:40, 1212:25, 1212:35</p> <p>front [3] - 1233:24, 1263:4, 1275:9</p> <p>frontline [2] - 1257:44, 1262:32</p> <p>froze [1] - 1283:42</p> <p>frustrated [1] - 1224:9</p> <p>frustrating [1] - 1231:3</p> <p>frustration [4] - 1235:3, 1261:27, 1261:29, 1261:38</p> <p>fulsome [1] - 1215:37</p> <p>function [2] - 1244:29, 1283:15</p> <p>fundamental [2] - 1262:34, 1271:41</p> <p>fundamentally [1] - 1231:19</p> <p>funded [3] - 1232:19, 1232:33, 1247:32</p> <p>funding [3] - 1227:11, 1246:17, 1246:19</p> <p>furniture [1] - 1273:13</p> <p>future [3] - 1267:39, 1267:43, 1284:9</p>	<p>1222:37, 1234:37, 1234:40, 1234:43, 1281:6, 1281:13</p> <p>generally [13] - 1215:47, 1217:31, 1218:1, 1218:10, 1221:33, 1223:1, 1223:44, 1224:5, 1224:40, 1224:44, 1224:47, 1226:24, 1226:31</p> <p>genuinely [1] - 1245:22</p> <p>geographical [1] - 1233:6</p> <p>geographically [1] - 1251:34</p> <p>George [1] - 1210:35</p> <p>girls [1] - 1273:43</p> <p>gist [1] - 1212:6</p> <p>given [9] - 1219:44, 1231:45, 1233:23, 1238:22, 1240:29, 1263:14, 1263:22, 1283:36, 1284:6</p> <p>government [8] - 1245:38, 1269:41, 1272:4, 1276:20, 1276:37, 1276:43, 1277:16, 1280:13</p> <p>graduated [1] - 1213:24</p> <p>grant [4] - 1218:36, 1218:40, 1227:15, 1252:47</p> <p>grants [3] - 1218:39, 1227:17, 1227:18</p> <p>gratuitous [3] - 1216:13, 1216:29, 1224:19</p> <p>great [1] - 1256:14</p> <p>Griffith [2] - 1228:44, 1249:21</p> <p>group [13] - 1233:14, 1245:19, 1271:29, 1273:23, 1274:44, 1276:36, 1276:37, 1277:5, 1277:19, 1283:30, 1285:18, 1285:46, 1286:5</p> <p>groups [9] - 1234:30, 1234:36, 1235:13, 1235:16, 1246:14, 1246:21, 1267:8, 1278:7</p> <p>guess [12] - 1215:25, 1218:40, 1246:25, 1251:4, 1254:5, 1255:29, 1257:20, 1257:35, 1260:11,</p>	<p>1262:6, 1262:31, 1263:39</p> <p>guesses [1] - 1253:6</p> <p>guidance [5] - 1232:17, 1232:25, 1232:29, 1234:8, 1261:19</p> <p>guidelines [8] - 1232:27, 1241:16, 1245:6, 1245:27, 1245:35, 1260:36, 1262:5, 1282:14</p> <p>guilty [2] - 1218:20, 1219:1</p> <p>Gulf [1] - 1237:35</p> <p>gun [1] - 1260:13</p>	<p>1263:22, 1263:31, 1264:2, 1267:29, 1267:30, 1267:37, 1275:46, 1279:45, 1280:2, 1282:38, 1282:39, 1283:25, 1283:26, 1283:38, 1284:7, 1284:13, 1285:32, 1285:41, 1285:43</p> <p>hear [4] - 1226:40, 1265:15, 1279:41, 1283:44</p> <p>heard [9] - 1212:28, 1220:47, 1230:40, 1250:42, 1258:1, 1260:34, 1261:18, 1275:37, 1279:4</p> <p>HEARING [2] - 1211:1, 1211:46</p> <p>hearing [7] - 1212:28, 1212:45, 1218:36, 1219:3, 1219:7, 1223:2, 1223:11</p> <p>hearings [2] - 1212:24, 1212:26</p> <p>Heather [2] - 1228:34, 1240:37</p> <p>HEATHER [1] - 1228:36</p> <p>heavily [1] - 1243:3</p> <p>held [3] - 1256:1, 1256:3, 1276:45</p> <p>help [19] - 1213:11, 1218:14, 1241:17, 1247:36, 1251:18, 1259:33, 1259:34, 1259:43, 1259:47, 1260:3, 1260:17, 1261:11, 1262:44, 1264:19, 1266:27, 1274:11, 1278:33, 1280:7, 1282:7</p> <p>helped [1] - 1225:25</p> <p>helpful [4] - 1236:31, 1244:45, 1246:44, 1276:24</p> <p>helping [1] - 1267:1</p> <p>helps [1] - 1252:8</p> <p>HER [1] - 1210:19</p> <p>hesitancy [1] - 1260:3</p> <p>hesitate [1] - 1231:7</p> <p>hesitation [1] - 1245:9</p> <p>hierarchical [2] - 1258:9, 1285:19</p> <p>hierarchy [1] - 1236:4</p> <p>high [13] - 1218:23, 1218:24, 1236:46, 1239:36, 1240:41, 1241:2, 1250:3,</p>	<p>1254:24, 1257:18, 1270:6, 1274:7, 1274:28, 1280:43</p> <p>high-risk [3] - 1236:46, 1270:6, 1280:43</p> <p>higher [5] - 1235:11, 1250:18, 1258:10, 1281:5, 1284:3</p> <p>highlighting [1] - 1285:7</p> <p>highly [4] - 1239:38, 1242:28, 1242:29, 1245:17</p> <p>hill [1] - 1243:4</p> <p>Hillard [4] - 1225:35, 1244:16, 1260:25, 1272:22</p> <p>HILLARD [10] - 1225:37, 1228:18, 1244:18, 1244:20, 1248:6, 1260:27, 1263:11, 1272:24, 1277:28, 1286:13</p> <p>historical [1] - 1262:7</p> <p>historical [3] - 1234:46, 1235:5, 1275:27</p> <p>historically [2] - 1283:41, 1284:1</p> <p>history [1] - 1274:44</p> <p>hits [1] - 1278:15</p> <p>hitting [1] - 1284:9</p> <p>hold [1] - 1267:9</p> <p>holding [3] - 1235:11, 1268:16, 1270:30</p> <p>holistic [16] - 1242:41, 1242:45, 1251:6, 1263:30, 1263:31, 1267:8, 1267:25, 1267:44, 1268:26, 1268:40, 1268:46, 1269:12, 1269:20, 1275:11, 1276:17, 1279:17</p> <p>home [1] - 1277:41</p> <p>homeless [2] - 1270:20, 1270:23</p> <p>homicide [1] - 1273:26</p> <p>homicides [1] - 1272:29</p> <p>honest [2] - 1232:4, 1246:39</p> <p>HONOUR [1] - 1210:19</p> <p>Honour [1] - 1279:25</p> <p>hope [3] - 1213:12, 1282:7, 1284:12</p> <p>hopefully [1] - 1225:4</p>
H				
	<p>half [1] - 1212:26</p> <p>hand [2] - 1281:17, 1282:40</p> <p>hands [1] - 1261:40</p> <p>harboured [1] - 1267:4</p> <p>harm [8] - 1250:32, 1251:8, 1255:26, 1259:1, 1259:4, 1262:33, 1264:13, 1270:41</p> <p>harmed [3] - 1255:36, 1269:13, 1269:15</p> <p>head [23] - 1228:4, 1228:10, 1228:12, 1240:41, 1273:21, 1273:23, 1273:27, 1273:28, 1273:30, 1273:34, 1273:41, 1273:44, 1274:1, 1274:5, 1274:7, 1274:20, 1274:21, 1274:29, 1274:35, 1274:38, 1274:44, 1275:19, 1277:22</p> <p>heading [2] - 1233:28, 1281:43</p> <p>healing [2] - 1267:10, 1267:44</p> <p>health [43] - 1240:47, 1249:15, 1249:16, 1250:4, 1250:8, 1250:23, 1250:25, 1251:23, 1252:28, 1252:29, 1252:45, 1253:3, 1255:46, 1258:39, 1259:40, 1261:25, 1261:46, 1262:8, 1262:10, 1262:16, 1262:25, 1262:39, 1263:8,</p>			
G				
<p>gathers [1] - 1239:23</p> <p>gender [2] - 1242:12, 1258:15</p> <p>gendered [3] - 1242:27, 1242:29, 1265:22</p> <p>genders [1] - 1285:19</p> <p>general [7] - 1221:23,</p>				

<p>hospital [4] - 1275:26, 1275:42, 1277:22, 1278:16</p> <p>hospitalised [5] - 1272:40, 1272:47, 1273:1, 1273:4, 1273:28</p> <p>hospitals [1] - 1275:28</p> <p>host [1] - 1282:42</p> <p>hour [1] - 1243:24</p> <p>hours [1] - 1254:28</p> <p>house [2] - 1270:18, 1270:19</p> <p>household [3] - 1269:5, 1269:6, 1269:10</p> <p>households [1] - 1269:3</p> <p>housing [1] - 1270:17</p> <p>Housing [1] - 1270:17</p> <p>hub [1] - 1227:38</p> <p>human [8] - 1236:19, 1253:23, 1259:25, 1261:2, 1261:4, 1261:5, 1261:13, 1262:40</p> <p>Hunter [4] - 1212:33, 1212:37, 1212:44, 1279:23</p> <p>HUNTER [3] - 1228:25, 1248:11, 1264:27</p>	<p>1245:6, 1253:44, 1257:16</p> <p>ignoring [1] - 1261:23</p> <p>ill [1] - 1257:37</p> <p>ill-treated [1] - 1257:37</p> <p>illness [1] - 1212:42</p> <p>imagine [1] - 1223:36</p> <p>imaging [1] - 1275:23</p> <p>immediacy [1] - 1241:23</p> <p>immediate [4] - 1241:20, 1247:2, 1247:3, 1274:14</p> <p>immediately [2] - 1217:16, 1260:13</p> <p>imminent [1] - 1270:40</p> <p>impact [19] - 1237:4, 1250:47, 1251:7, 1251:28, 1251:29, 1253:40, 1254:7, 1254:22, 1254:30, 1256:38, 1257:10, 1258:32, 1259:41, 1261:4, 1261:5, 1266:33, 1266:34, 1274:10, 1274:30</p> <p>impactful [2] - 1250:34, 1252:25</p> <p>impacting [5] - 1253:4, 1253:47, 1258:16, 1259:4, 1264:2</p> <p>impacts [4] - 1251:3, 1255:31, 1261:26, 1284:45</p> <p>implementation [1] - 1284:18</p> <p>Implementation [1] - 1265:40</p> <p>implemented [1] - 1271:5</p> <p>implementing [1] - 1255:7</p> <p>implications [1] - 1238:43</p> <p>importance [5] - 1271:25, 1273:41, 1282:46, 1284:24, 1285:13</p> <p>important [24] - 1221:37, 1227:34, 1232:18, 1241:15, 1241:21, 1242:20, 1243:10, 1243:15, 1244:8, 1246:44, 1251:23, 1252:29, 1257:43, 1258:19, 1269:30, 1271:24,</p>	<p>1271:44, 1272:2, 1275:13, 1281:35, 1283:1, 1283:6, 1283:11, 1284:32</p> <p>importantly [1] - 1277:21</p> <p>improve [2] - 1269:36, 1282:30</p> <p>improved [1] - 1269:30</p> <p>improvements [1] - 1252:13</p> <p>improves [1] - 1244:34</p> <p>improving [3] - 1224:16, 1249:16, 1250:25</p> <p>impulse [1] - 1240:39</p> <p>IN [1] - 1211:1</p> <p>in-depth [1] - 1265:34</p> <p>inadvertently [3] - 1216:18, 1221:38, 1242:23</p> <p>inappropriate [3] - 1230:43, 1231:5, 1239:47</p> <p>inappropriately [1] - 1245:17</p> <p>incidence [1] - 1274:7</p> <p>incident [13] - 1221:27, 1226:18, 1228:8, 1230:15, 1231:30, 1231:42, 1237:24, 1240:13, 1241:11, 1254:38, 1281:44, 1281:46, 1282:17</p> <p>incident-based [2] - 1230:15, 1237:24</p> <p>incidents [12] - 1215:10, 1216:37, 1229:36, 1233:37, 1233:39, 1250:11, 1250:21, 1250:32, 1253:28, 1253:38, 1254:43, 1255:37</p> <p>include [6] - 1236:36, 1236:37, 1239:21, 1240:39, 1253:22, 1280:45</p> <p>includes [1] - 1275:13</p> <p>including [6] - 1217:46, 1228:9, 1232:21, 1233:36, 1257:20, 1280:14</p> <p>incompatible [1] - 1253:24</p> <p>inconsistency [2] - 1260:35</p> <p>incontrovertible [2] -</p>	<p>1218:30, 1218:47</p> <p>incorporating [1] - 1235:35</p> <p>increase [3] - 1269:44, 1281:10, 1281:24</p> <p>increased [9] - 1241:45, 1242:17, 1249:38, 1257:28, 1269:28, 1269:34, 1269:43, 1274:34, 1284:13</p> <p>increases [1] - 1269:47</p> <p>increasing [1] - 1250:47</p> <p>increasingly [3] - 1250:19, 1256:42, 1281:34</p> <p>incredibly [2] - 1240:6, 1266:28</p> <p>indeed [1] - 1223:13</p> <p>INDEPENDENT [1] - 1210:11</p> <p>independent [1] - 1280:2</p> <p>indicate [5] - 1212:24, 1213:5, 1221:41, 1250:1, 1284:5</p> <p>indicated [2] - 1231:34, 1280:43</p> <p>indication [4] - 1212:11, 1218:18, 1235:12, 1249:35</p> <p>indicator [1] - 1236:5</p> <p>indicators [7] - 1235:36, 1235:43, 1235:46, 1236:1, 1236:41, 1239:19, 1264:10</p> <p>indictable [1] - 1227:19</p> <p>Indigenous [25] - 1265:38, 1266:10, 1266:24, 1266:26, 1266:29, 1266:47, 1267:8, 1267:13, 1268:29, 1268:32, 1268:33, 1268:34, 1269:2, 1269:41, 1271:19, 1271:20, 1271:21, 1271:22, 1271:44, 1271:47, 1272:47, 1273:2, 1273:6, 1278:47</p> <p>individual [10] - 1236:13, 1255:11, 1255:43, 1257:9, 1257:26, 1281:3, 1281:30, 1281:33, 1282:30, 1285:47</p>	<p>individual's [1] - 1282:31</p> <p>individuals [4] - 1258:37, 1278:42, 1280:7, 1281:18</p> <p>induction [1] - 1282:47</p> <p>ineffective [1] - 1240:1</p> <p>inevitability [1] - 1220:17</p> <p>inevitable [1] - 1258:38</p> <p>inevitably [9] - 1217:29, 1218:31, 1220:21, 1238:41, 1238:44, 1239:15, 1264:17, 1268:7, 1268:8</p> <p>inexperienced [1] - 1233:38</p> <p>infer [2] - 1214:39, 1217:7</p> <p>inflict [1] - 1273:11</p> <p>inflicted [1] - 1241:33</p> <p>influence [2] - 1258:9, 1258:11</p> <p>influences [1] - 1257:45</p> <p>influential [1] - 1250:33</p> <p>inform [2] - 1216:33, 1219:32</p> <p>information [16] - 1212:6, 1215:4, 1215:18, 1223:40, 1243:14, 1251:26, 1251:34, 1251:46, 1252:2, 1262:26, 1269:29, 1269:35, 1269:36, 1269:40, 1270:29, 1283:9</p> <p>informed [9] - 1267:37, 1282:41, 1284:24, 1284:25, 1284:30, 1284:35, 1284:39, 1284:44, 1285:5</p> <p>informs [1] - 1215:30</p> <p>inhouse [1] - 1227:20</p> <p>initial [8] - 1217:25, 1217:26, 1217:42, 1224:17, 1224:29, 1241:40, 1253:15, 1271:45</p> <p>initiatives [5] - 1252:10, 1252:15, 1252:35, 1259:10, 1264:20</p> <p>injured [3] - 1230:34,</p>
I				
<p>idea [4] - 1220:38, 1221:28, 1254:6, 1282:5</p> <p>identified [14] - 1214:37, 1215:16, 1219:43, 1233:14, 1233:30, 1236:30, 1237:7, 1251:11, 1253:19, 1253:33, 1258:4, 1264:4, 1280:38, 1281:3</p> <p>identifies [1] - 1266:16</p> <p>identify [14] - 1215:16, 1216:5, 1217:3, 1232:17, 1233:16, 1234:37, 1242:5, 1245:4, 1251:26, 1262:19, 1263:47, 1266:8, 1278:42, 1283:14</p> <p>identifying [8] - 1214:47, 1225:5, 1229:4, 1235:36,</p>				

<p>1230:35, 1247:34 injuries [32] - 1228:5, 1228:9, 1228:10, 1228:12, 1236:37, 1240:21, 1240:41, 1241:32, 1267:32, 1270:14, 1273:11, 1273:21, 1273:22, 1273:23, 1273:27, 1273:29, 1273:30, 1273:34, 1273:38, 1273:42, 1274:5, 1274:8, 1274:20, 1274:29, 1274:36, 1274:39, 1274:44, 1275:4, 1275:20, 1277:23 injury [10] - 1216:22, 1231:29, 1231:36, 1263:41, 1273:44, 1274:2, 1274:16, 1274:21, 1275:8, 1277:22 injustice [1] - 1247:7 innovation [1] - 1259:13 innovations [1] - 1264:16 innovative [1] - 1259:11 inoculation [1] - 1282:5 inquests [1] - 1265:35 INQUIRIES [1] - 1256:8 INQUIRY [1] - 1210:11 inroads [1] - 1260:4 inside [1] - 1255:28 insight [1] - 1234:33 instance [8] - 1222:35, 1223:17, 1241:40, 1251:2, 1263:46, 1270:24, 1285:41 instances [1] - 1216:12 Institute [2] - 1228:45, 1249:21 institution [1] - 1268:14 instrument [1] - 1279:13 insufficient [3] - 1234:39, 1255:2, 1257:3 integrated [11] - 1265:33, 1265:41, 1269:19, 1269:31, 1269:39, 1270:4, 1270:36, 1271:10, 1271:17, 1271:20,</p>	<p>1277:16 intended [4] - 1229:34, 1230:25, 1231:2 intense [3] - 1255:27, 1255:32, 1261:39 intensity [1] - 1285:33 intent [4] - 1224:27, 1230:10, 1230:23, 1231:5 interact [8] - 1216:33, 1221:18, 1251:7, 1253:47, 1256:18, 1261:9, 1261:10, 1284:38 interacting [1] - 1225:1 interaction [7] - 1215:1, 1215:28, 1215:32, 1217:27, 1220:7, 1220:17, 1223:28 interactions [7] - 1214:11, 1214:18, 1214:37, 1215:9, 1216:47, 1224:29 interagency [1] - 1236:46 interest [4] - 1213:11, 1252:45, 1281:43, 1282:10 interested [1] - 1229:45 interestingly [1] - 1254:31 interests [3] - 1246:33, 1277:7, 1285:27 internal [7] - 1255:24, 1257:6, 1259:25, 1259:26, 1259:29, 1260:5, 1262:39 internally [2] - 1259:25, 1262:6 internationally [2] - 1242:30, 1247:46 interpret [1] - 1254:5 interpreted [3] - 1247:33, 1247:45, 1247:47 interpreters [3] - 1234:16, 1234:18, 1234:29 interrogatory [1] - 1216:12 interrupt [1] - 1236:22 interrupted [1] - 1239:13 intersect [1] - 1266:26 intersections [1] -</p>	<p>1266:25 intervene [1] - 1253:10 intervening [1] - 1235:4 intervention [6] - 1247:3, 1247:7, 1247:9, 1259:30, 1283:30, 1285:33 interventions [12] - 1252:3, 1252:10, 1252:14, 1252:35, 1253:11, 1258:17, 1258:22, 1258:27, 1258:30, 1258:34, 1258:41, 1259:10 interview [1] - 1216:11 interviewed [1] - 1234:22 interviewing [1] - 1232:38 interviews [3] - 1235:17, 1242:5, 1251:38 intimate [1] - 1246:25 intimate [4] - 1229:28, 1246:28, 1246:29, 1246:35 intimidating [2] - 1276:25, 1276:26 intimidation [1] - 1236:35 INTO [1] - 1210:11 introduced [1] - 1216:15 introducing [1] - 1264:15 introduction [4] - 1229:45, 1230:26, 1231:1, 1237:40 invest [1] - 1254:31 investigate [3] - 1232:1, 1244:38, 1245:15 investigating [1] - 1222:25 investigation [12] - 1221:31, 1221:32, 1222:1, 1222:4, 1232:10, 1233:35, 1234:6, 1234:11, 1241:24, 1244:34, 1254:15, 1256:30 investigations [2] - 1235:26, 1241:45 investigators [2] - 1223:24, 1223:26 investing [1] - 1252:35 investment [1] -</p>	<p>1263:35 invidious [1] - 1241:10 invited [2] - 1272:7, 1272:9 involve [3] - 1217:45, 1224:44, 1273:15 involved [16] - 1232:37, 1239:24, 1239:37, 1242:40, 1242:47, 1243:18, 1243:23, 1244:30, 1253:44, 1258:26, 1265:31, 1266:39, 1266:42, 1269:38, 1272:32, 1279:8 involvement [2] - 1246:14, 1276:30 involves [1] - 1239:22 involving [1] - 1217:1 Ipswich [1] - 1224:26 irrespective [1] - 1270:39 Isa [6] - 1212:26, 1225:17, 1237:33, 1237:34, 1240:3, 1246:9 Island [1] - 1225:16 Islander [20] - 1213:29, 1213:45, 1214:4, 1224:18, 1224:46, 1231:35, 1237:26, 1237:31, 1237:45, 1237:47, 1238:27, 1238:28, 1239:9, 1245:19, 1246:6, 1246:15, 1265:43, 1266:17, 1269:23, 1271:40 isolated [2] - 1276:2, 1277:12 issue [28] - 1214:43, 1221:21, 1221:22, 1221:24, 1224:19, 1226:22, 1229:21, 1231:19, 1234:4, 1234:15, 1234:19, 1234:33, 1234:39, 1234:45, 1235:10, 1235:21, 1240:2, 1240:38, 1246:24, 1247:30, 1255:45, 1258:22, 1259:4, 1259:37, 1261:37, 1266:16, 1277:14, 1283:15 issues [37] - 1213:10, 1214:38, 1216:8, 1216:30, 1220:14, 1231:15, 1231:18,</p>	<p>1233:13, 1234:41, 1236:30, 1239:3, 1239:14, 1240:47, 1241:8, 1243:30, 1250:4, 1252:8, 1258:14, 1258:18, 1259:32, 1259:40, 1260:10, 1260:15, 1260:36, 1265:47, 1267:23, 1267:29, 1267:30, 1267:37, 1268:2, 1268:3, 1268:7, 1277:45, 1282:38, 1283:38, 1284:7, 1284:14 itself [15] - 1215:15, 1216:6, 1219:8, 1220:26, 1226:7, 1229:24, 1230:4, 1231:5, 1243:36, 1250:12, 1250:35, 1257:10, 1273:9, 1274:23, 1285:28</p>
J				
<p>Jacqueline [1] - 1248:27 JACQUELINE [1] - 1248:31 Janet [1] - 1249:11 January [1] - 1232:42 jerk [1] - 1262:43 Jess [1] - 1243:4 job [10] - 1245:21, 1249:43, 1253:22, 1253:24, 1254:8, 1254:22, 1254:27, 1255:43, 1259:41, 1281:24 jobs [4] - 1254:24, 1259:7, 1261:21 journey [1] - 1283:32 JUDGE [1] - 1210:19 judgment [1] - 1283:10 Judy [1] - 1268:7 July [4] - 1210:40, 1229:12, 1249:20, 1280:24 junior [3] - 1215:33, 1257:36, 1258:5 jurisdiction [2] - 1213:39, 1241:44 Justice [1] - 1265:39 justice [16] - 1237:9, 1237:17, 1241:38, 1246:1, 1246:14, 1246:21, 1246:24, 1246:40, 1256:32,</p>				

1256:33, 1256:38, 1256:44, 1256:45, 1266:11, 1268:3, 1268:14	1257:2, 1268:30 laid [3] - 1226:2, 1241:32, 1241:41 Land [1] - 1210:34 Langton [3] - 1239:8, 1239:13, 1239:19 language [1] - 1242:29 LAQ [1] - 1218:39 large [6] - 1218:25, 1230:44, 1231:7, 1233:37, 1251:33, 1252:17 largely [3] - 1223:45, 1231:14, 1245:2 last [8] - 1226:23, 1227:42, 1240:13, 1242:10, 1252:39, 1258:26, 1261:44, 1263:32 lastly [1] - 1285:12 late [1] - 1257:28 lately [1] - 1226:28 latest [2] - 1272:34, 1272:35 latter [1] - 1224:11 law [17] - 1213:24, 1213:35, 1214:23, 1214:28, 1227:46, 1227:47, 1229:5, 1230:8, 1230:11, 1248:45, 1265:19, 1278:25, 1278:27, 1278:35, 1279:12 Law [1] - 1213:44 lawyer [1] - 1219:15 lawyers [2] - 1219:37, 1241:35 lay [1] - 1232:8 layer [1] - 1257:40 layers [1] - 1267:20 lead [7] - 1217:29, 1224:36, 1229:1, 1254:25, 1254:27, 1254:35, 1264:12 leaders [4] - 1256:36, 1258:8, 1263:47, 1278:47 leadership [3] - 1257:40, 1263:46, 1281:36 leading [3] - 1218:6, 1241:38, 1253:39 leads [3] - 1255:23, 1261:29, 1261:38 leap [1] - 1262:18 learning [2] - 1243:13, 1243:25 least [11] - 1216:40, 1217:11, 1219:16,	1221:7, 1223:32, 1226:25, 1231:43, 1241:9, 1249:34, 1269:18, 1283:35 leave [4] - 1212:3, 1212:12, 1238:37, 1263:16 leaving [1] - 1238:32 lecturer [1] - 1249:21 led [3] - 1229:44, 1241:46, 1258:37 left [3] - 1216:2, 1268:9, 1270:18 Legal [5] - 1213:29, 1213:45, 1227:14, 1227:15, 1260:31 legal [16] - 1214:3, 1214:9, 1214:14, 1218:9, 1220:15, 1220:19, 1227:36, 1238:3, 1239:42, 1245:20, 1245:22, 1246:6, 1246:7, 1247:7, 1247:35, 1247:37 legislation [20] - 1229:24, 1230:4, 1230:9, 1230:24, 1230:36, 1230:43, 1231:1, 1231:5, 1231:6, 1231:9, 1231:13, 1231:44, 1236:16, 1236:20, 1237:23, 1240:44, 1241:19, 1247:12, 1247:26, 1247:29 legislative [1] - 1231:9 legislators [2] - 1230:10, 1231:3 legitimate [1] - 1224:37 length [1] - 1222:15 less [11] - 1222:46, 1226:23, 1227:5, 1263:44, 1273:14, 1276:24, 1276:26, 1277:11, 1281:4, 1281:10, 1283:39 lessened [1] - 1254:39 level [8] - 1217:11, 1245:2, 1246:36, 1249:38, 1249:43, 1254:36, 1269:18, 1283:21 Level [1] - 1210:35 levels [8] - 1233:7, 1239:36, 1240:29, 1240:41, 1241:2, 1250:3, 1253:41, 1285:19	levers [1] - 1255:15 Lewis [1] - 1213:18 LEWIS [1] - 1213:20 liaison [1] - 1225:15 lie [1] - 1276:34 life [4] - 1277:13, 1277:19, 1278:33, 1279:9 lift [1] - 1255:11 light [3] - 1215:18, 1267:7, 1278:36 likelihood [4] - 1255:36, 1269:44, 1269:46, 1274:28 likely [22] - 1217:4, 1221:16, 1231:27, 1231:35, 1249:35, 1249:37, 1255:40, 1256:45, 1256:46, 1264:12, 1272:31, 1272:40, 1272:46, 1273:1, 1273:28, 1273:33, 1273:43, 1274:1, 1274:30, 1275:19, 1281:24, 1283:4 limits [1] - 1285:4 line [10] - 1216:15, 1226:18, 1226:21, 1226:27, 1226:33, 1226:36, 1254:47, 1282:25, 1282:35, 1286:20 lines [1] - 1227:9 link [3] - 1216:42, 1244:36, 1250:7 linkage [2] - 1252:47, 1264:6 links [1] - 1237:6 list [8] - 1235:46, 1235:47, 1236:3, 1236:5, 1236:37, 1236:40, 1236:43, 1237:1 lists [1] - 1236:4 literally [2] - 1225:5, 1226:39 live [1] - 1269:4 lived [5] - 1234:23, 1234:30, 1235:7, 1235:24, 1240:3 lives [4] - 1241:22, 1269:30, 1269:37, 1269:41 living [3] - 1246:41, 1269:4, 1269:6 local [1] - 1279:6 locally [1] - 1279:16 located [1] - 1276:16 location [1] - 1261:28	locations [2] - 1225:16, 1233:6 logical [2] - 1274:17, 1274:22 logistically [1] - 1218:1 look [31] - 1214:44, 1215:44, 1221:33, 1222:3, 1222:4, 1223:33, 1224:23, 1224:24, 1230:19, 1230:22, 1245:5, 1247:19, 1252:10, 1253:7, 1253:45, 1254:20, 1255:13, 1257:24, 1258:30, 1259:5, 1259:47, 1266:23, 1266:25, 1269:6, 1269:14, 1273:3, 1273:10, 1277:14, 1278:45, 1283:22, 1285:14 looked [2] - 1270:5, 1273:5 looking [19] - 1212:35, 1230:32, 1233:16, 1233:28, 1235:47, 1252:1, 1253:27, 1254:11, 1267:5, 1267:37, 1267:38, 1269:7, 1269:12, 1278:41, 1282:22, 1282:29, 1282:30 looks [6] - 1220:45, 1226:42, 1268:1, 1268:2, 1268:46, 1285:27 lose [1] - 1261:7 lost [2] - 1261:13, 1279:23 low [1] - 1241:39 lower [2] - 1258:11, 1285:33 lucky [1] - 1222:7 LUNCHEON [1] - 1264:44
K			M	
Katarina [1] - 1249:10 KCR.002.0001 [1] - 1272:27 keep [3] - 1228:7, 1261:41, 1268:22 keeping [1] - 1267:5 Kelly [1] - 1212:29 key [2] - 1255:15, 1260:40 kids [3] - 1268:27, 1269:8 killed [1] - 1272:31 killing [1] - 1240:8 kind [14] - 1226:26, 1246:28, 1247:9, 1257:30, 1257:31, 1262:29, 1266:45, 1267:7, 1267:25, 1267:39, 1267:42, 1267:45, 1269:29, 1278:28 kinds [2] - 1258:3, 1278:46 king [1] - 1278:15 kinship [1] - 1246:34 knee [1] - 1262:43 knee-jerk [1] - 1262:43 knowing [3] - 1231:1, 1252:31, 1254:27 knowledge [7] - 1215:4, 1215:22, 1223:31, 1223:42, 1252:40, 1252:42, 1263:22 known [5] - 1215:23, 1215:24, 1247:6, 1280:44, 1285:47 knows [2] - 1215:29 Koori [2] - 1278:45, 1279:5 Kylie [1] - 1265:9 KYLIE [1] - 1265:11			m'hmm [9] - 1224:21, 1232:35, 1233:32, 1233:41, 1235:33, 1248:39, 1249:26, 1250:13, 1253:31 magistrate [1] - 1223:2 Magistrates [1] - 1210:34 maintain [3] - 1219:1, 1285:4, 1285:21	
L				
lack [15] - 1218:8, 1221:31, 1224:10, 1233:34, 1233:36, 1234:5, 1234:7, 1234:10, 1234:33, 1234:45, 1235:3, 1252:27, 1255:1,				

<p>maintained [2] - 1213:40, 1262:3</p> <p>major [1] - 1259:4</p> <p>majority [1] - 1228:2</p> <p>maker [1] - 1276:35</p> <p>malaise [1] - 1221:23</p> <p>manage [2] - 1267:23, 1267:26</p> <p>managed [1] - 1267:28</p> <p>management [1] - 1263:41</p> <p>managers [4] - 1257:41, 1282:25, 1282:35, 1282:36</p> <p>managing [1] - 1260:15</p> <p>mandatory [1] - 1266:40</p> <p>manipulate [1] - 1242:23</p> <p>manipulated [1] - 1259:3</p> <p>manipulative [1] - 1242:12</p> <p>manner [3] - 1221:5, 1254:26, 1256:1</p> <p>manual [3] - 1235:31, 1235:47, 1236:26</p> <p>Maori [3] - 1271:9, 1271:14, 1271:28</p> <p>MARAM [1] - 1236:44</p> <p>Marcia [3] - 1239:8, 1239:13, 1239:19</p> <p>Mark [1] - 1212:29</p> <p>mark [2] - 1284:4, 1284:9</p> <p>masters [1] - 1265:27</p> <p>match [1] - 1240:17</p> <p>matter [12] - 1217:31, 1219:25, 1219:32, 1219:46, 1221:32, 1222:3, 1223:15, 1224:13, 1235:30, 1242:3, 1243:33, 1245:39</p> <p>matters [13] - 1214:30, 1218:26, 1222:6, 1222:38, 1223:7, 1225:42, 1227:19, 1229:20, 1231:10, 1253:34, 1254:37, 1266:8, 1272:31</p> <p>McCafferty [10] - 1228:23, 1248:9, 1263:14, 1263:20, 1264:24, 1279:19, 1279:21, 1286:15, 1286:41, 1286:43</p> <p>mean [20] - 1216:45,</p>	<p>1218:23, 1220:43, 1234:17, 1236:3, 1236:36, 1239:28, 1241:3, 1241:8, 1241:34, 1241:41, 1253:42, 1262:27, 1269:45, 1272:2, 1274:40, 1274:41, 1278:25, 1281:18, 1284:25</p> <p>meaning [1] - 1220:21</p> <p>meaningful [2] - 1222:31, 1222:44</p> <p>meaningfully [1] - 1274:36</p> <p>means [9] - 1217:15, 1218:6, 1218:44, 1223:13, 1226:19, 1237:24, 1263:28, 1281:47</p> <p>meant [6] - 1224:6, 1227:24, 1276:36, 1276:38, 1276:39, 1276:41</p> <p>measure [1] - 1217:13</p> <p>measures [1] - 1269:30</p> <p>mechanism [1] - 1254:35</p> <p>media [1] - 1255:40</p> <p>medical [11] - 1228:14, 1247:9, 1247:36, 1274:21, 1274:35, 1274:39, 1275:2, 1275:13, 1275:17, 1275:22, 1275:24</p> <p>meeting [4] - 1269:20, 1270:11, 1270:26, 1270:46</p> <p>meetings [7] - 1270:30, 1270:35, 1270:46, 1272:9, 1276:38, 1276:41, 1277:25</p> <p>Melbourne [1] - 1280:4</p> <p>member [2] - 1229:29, 1275:47</p> <p>members [7] - 1235:17, 1252:21, 1253:29, 1266:35, 1284:33, 1285:29</p> <p>men [3] - 1227:46, 1235:12, 1242:32</p> <p>men's [1] - 1278:7</p> <p>mental [36] - 1240:47, 1249:16, 1250:4, 1250:8, 1250:25, 1251:23, 1252:27,</p>	<p>1252:28, 1252:45, 1253:3, 1255:46, 1258:39, 1259:39, 1261:46, 1262:8, 1262:10, 1262:16, 1262:25, 1262:38, 1263:8, 1263:22, 1263:31, 1267:29, 1267:37, 1279:45, 1280:2, 1282:38, 1282:39, 1283:25, 1283:26, 1283:37, 1284:7, 1284:13, 1285:32, 1285:41, 1285:42</p> <p>mentally [1] - 1240:26</p> <p>mention [4] - 1239:7, 1250:46, 1282:45, 1285:12</p> <p>mentioned [7] - 1222:11, 1227:22, 1232:33, 1246:9, 1252:46, 1260:31, 1276:14</p> <p>mentoring [2] - 1258:1, 1258:7</p> <p>merit [7] - 1218:44, 1218:45, 1219:5, 1219:18, 1219:25, 1227:13, 1257:7</p> <p>methods [1] - 1278:5</p> <p>metrics [2] - 1253:3, 1264:9</p> <p>middle [2] - 1257:41, 1282:35</p> <p>might [54] - 1212:14, 1212:16, 1212:35, 1212:36, 1213:9, 1213:11, 1215:38, 1216:14, 1216:21, 1218:11, 1219:5, 1219:37, 1219:38, 1220:34, 1221:27, 1223:20, 1224:19, 1224:23, 1224:31, 1226:2, 1226:19, 1228:27, 1230:8, 1231:30, 1236:32, 1239:24, 1241:2, 1247:5, 1247:42, 1248:13, 1251:14, 1254:21, 1254:44, 1255:6, 1255:10, 1257:8, 1257:26, 1259:29, 1260:22, 1260:37, 1261:46, 1262:24, 1264:10, 1264:29, 1264:36, 1269:6, 1277:40, 1279:28, 1282:6,</p>	<p>1283:11, 1284:8, 1284:11, 1285:31, 1285:32</p> <p>mind [5] - 1216:40, 1225:17, 1227:42, 1230:36, 1258:23</p> <p>mine [2] - 1215:11, 1237:22</p> <p>minor [2] - 1219:9, 1219:14</p> <p>minutes [1] - 1248:19</p> <p>misconception [1] - 1254:6</p> <p>misidentification [3] - 1214:44, 1216:43, 1237:7</p> <p>misidentified [2] - 1215:42, 1234:24</p> <p>misidentifying [1] - 1229:22</p> <p>misrepresentation [1] - 1231:4</p> <p>missing [2] - 1244:36, 1277:9</p> <p>misstatement [1] - 1227:29</p> <p>misunderstanding [1] - 1243:17</p> <p>mitigating [1] - 1281:45</p> <p>mitigation [1] - 1219:30</p> <p>model [14] - 1235:41, 1235:42, 1243:44, 1244:2, 1244:4, 1265:41, 1271:5, 1271:8, 1271:11, 1271:25, 1271:26, 1271:46, 1272:1, 1277:16</p> <p>models [10] - 1269:20, 1269:23, 1269:26, 1271:17, 1271:37, 1272:5, 1272:6, 1272:8, 1276:36, 1276:47</p> <p>modern [1] - 1239:35</p> <p>modified [2] - 1239:34, 1259:3</p> <p>modify [5] - 1253:36, 1258:34, 1259:14, 1264:1</p> <p>modifying [1] - 1282:23</p> <p>moment [13] - 1224:26, 1224:31, 1236:22, 1243:45, 1272:35, 1272:43, 1274:14, 1276:2, 1276:3, 1277:29,</p>	<p>1278:35, 1283:42</p> <p>moments [2] - 1278:11, 1279:12</p> <p>Monash [1] - 1228:41</p> <p>Monday [2] - 1212:43, 1286:36</p> <p>MONDAY [1] - 1286:46</p> <p>Monday/Tuesday [1] - 1212:27</p> <p>monitored [1] - 1267:34</p> <p>monitoring [4] - 1251:24, 1253:20, 1253:21, 1258:13</p> <p>months [1] - 1258:2</p> <p>morale [1] - 1281:35</p> <p>morbidities [1] - 1267:27</p> <p>morning [2] - 1212:37, 1213:17</p> <p>Morris [1] - 1286:43</p> <p>most [26] - 1222:39, 1229:4, 1229:23, 1230:37, 1232:17, 1232:29, 1233:16, 1244:34, 1245:6, 1247:31, 1247:33, 1247:34, 1247:35, 1247:47, 1249:3, 1250:33, 1251:29, 1251:47, 1252:24, 1256:14, 1257:18, 1259:24, 1271:24, 1282:25, 1286:6</p> <p>motivated [1] - 1229:29</p> <p>motivation [2] - 1229:35, 1257:29</p> <p>motivations [1] - 1217:8</p> <p>move [3] - 1233:27, 1256:5, 1258:43</p> <p>moving [2] - 1212:47, 1282:29</p> <p>MR [11] - 1228:23, 1228:25, 1248:9, 1248:11, 1263:14, 1263:20, 1264:24, 1264:27, 1279:21, 1286:15, 1286:43</p> <p>MS [44] - 1212:10, 1212:22, 1212:33, 1212:42, 1213:3, 1213:16, 1213:22, 1225:31, 1225:37, 1228:18, 1228:27, 1228:34, 1228:38, 1244:12, 1244:18, 1244:20, 1248:6,</p>
--	--	--	---	---

<p>1248:13, 1248:21, 1248:27, 1248:33, 1260:21, 1260:27, 1263:11, 1264:29, 1264:38, 1264:42, 1265:1, 1265:8, 1265:13, 1272:18, 1272:24, 1277:28, 1279:25, 1279:28, 1279:34, 1279:39, 1283:47, 1286:9, 1286:13, 1286:17, 1286:25, 1286:34, 1286:39</p> <p>Mt [6] - 1212:26, 1225:17, 1237:33, 1237:34, 1240:3, 1246:9</p> <p>multi [2] - 1257:15, 1267:36</p> <p>multi-fold [1] - 1257:15</p> <p>multi-sectoral [1] - 1267:36</p> <p>multiple [1] - 1269:4</p> <p>mum [5] - 1269:8, 1270:27, 1270:33, 1270:34, 1270:35</p> <p>mums [1] - 1267:19</p> <p>murder [1] - 1272:37</p> <p>must [3] - 1215:17, 1260:18, 1277:24</p>	<p>1274:3, 1274:29, 1274:35, 1275:3, 1275:18, 1275:43, 1277:36</p> <p>nature [4] - 1240:30, 1246:25, 1261:22, 1283:9</p> <p>navigate [2] - 1266:44, 1267:1</p> <p>necessarily [13] - 1215:15, 1218:4, 1220:25, 1223:30, 1234:22, 1234:25, 1236:3, 1238:42, 1239:28, 1244:8, 1269:36, 1275:28, 1285:7</p> <p>necessary [6] - 1218:1, 1230:27, 1230:35, 1231:45, 1233:10, 1247:21</p> <p>neck [4] - 1240:14, 1273:28, 1273:30, 1273:34</p> <p>need [73] - 1213:6, 1218:2, 1218:6, 1219:45, 1220:2, 1220:10, 1223:11, 1227:4, 1229:4, 1229:15, 1229:19, 1229:23, 1232:18, 1232:29, 1233:16, 1241:4, 1241:16, 1241:17, 1241:30, 1242:34, 1244:35, 1245:7, 1245:22, 1247:13, 1247:18, 1247:31, 1247:33, 1247:35, 1251:5, 1253:29, 1254:3, 1257:12, 1258:11, 1258:16, 1258:41, 1259:5, 1259:11, 1260:38, 1261:19, 1261:47, 1263:43, 1267:24, 1267:26, 1267:29, 1267:33, 1267:34, 1268:13, 1268:17, 1268:28, 1268:42, 1269:7, 1269:9, 1269:10, 1269:14, 1269:35, 1270:24, 1270:33, 1271:31, 1273:42, 1274:27, 1274:31, 1275:30, 1276:4, 1276:8, 1277:33, 1277:35, 1277:38, 1277:45, 1278:40, 1282:19, 1284:34,</p>	<p>1284:47</p> <p>needed [3] - 1243:30, 1260:47, 1262:21</p> <p>needing [3] - 1217:45, 1261:34, 1267:46</p> <p>needs [18] - 1242:36, 1247:36, 1247:37, 1258:27, 1263:25, 1266:44, 1267:36, 1268:6, 1268:27, 1268:28, 1268:31, 1268:32, 1269:15, 1270:41, 1271:21, 1274:34, 1277:11, 1277:12</p> <p>negative [7] - 1217:18, 1251:1, 1255:16, 1256:39, 1259:40, 1281:29, 1285:3</p> <p>negativity [1] - 1256:13</p> <p>neglected [1] - 1268:31</p> <p>negotiate [5] - 1219:37, 1222:13, 1222:22, 1222:38, 1223:37</p> <p>negotiation [5] - 1219:29, 1222:23, 1222:31, 1222:44, 1224:3</p> <p>negotiations [1] - 1223:22</p> <p>network [3] - 1265:23, 1268:21, 1268:22</p> <p>never [4] - 1220:11, 1220:19, 1230:3, 1255:45</p> <p>nevertheless [2] - 1231:11, 1245:13</p> <p>New [6] - 1239:32, 1246:41, 1265:23, 1271:5, 1271:11, 1271:25</p> <p>new [6] - 1236:16, 1237:40, 1242:40, 1242:46, 1255:7, 1259:11</p> <p>next [11] - 1212:17, 1212:25, 1212:30, 1212:35, 1217:27, 1220:17, 1234:15, 1234:45, 1235:10, 1251:10, 1286:44</p> <p>NHMRC [1] - 1282:14</p> <p>night [1] - 1240:4</p> <p>nightclub [1] - 1278:14</p> <p>nipped [1] - 1223:20</p> <p>no-one [1] - 1238:15</p>	<p>nobody [2] - 1238:41, 1267:1</p> <p>nobody's [1] - 1237:27</p> <p>non [7] - 1217:15, 1236:6, 1250:2, 1250:6, 1250:7, 1273:2, 1276:20</p> <p>non-conventional [1] - 1217:15</p> <p>non-government [1] - 1276:20</p> <p>non-Indigenous [1] - 1273:2</p> <p>non-physical [1] - 1236:6</p> <p>non-trauma [3] - 1250:2, 1250:6, 1250:7</p> <p>nonetheless [5] - 1219:9, 1236:31, 1241:31, 1243:23, 1243:29</p> <p>Northern [1] - 1239:33</p> <p>not-for-profit [1] - 1280:2</p> <p>note [4] - 1229:31, 1234:45, 1235:10, 1250:5</p> <p>noted [1] - 1233:34</p> <p>notes [2] - 1230:24, 1236:17</p> <p>nothing [9] - 1217:7, 1228:23, 1228:25, 1231:12, 1246:35, 1248:9, 1252:6, 1268:16, 1279:21</p> <p>notice [1] - 1263:14</p> <p>noting [2] - 1255:4, 1284:1</p> <p>notion [1] - 1221:13</p> <p>notorious [1] - 1218:23</p> <p>nuanced [1] - 1260:14</p> <p>nuclear [4] - 1268:47, 1269:2, 1269:3</p> <p>number [13] - 1214:38, 1215:7, 1224:24, 1232:45, 1233:17, 1238:6, 1246:5, 1249:25, 1250:24, 1254:41, 1265:34, 1274:4, 1282:12</p> <p>numerous [1] - 1215:27</p>	<p>1286:37</p> <p>O'GORMAN [33] - 1210:26, 1212:10, 1212:22, 1212:33, 1212:42, 1213:3, 1213:16, 1213:22, 1225:31, 1228:27, 1228:34, 1228:38, 1244:12, 1248:13, 1248:21, 1248:27, 1248:33, 1260:21, 1264:29, 1264:38, 1264:42, 1265:1, 1265:8, 1265:13, 1272:18, 1279:28, 1279:34, 1279:39, 1283:47, 1286:9, 1286:25, 1286:34, 1286:39</p> <p>objectives [1] - 1247:15</p> <p>observable [2] - 1275:4, 1275:9</p> <p>observation [1] - 1233:45</p> <p>observations [5] - 1214:10, 1214:36, 1226:24, 1232:46, 1232:47</p> <p>observed [8] - 1220:43, 1225:47, 1226:9, 1226:21, 1235:18, 1255:8, 1275:7</p> <p>obtain [1] - 1219:6</p> <p>obvious [1] - 1217:16</p> <p>obviously [12] - 1216:4, 1216:46, 1219:28, 1219:31, 1224:32, 1232:1, 1245:25, 1250:10, 1262:44, 1263:2, 1274:41, 1283:26</p> <p>occasion [2] - 1216:24, 1216:39</p> <p>occasionally [3] - 1221:40, 1226:4, 1226:6</p> <p>occasions [2] - 1226:46, 1240:10</p> <p>occupational [1] - 1250:2</p> <p>occur [4] - 1217:40, 1221:28, 1226:28, 1239:34</p> <p>occurred [8] - 1215:46, 1216:1, 1216:2, 1216:24, 1221:6, 1224:41, 1230:20, 1263:42</p>
N				
<p>named [1] - 1217:47</p> <p>Nancarrow [10] - 1228:34, 1228:40, 1236:25, 1237:14, 1244:12, 1244:22, 1244:25, 1248:13, 1261:17, 1286:27</p> <p>NANCARROW [1] - 1228:36</p> <p>narrative [5] - 1216:14, 1216:26, 1221:7, 1225:8, 1226:38</p> <p>nation [1] - 1278:45</p> <p>National [1] - 1229:2</p> <p>Nations [26] - 1226:3, 1226:30, 1227:43, 1230:39, 1231:38, 1234:47, 1235:4, 1235:6, 1235:25, 1237:8, 1237:18, 1245:46, 1246:2, 1272:29, 1272:31, 1272:39, 1273:27, 1273:45, 1274:2,</p>				
O				
<p>o'clock [2] - 1264:40,</p>				

<p>occurring [2] - 1239:35, 1241:42</p> <p>occurs [1] - 1230:29</p> <p>October [2] - 1253:16, 1265:38</p> <p>odd [1] - 1221:40</p> <p>OF [2] - 1210:3, 1210:11</p> <p>offence [4] - 1236:10, 1236:14, 1236:15, 1236:18</p> <p>offences [4] - 1214:25, 1218:24, 1277:39</p> <p>offender [2] - 1215:1, 1270:11</p> <p>offenders [3] - 1261:29, 1267:9, 1273:10</p> <p>offending [1] - 1247:43</p> <p>offered [1] - 1216:28</p> <p>office [1] - 1222:28</p> <p>officer [32] - 1215:29, 1215:33, 1216:9, 1216:16, 1216:21, 1216:34, 1217:6, 1220:7, 1220:10, 1221:2, 1221:14, 1221:17, 1222:25, 1223:41, 1224:8, 1225:4, 1225:6, 1242:11, 1254:7, 1255:12, 1255:31, 1257:32, 1261:5, 1261:10, 1262:3, 1262:24, 1262:32, 1262:36, 1281:4, 1281:5</p> <p>officers [84] - 1214:14, 1214:46, 1220:44, 1221:22, 1222:22, 1225:15, 1225:22, 1227:3, 1232:39, 1233:6, 1233:39, 1234:17, 1234:38, 1241:9, 1242:18, 1242:35, 1249:40, 1250:10, 1250:23, 1251:28, 1251:36, 1253:39, 1253:41, 1254:4, 1254:17, 1254:24, 1254:45, 1255:8, 1255:16, 1255:22, 1255:25, 1255:28, 1255:34, 1255:43, 1256:11, 1256:13, 1256:16, 1256:23, 1256:26, 1256:28, 1256:43,</p>	<p>1257:5, 1257:9, 1257:11, 1257:13, 1257:17, 1257:35, 1257:36, 1257:44, 1257:47, 1258:3, 1258:39, 1259:4, 1259:7, 1259:15, 1259:18, 1259:22, 1259:26, 1259:28, 1259:33, 1259:38, 1260:2, 1260:6, 1260:10, 1260:39, 1260:44, 1261:8, 1261:18, 1261:23, 1261:26, 1261:45, 1262:10, 1262:22, 1262:34, 1262:39, 1262:40, 1263:24, 1263:42, 1264:12, 1281:13, 1285:16, 1285:47, 1286:1</p> <p>officers' [2] - 1254:31, 1264:2</p> <p>official [1] - 1225:14</p> <p>often [45] - 1215:20, 1216:9, 1216:12, 1218:8, 1218:12, 1220:47, 1222:32, 1223:7, 1226:10, 1226:17, 1226:40, 1227:9, 1228:13, 1230:40, 1237:27, 1238:45, 1239:35, 1240:32, 1241:34, 1242:24, 1246:29, 1247:32, 1252:5, 1252:23, 1252:25, 1253:24, 1253:45, 1254:14, 1254:31, 1254:34, 1255:26, 1256:11, 1257:43, 1259:33, 1261:8, 1266:47, 1267:14, 1268:3, 1268:29, 1268:46, 1269:3, 1270:2, 1270:4, 1273:4, 1273:14</p> <p>OIC [1] - 1222:29</p> <p>old [1] - 1260:11</p> <p>once [10] - 1220:26, 1222:42, 1227:19, 1241:37, 1253:8, 1256:37, 1258:42, 1283:21, 1283:25, 1283:31</p> <p>one [82] - 1212:43, 1216:3, 1217:23, 1218:29, 1219:17, 1219:43, 1220:38, 1221:34, 1226:18,</p>	<p>1227:42, 1229:36, 1230:47, 1231:18, 1232:5, 1232:6, 1232:19, 1233:34, 1234:3, 1236:29, 1238:6, 1238:7, 1238:15, 1238:19, 1239:25, 1240:8, 1240:15, 1240:24, 1242:25, 1243:24, 1244:2, 1244:4, 1245:46, 1246:21, 1246:31, 1247:14, 1247:19, 1247:29, 1247:40, 1248:2, 1252:24, 1252:26, 1253:27, 1254:27, 1254:47, 1255:14, 1255:15, 1255:20, 1256:4, 1257:13, 1257:14, 1257:22, 1257:31, 1258:15, 1261:6, 1261:26, 1263:15, 1266:8, 1267:15, 1268:1, 1268:45, 1268:46, 1269:1, 1269:18, 1269:27, 1270:8, 1270:47, 1271:16, 1271:24, 1272:2, 1273:43, 1274:1, 1276:17, 1277:19, 1277:32, 1279:5, 1280:47, 1282:13, 1284:29, 1284:33, 1285:25</p> <p>one's [1] - 1216:4</p> <p>one-off [1] - 1229:36</p> <p>one-size-fits-all [2] - 1269:1, 1269:27</p> <p>onerous [3] - 1233:37, 1234:6, 1234:9</p> <p>ones [1] - 1223:27</p> <p>ongoing [12] - 1214:29, 1217:36, 1217:38, 1229:28, 1229:35, 1231:30, 1240:42, 1242:35, 1262:38, 1271:46, 1282:19, 1285:29</p> <p>online [4] - 1243:1, 1243:9, 1243:24, 1243:28</p> <p>open [4] - 1262:9, 1262:42, 1271:30, 1271:38</p> <p>openness [1] - 1271:36</p> <p>operating [1] - 1237:3</p> <p>operational [10] -</p>	<p>1250:3, 1250:16, 1250:35, 1250:38, 1251:30, 1257:44, 1258:35, 1258:45, 1282:24, 1282:25</p> <p>OPERATOR [1] - 1265:5</p> <p>operator [6] - 1233:28, 1236:23, 1237:12, 1254:47, 1258:24, 1265:3</p> <p>opinion [6] - 1227:1, 1237:20, 1241:29, 1246:45, 1249:37, 1251:17</p> <p>opportunities [4] - 1241:47, 1267:38, 1267:41, 1282:26</p> <p>opportunity [5] - 1214:17, 1214:35, 1225:3, 1247:4, 1279:10</p> <p>opposed [2] - 1231:30, 1247:42</p> <p>oppress [1] - 1229:30</p> <p>optimism [1] - 1283:35</p> <p>option [1] - 1244:31</p> <p>options [11] - 1260:6, 1262:17, 1265:40, 1266:31, 1267:1, 1278:9, 1278:11, 1278:41, 1278:46, 1279:14, 1279:16</p> <p>order [37] - 1217:19, 1217:25, 1217:26, 1217:27, 1217:28, 1217:33, 1217:34, 1218:9, 1218:20, 1218:35, 1220:12, 1220:18, 1220:21, 1220:24, 1220:25, 1220:27, 1220:33, 1222:14, 1222:45, 1227:25, 1230:37, 1230:38, 1230:39, 1231:45, 1232:8, 1232:9, 1238:13, 1238:21, 1238:41, 1241:30, 1241:38, 1247:20, 1251:7, 1251:46, 1260:38, 1261:20</p> <p>orders [20] - 1214:25, 1216:45, 1216:47, 1217:10, 1217:43, 1217:44, 1223:4, 1223:12, 1223:13, 1227:22, 1228:1, 1230:41, 1238:18,</p>	<p>1238:19, 1238:30, 1239:15, 1239:16, 1240:20, 1245:32</p> <p>organisation [35] - 1214:2, 1218:41, 1243:36, 1251:12, 1251:24, 1251:42, 1251:47, 1252:8, 1252:9, 1252:15, 1252:20, 1252:22, 1252:26, 1253:20, 1253:34, 1254:30, 1255:9, 1255:24, 1255:25, 1256:27, 1256:47, 1257:8, 1257:38, 1258:10, 1258:20, 1259:2, 1259:18, 1276:21, 1276:45, 1278:32, 1280:3, 1283:2, 1283:16, 1285:15, 1286:1</p> <p>Organisation [1] - 1229:3</p> <p>organisation's [1] - 1253:26</p> <p>organisational [22] - 1233:7, 1248:35, 1248:41, 1250:2, 1250:17, 1250:38, 1251:16, 1251:31, 1251:45, 1256:32, 1256:33, 1256:38, 1256:44, 1258:28, 1258:35, 1258:45, 1280:13, 1281:27, 1281:30, 1281:34, 1282:24, 1282:31</p> <p>organisational/ operational [1] - 1264:11</p> <p>organisations [9] - 1249:42, 1252:17, 1278:8, 1278:43, 1280:7, 1281:41, 1283:17, 1283:36, 1284:6</p> <p>original [1] - 1229:43</p> <p>otherwise [11] - 1216:4, 1216:39, 1217:30, 1219:14, 1219:20, 1220:27, 1220:39, 1222:37, 1223:20, 1227:20, 1279:25</p> <p>outcome [2] - 1270:33, 1270:34</p> <p>outcomes [4] - 1255:16, 1256:39, 1256:40, 1261:1</p>
--	--	--	--	---

<p>outs ^[1] - 1260:45 outset ^[1] - 1216:47 outside ^[8] - 1224:1, 1252:24, 1253:25, 1253:45, 1255:28, 1267:40, 1267:44, 1278:14 outstanding ^[2] - 1267:30, 1267:33 outward ^[1] - 1256:46 over-policed ^[1] - 1237:32 over-policing ^[3] - 1245:44, 1245:45, 1246:4 overall ^[1] - 1237:40 overarching ^[1] - 1262:16 overcome ^[1] - 1231:28 overcoming ^[1] - 1262:7 overly ^[2] - 1250:39, 1261:34 overpolicing ^[1] - 1238:27 overreliance ^[1] - 1236:30 overrepresentation ^[3] - 1231:38, 1237:8, 1266:9 overstated ^[1] - 1236:38 overt ^[2] - 1221:11, 1221:44 overtly ^[1] - 1222:36 overviewing ^[1] - 1264:18 overwhelmed ^[1] - 1243:46 overwhelming ^[2] - 1258:32, 1261:42 own ^[10] - 1220:20, 1225:9, 1226:24, 1232:46, 1232:47, 1269:36, 1277:18, 1280:11, 1282:37, 1283:10</p>	<p>1254:12, 1254:46, 1254:47, 1258:23, 1266:9, 1272:26, 1272:28, 1280:33, 1281:39, 1282:46, 1284:23 pages ^[1] - 1236:23 paid ^[4] - 1246:18, 1283:25, 1283:29 Palm ^[1] - 1225:16 papers ^[1] - 1238:22 paperwork ^[12] - 1233:37, 1234:6, 1234:9, 1234:11, 1238:44, 1250:41, 1253:43, 1254:6, 1254:28, 1254:42, 1255:35, 1261:13 paragraph ^[18] - 1214:45, 1216:42, 1219:43, 1220:42, 1222:19, 1224:14, 1249:31, 1249:47, 1250:6, 1253:18, 1254:12, 1257:24, 1257:25, 1258:4, 1258:24, 1258:46, 1281:42, 1282:22 parameters ^[1] - 1263:5 paramilitary ^[1] - 1258:10 park ^[1] - 1238:9 parliament ^[1] - 1229:26 part ^[15] - 1221:45, 1222:20, 1228:8, 1228:13, 1230:44, 1232:37, 1242:6, 1247:14, 1249:43, 1254:10, 1257:13, 1270:38, 1271:13, 1277:10, 1284:38 participant ^[1] - 1235:13 participants ^[2] - 1233:36, 1234:35 participation ^[3] - 1271:45, 1271:46, 1276:29 particular ^[27] - 1212:7, 1213:11, 1214:44, 1216:39, 1222:22, 1224:18, 1229:35, 1230:23, 1231:18, 1233:17, 1235:36, 1239:29, 1241:7, 1241:28, 1244:38, 1247:14, 1249:46, 1250:38,</p>	<p>1250:43, 1251:24, 1259:45, 1259:47, 1266:30, 1270:9, 1270:11, 1271:29, 1282:34 particularly ^[38] - 1216:29, 1217:4, 1220:8, 1220:27, 1221:1, 1223:16, 1223:25, 1223:29, 1224:30, 1224:45, 1225:25, 1225:26, 1227:37, 1232:3, 1232:28, 1234:29, 1235:8, 1235:16, 1235:22, 1237:25, 1239:10, 1239:31, 1241:21, 1242:22, 1245:18, 1245:20, 1245:30, 1245:41, 1245:46, 1252:17, 1257:35, 1257:37, 1267:4, 1270:6, 1274:40, 1275:7, 1277:35 parties ^[12] - 1213:6, 1213:9, 1213:13, 1215:28, 1215:42, 1216:43, 1217:11, 1217:36, 1221:19, 1223:16, 1230:34, 1238:13 parties' ^[1] - 1213:5 partly ^[1] - 1225:28 partner ^[15] - 1215:47, 1218:2, 1219:24, 1221:35, 1227:5, 1229:29, 1231:32, 1236:13, 1240:11, 1246:21, 1246:28, 1246:29, 1246:31, 1246:36, 1278:20 partnership ^[1] - 1244:6 parts ^[3] - 1217:10, 1244:44, 1253:45 party ^[4] - 1217:6, 1226:39, 1236:35, 1238:42 past ^[1] - 1227:19 pathway ^[2] - 1237:17, 1241:39 pattern ^[6] - 1229:28, 1229:35, 1231:22, 1231:31, 1247:13, 1247:43 patterns ^[1] - 1236:34 peer ^[8] - 1285:13, 1285:17, 1285:26, 1285:30, 1285:36,</p>	<p>1285:38, 1285:40, 1286:1 peers ^[2] - 1285:18, 1285:27 penalty ^[1] - 1220:24 Peninsula ^[1] - 1237:36 people ^[93] - 1214:4, 1214:17, 1214:24, 1214:29, 1214:36, 1215:31, 1215:34, 1216:35, 1217:1, 1218:13, 1218:19, 1221:1, 1221:14, 1221:34, 1223:7, 1224:36, 1224:39, 1225:18, 1225:24, 1227:43, 1228:1, 1230:31, 1230:40, 1231:38, 1235:4, 1235:6, 1237:9, 1237:18, 1237:26, 1237:32, 1237:47, 1238:27, 1238:28, 1238:29, 1238:47, 1239:10, 1239:24, 1240:16, 1240:47, 1241:25, 1242:23, 1242:25, 1245:13, 1245:19, 1245:46, 1246:2, 1246:15, 1247:1, 1257:16, 1257:21, 1266:10, 1266:17, 1266:24, 1268:22, 1269:42, 1269:43, 1270:5, 1271:14, 1271:40, 1272:29, 1274:5, 1274:18, 1274:22, 1275:24, 1275:27, 1275:29, 1275:43, 1278:11, 1278:44, 1279:1, 1281:22, 1282:2, 1282:3, 1282:5, 1282:39, 1283:8, 1283:20, 1283:23, 1283:26, 1283:31, 1283:39, 1284:2, 1284:16, 1284:35, 1284:38, 1284:40, 1284:45, 1285:2, 1285:22, 1285:23, 1285:31, 1285:39 people's ^[4] - 1239:10, 1269:37, 1269:41, 1285:6 peoples ^[2] - 1234:47, 1269:23 per ^[13] - 1218:39,</p>	<p>1237:42, 1237:43, 1237:45, 1249:33, 1249:40, 1249:41, 1260:2, 1272:36, 1273:6, 1273:34, 1273:37 perceive ^[1] - 1256:33 perceived ^[3] - 1254:17, 1256:2, 1256:5 perception ^[3] - 1225:21, 1225:29, 1261:45 perceptions ^[4] - 1216:32, 1260:32, 1260:33, 1281:29 performance ^[6] - 1249:15, 1254:22, 1255:2, 1256:18, 1256:40, 1257:3 perhaps ^[27] - 1215:31, 1219:22, 1224:42, 1225:5, 1226:27, 1227:9, 1230:34, 1231:19, 1232:27, 1232:42, 1236:1, 1236:30, 1241:35, 1244:3, 1244:32, 1244:37, 1244:46, 1246:14, 1247:4, 1247:13, 1247:40, 1254:24, 1261:36, 1275:44, 1276:19, 1276:20, 1282:37 period ^[6] - 1220:37, 1223:14, 1231:22, 1232:14, 1268:16, 1273:6 periods ^[1] - 1281:23 permission ^[1] - 1217:46 perpetrated ^[1] - 1242:32 perpetrator ^[11] - 1226:20, 1226:21, 1232:5, 1232:24, 1237:8, 1238:35, 1242:13, 1247:43, 1277:15, 1278:29, 1278:32 perpetrator's ^[2] - 1268:2, 1268:6 perpetrators ^[7] - 1233:19, 1234:24, 1242:22, 1242:24, 1266:12, 1268:4, 1268:5 persist ^[1] - 1223:14 persisted ^[1] -</p>
P				
<p>package ^[2] - 1242:40, 1242:46 PAF ^[4] - 1236:32, 1244:42, 1244:46, 1245:1 page ^[19] - 1233:17, 1233:18, 1242:10, 1244:45, 1245:4, 1249:30, 1249:45,</p>				

<p>1225:29</p> <p>persisting [2] - 1217:14, 1233:14</p> <p>person [55] - 1215:16, 1215:36, 1215:45, 1215:46, 1216:9, 1216:13, 1216:22, 1218:10, 1218:43, 1218:46, 1218:47, 1219:2, 1219:6, 1219:15, 1221:8, 1223:14, 1223:28, 1224:8, 1224:45, 1224:47, 1225:25, 1226:41, 1227:15, 1229:4, 1229:23, 1229:27, 1230:36, 1232:3, 1232:4, 1232:17, 1232:23, 1232:29, 1233:16, 1236:11, 1236:13, 1244:34, 1245:6, 1247:18, 1247:31, 1247:33, 1247:34, 1247:35, 1247:41, 1248:3, 1251:43, 1252:7, 1273:45, 1274:3, 1275:2, 1275:46, 1276:1, 1278:16, 1281:4, 1283:1, 1285:20</p> <p>person's [3] - 1216:25, 1220:22, 1280:39</p> <p>personal [5] - 1214:8, 1215:6, 1226:24, 1280:11, 1285:9</p> <p>personally [4] - 1220:43, 1225:11, 1243:18, 1256:17</p> <p>personnel [2] - 1249:17, 1250:31</p> <p>persons [12] - 1217:47, 1224:15, 1224:28, 1226:37, 1243:37, 1243:41, 1243:43, 1244:1, 1244:26, 1244:28, 1244:33, 1277:7</p> <p>perspective [4] - 1223:32, 1271:16, 1274:26, 1275:2</p> <p>PhD [3] - 1239:46, 1248:35, 1265:27</p> <p>Phelps [5] - 1279:35, 1279:41, 1286:9, 1286:19, 1286:28</p> <p>PHELPS [1] - 1279:37</p> <p>phenomena [2] - 1220:9, 1228:8</p>	<p>Phoenix [4] - 1279:44, 1280:1, 1280:23, 1282:13</p> <p>phrase [1] - 1230:27</p> <p>phrases [1] - 1247:41</p> <p>physical [9] - 1231:23, 1231:28, 1236:1, 1236:6, 1236:30, 1236:37, 1275:4, 1276:7</p> <p>pick [1] - 1258:22</p> <p>picking [1] - 1275:36</p> <p>picture [2] - 1251:6, 1269:43</p> <p>pictures [1] - 1270:13</p> <p>piece [2] - 1267:2, 1277:9</p> <p>pieces [1] - 1273:13</p> <p>pilot [1] - 1224:25</p> <p>ping [1] - 1238:39</p> <p>pinpoint [8] - 1236:23, 1237:13, 1242:11, 1249:30, 1249:46, 1254:11, 1254:46, 1258:24</p> <p>place [32] - 1217:28, 1218:31, 1220:39, 1223:13, 1225:11, 1226:2, 1230:8, 1232:9, 1232:26, 1238:18, 1238:21, 1238:26, 1239:16, 1239:22, 1240:5, 1241:31, 1241:38, 1241:44, 1252:15, 1255:5, 1255:6, 1258:42, 1267:3, 1269:44, 1271:11, 1272:9, 1274:15, 1278:40, 1281:5, 1284:11, 1285:42</p> <p>placed [5] - 1217:35, 1241:10, 1241:35, 1245:25, 1258:27</p> <p>places [5] - 1225:11, 1238:26, 1252:36, 1259:24, 1265:33</p> <p>planning [1] - 1227:35</p> <p>play [4] - 1215:38, 1215:43, 1217:37, 1227:6</p> <p>plays [1] - 1246:3</p> <p>plea [2] - 1218:32, 1219:1</p> <p>plead [2] - 1218:20, 1219:31</p> <p>plenty [3] - 1215:7, 1215:10, 1220:36</p> <p>plus [1] - 1234:11</p> <p>pockets [2] - 1264:19</p>	<p>point [11] - 1219:36, 1220:15, 1220:32, 1226:11, 1227:34, 1233:5, 1247:42, 1254:10, 1262:36, 1273:2, 1276:29</p> <p>points [3] - 1234:21, 1236:25, 1250:30</p> <p>POLICE [1] - 1210:11</p> <p>police [191] - 1215:8, 1215:26, 1215:29, 1216:1, 1216:8, 1216:16, 1216:33, 1217:3, 1217:28, 1218:29, 1219:45, 1220:1, 1220:7, 1221:2, 1221:14, 1221:22, 1221:38, 1223:44, 1224:3, 1224:7, 1224:8, 1224:34, 1225:2, 1225:15, 1225:22, 1226:1, 1226:12, 1226:13, 1226:17, 1227:1, 1227:3, 1230:6, 1230:19, 1231:42, 1231:47, 1232:13, 1232:23, 1232:38, 1233:5, 1233:29, 1233:35, 1234:2, 1234:4, 1234:17, 1234:22, 1234:25, 1234:35, 1234:36, 1234:37, 1234:39, 1234:46, 1235:1, 1235:3, 1235:6, 1235:18, 1235:26, 1236:26, 1237:27, 1237:41, 1237:44, 1237:46, 1238:1, 1238:4, 1238:10, 1238:11, 1238:15, 1238:27, 1238:31, 1238:34, 1238:38, 1239:14, 1240:9, 1240:17, 1240:20, 1241:9, 1242:6, 1242:11, 1242:18, 1242:21, 1242:23, 1242:35, 1243:12, 1243:30, 1243:35, 1243:44, 1244:7, 1244:43, 1245:3, 1245:14, 1245:26, 1245:34, 1247:3, 1247:33, 1247:47, 1248:47, 1249:16, 1249:33, 1249:42, 1250:5, 1250:10, 1250:22, 1250:23, 1250:26,</p>	<p>1250:34, 1250:40, 1251:1, 1251:8, 1251:30, 1251:38, 1251:44, 1252:28, 1252:29, 1252:46, 1253:47, 1254:4, 1254:7, 1254:13, 1254:17, 1254:44, 1255:8, 1255:14, 1255:15, 1255:21, 1255:31, 1255:43, 1255:47, 1256:3, 1256:15, 1256:16, 1256:23, 1256:25, 1256:27, 1256:43, 1257:5, 1257:9, 1257:11, 1257:13, 1257:31, 1258:7, 1258:17, 1258:29, 1258:33, 1259:1, 1259:13, 1259:22, 1259:27, 1259:33, 1259:38, 1259:39, 1260:2, 1260:10, 1260:15, 1260:39, 1261:8, 1261:10, 1261:22, 1261:33, 1261:45, 1262:3, 1262:24, 1262:30, 1262:36, 1262:41, 1263:4, 1263:40, 1264:8, 1264:10, 1264:16, 1264:19, 1266:38, 1266:40, 1270:6, 1270:10, 1274:11, 1277:38, 1277:46, 1278:8, 1280:18, 1280:44, 1281:4, 1281:5, 1281:8, 1281:13, 1283:23, 1284:3, 1284:15, 1284:33, 1285:18, 1285:47</p> <p>Police [19] - 1233:15, 1235:31, 1249:4, 1249:9, 1249:32, 1259:23, 1259:44, 1262:2, 1262:4, 1262:15, 1262:26, 1280:15, 1283:2, 1283:16, 1283:37, 1284:6, 1284:26, 1284:30, 1285:15</p> <p>policed [1] - 1237:32</p> <p>policies [5] - 1230:8, 1233:40, 1234:42, 1256:34, 1261:3</p> <p>policing [21] - 1245:44, 1245:45, 1246:4, 1248:42, 1250:20, 1251:25,</p>	<p>1251:45, 1252:1, 1252:17, 1254:14, 1254:33, 1255:30, 1255:42, 1256:4, 1256:10, 1258:38, 1259:36, 1274:26, 1274:27, 1274:33, 1274:37</p> <p>policy [1] - 1250:43</p> <p>pong [1] - 1238:39</p> <p>poor [3] - 1240:26, 1240:39, 1250:7</p> <p>population [2] - 1273:23, 1274:44</p> <p>populations [1] - 1250:5</p> <p>posed [1] - 1271:4</p> <p>position [6] - 1213:17, 1213:40, 1218:18, 1222:21, 1222:24, 1241:10</p> <p>positive [2] - 1242:19, 1254:44</p> <p>possession [1] - 1223:39</p> <p>possible [8] - 1227:27, 1240:40, 1240:47, 1241:23, 1247:25, 1254:16, 1283:9, 1285:4</p> <p>possibly [1] - 1225:27</p> <p>post [2] - 1279:45, 1280:1</p> <p>post-traumatic [2] - 1279:45, 1280:1</p> <p>potential [5] - 1225:8, 1240:29, 1240:30, 1240:31, 1254:42</p> <p>potentially [11] - 1212:42, 1222:23, 1223:46, 1224:37, 1249:38, 1254:4, 1254:37, 1255:36, 1261:28, 1263:26, 1267:18</p> <p>power [10] - 1229:46, 1231:12, 1240:23, 1247:27, 1273:13, 1277:14, 1277:15, 1277:17, 1277:18, 1277:34</p> <p>practically [1] - 1218:6</p> <p>practice [15] - 1216:44, 1217:2, 1225:12, 1228:40, 1231:15, 1233:29, 1235:11, 1239:38, 1251:17, 1252:3, 1259:21, 1262:1,</p>
--	---	--	--	---

1271:27, 1281:40, 1283:27 practices [2] - 1242:4, 1284:17 practitioner [5] - 1220:15, 1248:46, 1285:32, 1285:41, 1285:43 practitioners [3] - 1214:9, 1214:14, 1222:12 pre [7] - 1215:22, 1216:32, 1220:38, 1231:9, 1281:44, 1281:46, 1282:17 pre-existing [3] - 1215:22, 1216:32, 1220:38 pre-incident [3] - 1281:44, 1281:46, 1282:17 pre-legislative [1] - 1231:9 preconceived [1] - 1221:12 predated [1] - 1220:37 predictor [1] - 1255:4 predictors [4] - 1253:19, 1253:22, 1254:21, 1255:1 predominant [6] - 1232:2, 1232:3, 1232:26, 1234:3, 1247:44, 1248:1 predominantly [2] - 1227:44, 1227:46 preface [1] - 1258:31 prefer [1] - 1267:8 preferable [1] - 1222:38 preference [2] - 1222:33, 1223:1 preferred [1] - 1223:32 preferring [1] - 1226:13 pregnant [2] - 1273:33, 1273:37 preliminary [2] - 1217:11, 1230:28 preparation [1] - 1282:1 prepare [1] - 1258:39 presence [1] - 1276:7 present [6] - 1215:40, 1220:44, 1224:28, 1229:43, 1247:23, 1249:8 presented [1] - 1260:12	presenting [1] - 1221:23 presently [1] - 1263:24 pressure [1] - 1260:45 pressures [2] - 1250:16, 1253:23 presumably [1] - 1215:46 presuming [1] - 1215:14 pretty [2] - 1220:40, 1226:7 prevalence [8] - 1218:19, 1228:6, 1231:37, 1252:32, 1252:34, 1252:40, 1252:42, 1259:47 prevalent [3] - 1252:5, 1252:6, 1259:43 prevent [2] - 1217:43, 1280:8 preventative [2] - 1278:39, 1284:10 preventing [1] - 1281:40 prevention [9] - 1263:35, 1263:37, 1263:44, 1279:16, 1282:14, 1282:26, 1282:45, 1283:29, 1284:8 preventions [1] - 1281:42 previous [4] - 1230:17, 1231:34, 1253:6, 1254:13 previously [5] - 1215:26, 1267:32, 1270:22, 1277:8 primary [4] - 1218:29, 1235:37, 1281:42, 1282:26 prime [1] - 1223:30 principle [1] - 1261:24 private [1] - 1227:18 proactive [3] - 1261:35, 1262:14, 1263:34 proactively [1] - 1218:16 problem [13] - 1216:42, 1220:1, 1221:21, 1221:29, 1221:47, 1231:11, 1240:7, 1240:33, 1243:8, 1252:18, 1252:31, 1277:10, 1282:40 problematic [4] -	1222:42, 1231:14, 1266:28, 1280:44 problems [6] - 1219:40, 1229:40, 1233:14, 1247:40, 1276:34, 1283:31 procedural [1] - 1256:45 procedures [5] - 1230:7, 1233:40, 1234:42, 1256:35, 1261:3 proceed [1] - 1276:40 proceeded [1] - 1227:19 proceeding [1] - 1274:46 PROCEEDINGS [1] - 1210:3 proceedings [2] - 1223:12, 1223:47 process [16] - 1218:9, 1223:19, 1224:4, 1224:16, 1226:7, 1239:26, 1256:26, 1256:28, 1258:43, 1260:43, 1260:47, 1261:12, 1263:7, 1270:29, 1277:1, 1278:29 processes [12] - 1226:2, 1226:4, 1239:12, 1239:13, 1253:44, 1254:29, 1256:30, 1270:38, 1278:5, 1278:28, 1282:47 produce [2] - 1276:42, 1279:10 producing [2] - 1279:13, 1279:15 product [1] - 1243:25 professional [4] - 1214:2, 1268:34, 1274:21, 1285:9 professionals [2] - 1275:13, 1275:17 professions [2] - 1281:9, 1284:2 Professor [3] - 1249:11, 1286:9, 1286:19 professor [6] - 1228:40, 1244:22, 1265:19, 1279:34, 1279:41, 1286:28 profit [1] - 1280:2 program [3] - 1243:2, 1243:19, 1259:30 programs [10] -	1258:28, 1258:30, 1259:26, 1263:46, 1264:19, 1268:18, 1268:19, 1285:13, 1285:14, 1285:17 progress [1] - 1212:36 project [3] - 1249:9, 1249:14, 1252:46 prolonged [2] - 1273:16, 1281:19 promise [1] - 1281:44 promising [1] - 1282:25 promote [2] - 1284:43, 1284:47 prompted [1] - 1247:30 proof [2] - 1241:37, 1241:39 proper [2] - 1232:10, 1241:24 properly [1] - 1245:16 proportion [1] - 1256:11 proscribed [2] - 1230:20, 1230:33 prosecuted [1] - 1217:6 prosecution [2] - 1217:14, 1222:10 prosecutor [4] - 1222:27, 1223:32, 1223:37, 1224:3 prosecutors [3] - 1222:12, 1222:23, 1223:44 protect [4] - 1253:41, 1270:42, 1273:42, 1283:20 protected [1] - 1217:12 protecting [1] - 1282:35 protection [19] - 1229:4, 1229:23, 1230:37, 1232:18, 1232:30, 1238:17, 1238:23, 1244:35, 1245:7, 1245:32, 1247:18, 1247:31, 1247:33, 1247:35, 1247:37, 1266:39, 1268:37, 1270:20 Protection [3] - 1230:2, 1237:16, 1247:12 protections [1] - 1241:43 protective [3] - 1217:13, 1242:4,	1244:43 proven [1] - 1282:11 provide [4] - 1224:42, 1245:29, 1253:1, 1260:46 provided [5] - 1229:8, 1229:21, 1249:20, 1265:46, 1280:23 provider [1] - 1235:16 providers [6] - 1234:23, 1234:31, 1235:7, 1235:23, 1259:27, 1274:12 provides [2] - 1214:2, 1227:34 providing [3] - 1260:5, 1260:6, 1268:15 proximity [1] - 1226:39 psychological [16] - 1250:4, 1250:23, 1251:8, 1255:13, 1255:23, 1256:39, 1259:24, 1260:10, 1260:12, 1260:15, 1261:25, 1264:12, 1264:21, 1276:11, 1280:14, 1283:18 psychologist [4] - 1248:38, 1259:30, 1262:35, 1263:26 psychology [4] - 1248:35, 1248:42, 1251:16, 1251:45 psychotic [1] - 1262:28 PTSD [1] - 1282:15 PUBLIC [1] - 1211:46 public [7] - 1212:24, 1237:25, 1238:9, 1238:26, 1239:22, 1250:31, 1251:1 published [5] - 1229:2, 1237:28, 1239:46, 1253:14, 1265:39 pull [1] - 1279:1 pulled [1] - 1279:7 pulls [2] - 1278:38, 1278:39 punches [1] - 1238:16 purported [1] - 1235:45 purpose [1] - 1280:7 purposes [4] - 1214:24, 1225:2, 1249:3, 1266:11 pursue [1] - 1226:10 purview [1] - 1258:36 put [16] - 1213:7,
---	--	---	---	---

1213:9, 1220:39, 1230:8, 1239:16, 1241:47, 1250:25, 1252:15, 1261:23, 1263:35, 1271:26, 1274:17, 1274:22, 1276:10, 1282:40, 1284:10 putting [7] - 1221:8, 1226:25, 1263:30, 1268:14, 1273:26, 1277:16, 1284:8	1227:32, 1227:41, 1228:19, 1229:19, 1232:46, 1235:30, 1244:13, 1244:26, 1244:40, 1245:43, 1245:44, 1247:11, 1248:7, 1248:11, 1249:25, 1249:29, 1260:21, 1260:29, 1263:12, 1264:27, 1264:29, 1266:4, 1272:19, 1276:28, 1277:29, 1279:26, 1280:27, 1280:33, 1284:22, 1286:10, 1286:13 quickly [2] - 1223:21, 1227:7 quite [13] - 1216:11, 1221:4, 1221:11, 1222:30, 1223:21, 1230:3, 1234:7, 1250:42, 1262:4, 1263:40, 1271:27, 1275:13, 1285:28	1222:33, 1225:8, 1229:46, 1232:24, 1235:43, 1235:46, 1236:2, 1236:6, 1248:3, 1254:15, 1281:6, 1283:30, 1284:19, 1285:7 raw [1] - 1224:31 ray [1] - 1275:18 reach [1] - 1283:21 reached [1] - 1223:9 react [1] - 1260:9 reacting [1] - 1261:41 reaction [2] - 1261:37, 1262:44 reactive [3] - 1261:33, 1261:34, 1263:34 read [1] - 1272:27 reading [2] - 1230:23, 1236:18 real [4] - 1236:41, 1237:3, 1258:37, 1268:30 realise [3] - 1221:39, 1271:27, 1278:29 really [50] - 1214:19, 1217:31, 1218:46, 1225:41, 1232:18, 1236:10, 1238:29, 1238:42, 1240:18, 1241:15, 1241:16, 1241:18, 1241:21, 1242:20, 1242:34, 1243:9, 1243:14, 1244:8, 1247:4, 1251:46, 1254:35, 1256:12, 1256:15, 1257:44, 1258:16, 1258:17, 1259:32, 1260:40, 1261:19, 1261:46, 1262:9, 1262:31, 1266:29, 1267:2, 1269:30, 1270:33, 1274:19, 1275:12, 1275:30, 1275:38, 1276:4, 1277:4, 1282:43, 1284:18, 1284:39, 1284:47, 1285:5, 1285:8, 1285:36, 1286:5 reason [4] - 1215:36, 1230:26, 1254:4, 1283:35 reasonable [2] - 1250:12, 1285:23 reasonably [1] - 1223:21 reasons [1] - 1252:26 receipt [1] - 1223:39	received [2] - 1243:34, 1270:14 receiving [1] - 1275:27 recent [4] - 1229:9, 1250:28, 1259:46, 1283:36 recently [6] - 1238:11, 1242:39, 1245:1, 1245:38, 1246:40, 1249:39 reciprocal [3] - 1216:44, 1217:19, 1217:43 recognise [5] - 1227:1, 1250:1, 1257:8, 1268:41, 1281:34 recognised [6] - 1247:14, 1248:41, 1250:19, 1251:4, 1255:18, 1255:20 recognises [1] - 1232:12 recognising [4] - 1257:17, 1267:13, 1268:3, 1270:40 recognition [8] - 1255:2, 1257:3, 1257:5, 1257:6, 1257:21, 1259:16, 1260:16, 1284:33 recommend [2] - 1251:43, 1285:25 recommendation [2] - 1252:7, 1272:12 reconcile [1] - 1277:33 record [1] - 1270:22 recorded [1] - 1224:25 recording [2] - 1221:39, 1224:32 recordings [1] - 1215:8 recover [3] - 1280:8, 1283:32, 1283:33 recruitment [1] - 1282:46 recruits [1] - 1283:3 red [2] - 1250:39, 1264:9 reduce [2] - 1254:35, 1254:42 reduced [2] - 1257:29 reducing [3] - 1245:15, 1255:16, 1260:17 refer [6] - 1222:19, 1232:9, 1235:35, 1235:36, 1271:4,	1271:8 reference [14] - 1229:25, 1229:26, 1236:24, 1237:13, 1242:11, 1244:42, 1249:31, 1249:46, 1253:18, 1253:20, 1254:11, 1254:46, 1258:24, 1272:27 references [1] - 1247:41 referral [1] - 1232:2 referred [8] - 1217:23, 1217:37, 1229:47, 1233:31, 1235:30, 1245:45, 1250:15, 1253:21 referring [4] - 1229:27, 1251:21, 1282:23, 1282:34 reflect [2] - 1224:35, 1241:32 reflection [2] - 1271:26, 1271:39 reflects [1] - 1223:9 reform [1] - 1258:28 regard [4] - 1229:16, 1242:39, 1263:23, 1280:45 regardless [2] - 1230:7 regards [1] - 1261:27 regional [3] - 1220:8, 1221:1, 1227:38 registered [1] - 1248:38 regularly [2] - 1220:40, 1220:46 regulated [1] - 1239:38 rehabilitation [1] - 1268:19 relate [1] - 1284:16 related [2] - 1216:36, 1241:8 relating [1] - 1240:32 relation [4] - 1220:44, 1255:41, 1281:7, 1284:22 relationship [15] - 1215:29, 1216:35, 1217:36, 1223:40, 1225:25, 1230:21, 1230:34, 1231:46, 1234:46, 1235:6, 1241:12, 1241:28, 1246:26, 1262:35, 1268:23 relationships [6] - 1215:23, 1231:8,
Q				
QC [1] - 1210:26 QPS [16] - 1214:11, 1214:18, 1214:37, 1214:46, 1225:21, 1225:29, 1236:31, 1242:41, 1245:6, 1251:18, 1252:41, 1253:27, 1255:5, 1258:30, 1263:22, 1281:41 qualification [1] - 1218:46 qualified [1] - 1285:42 quasi [1] - 1237:15 quasi-criminal [1] - 1237:15 QUEENSLAND [1] - 1210:11 Queensland [34] - 1210:34, 1225:12, 1232:22, 1236:47, 1237:15, 1237:41, 1239:33, 1245:30, 1245:33, 1245:40, 1246:40, 1246:47, 1249:4, 1249:9, 1249:32, 1253:7, 1259:13, 1259:23, 1259:26, 1259:44, 1260:2, 1262:2, 1262:4, 1262:15, 1262:26, 1262:30, 1271:15, 1283:2, 1283:16, 1283:37, 1284:6, 1284:26, 1284:30, 1285:15 questioned [1] - 1216:26 questioning [3] - 1216:9, 1216:11, 1221:6 questions [38] - 1212:13, 1212:15, 1213:8, 1225:3, 1225:32, 1227:25,	R			
	race [1] - 1266:26 racism [3] - 1235:21, 1235:22, 1235:25 raise [3] - 1219:47, 1229:22, 1246:22 raised [2] - 1220:40, 1234:39 range [8] - 1231:15, 1237:24, 1239:3, 1241:46, 1243:10, 1250:42, 1252:26, 1256:9 rank [2] - 1258:10, 1258:14 ranks [3] - 1256:5, 1258:11 Ransley [1] - 1249:11 rap [3] - 1270:11, 1270:12, 1270:14 rare [4] - 1220:4, 1221:44, 1222:2, 1226:7 rate [4] - 1249:35, 1249:37, 1249:41, 1250:18 rates [9] - 1218:24, 1252:33, 1252:34, 1252:41, 1252:42, 1272:36, 1283:17, 1283:40, 1284:3 rather [17] - 1218:14, 1218:21, 1221:7,			

1231:13, 1259:27, 1262:41, 1267:18 relatively [2] - 1214:40, 1219:8 released [4] - 1245:38, 1253:8, 1253:16, 1262:15 relevant [8] - 1214:20, 1215:1, 1219:12, 1230:21, 1230:33, 1239:30, 1251:29, 1251:47 relevantly [3] - 1214:24, 1249:3, 1266:10 relieve [1] - 1239:26 reluctance [1] - 1226:31 reluctant [3] - 1238:34, 1259:33, 1259:34 relying [1] - 1238:38 remained [1] - 1249:36 remaining [1] - 1265:1 remains [1] - 1245:2 remember [2] - 1225:14, 1225:19 remote [6] - 1225:16, 1237:36, 1239:31, 1265:32, 1265:42, 1277:36 remove [2] - 1268:38, 1270:24 removed [1] - 1269:46 removing [2] - 1262:32, 1271:1 rental [1] - 1270:18 repeat [1] - 1283:47 repeated [2] - 1229:47, 1230:1 replicated [1] - 1259:24 report [36] - 1229:2, 1229:8, 1229:15, 1229:20, 1229:24, 1229:31, 1230:18, 1231:16, 1231:26, 1232:11, 1233:19, 1233:21, 1235:35, 1237:12, 1238:33, 1239:7, 1240:46, 1242:10, 1243:3, 1249:22, 1249:28, 1251:10, 1254:11, 1258:23, 1260:3, 1265:39, 1272:26, 1272:28, 1276:22, 1280:24, 1280:28, 1280:33, 1281:39,	1283:14, 1284:23, 1285:12 reported [8] - 1220:9, 1226:35, 1234:35, 1235:1, 1235:8, 1235:25, 1240:19, 1249:32 reporting [6] - 1220:31, 1234:17, 1235:13, 1255:41, 1266:28, 1266:41 reports [6] - 1224:17, 1240:20, 1243:34, 1273:20, 1273:26, 1286:27 represent [1] - 1227:16 representation [2] - 1218:36, 1219:6 representative [2] - 1251:35, 1285:18 represented [1] - 1227:43 require [4] - 1221:43, 1259:13, 1263:38, 1264:17 required [5] - 1230:12, 1234:12, 1241:40, 1270:37, 1275:23 requirement [4] - 1219:10, 1271:18, 1271:19, 1278:10 requirements [1] - 1266:42 requires [1] - 1230:16 research [72] - 1228:44, 1229:2, 1230:17, 1231:34, 1232:20, 1232:33, 1232:37, 1233:4, 1233:30, 1233:35, 1233:37, 1235:17, 1237:7, 1237:20, 1237:21, 1237:22, 1237:28, 1237:29, 1237:32, 1237:34, 1237:42, 1238:7, 1238:33, 1239:6, 1239:9, 1239:30, 1239:45, 1239:47, 1240:28, 1240:37, 1241:14, 1242:7, 1242:30, 1243:2, 1244:5, 1245:31, 1246:30, 1246:47, 1247:31, 1247:32, 1247:46, 1249:9, 1249:38, 1250:15, 1250:28, 1250:30, 1253:6, 1254:13,	1254:23, 1256:23, 1256:24, 1256:27, 1256:42, 1258:25, 1259:46, 1260:1, 1264:6, 1265:23, 1265:31, 1272:3, 1274:43, 1281:28, 1282:19, 1282:21, 1283:17, 1284:2, 1284:5 Research [2] - 1229:3, 1252:47 researcher [1] - 1248:46 reservations [1] - 1224:30 resilience [5] - 1281:33, 1281:45, 1282:30, 1282:31, 1283:20 resist [1] - 1231:21 resistance [1] - 1222:31 resistant [1] - 1217:5 resisting [1] - 1232:6 resistive [2] - 1231:27, 1231:29 resolution [5] - 1239:12, 1239:21, 1239:26, 1239:29, 1239:34 resolve [1] - 1223:11 resolved [2] - 1219:46, 1276:47 resolving [1] - 1217:15 resource [2] - 1253:23, 1278:41 resourced [3] - 1263:23, 1263:40, 1263:44 resources [10] - 1234:10, 1234:41, 1261:35, 1262:17, 1262:40, 1263:25, 1263:38, 1263:43, 1264:17, 1264:21 resourcing [1] - 1254:25 respect [17] - 1214:31, 1222:13, 1222:14, 1222:15, 1226:46, 1237:14, 1241:12, 1242:18, 1244:25, 1244:40, 1245:24, 1245:44, 1249:30, 1252:39, 1276:14, 1281:26, 1282:45 respected [1] - 1258:19	respectfully [1] - 1218:4 respond [2] - 1253:29, 1268:43 responded [1] - 1235:27 respondent [4] - 1214:31, 1215:17, 1219:45, 1238:36 respondents [1] - 1220:2 responder [7] - 1215:9, 1215:25, 1215:42, 1243:44, 1244:2, 1271:45, 1276:16 responder's [1] - 1215:47 responding [10] - 1214:46, 1220:44, 1234:43, 1242:36, 1255:10, 1261:18, 1269:2, 1269:13, 1280:45, 1283:4 response [21] - 1219:27, 1224:10, 1226:42, 1230:15, 1230:16, 1239:42, 1241:20, 1241:23, 1242:42, 1266:37, 1266:38, 1267:9, 1267:36, 1267:44, 1267:46, 1268:35, 1268:45, 1274:27, 1275:11, 1276:17, 1279:17 RESPONSES [1] - 1210:12 responses [13] - 1234:16, 1236:45, 1251:35, 1253:42, 1255:42, 1265:33, 1265:41, 1266:43, 1268:3, 1268:46, 1269:1, 1274:34, 1280:13 responsibilities [1] - 1220:20 responsibility [1] - 1266:41 responsiveness [1] - 1271:10 rest [1] - 1257:10 restrictions [1] - 1217:35 result [2] - 1269:15, 1273:7 resulting [2] - 1231:36, 1259:11 results [4] - 1253:9,	1253:13, 1253:15, 1254:5 reticence [1] - 1226:37 returned [1] - 1246:41 reveal [1] - 1259:39 review [6] - 1233:40, 1242:40, 1243:1, 1243:19, 1254:42, 1255:5 reviewing [1] - 1244:46 reviews [3] - 1230:1, 1236:15, 1245:1 reward [4] - 1255:2, 1255:8, 1257:3, 1257:21 rewarding [1] - 1256:13 reword [1] - 1226:16 rhetorical [1] - 1271:3 RICHARDS [1] - 1210:19 rid [1] - 1227:4 rightly [2] - 1250:20, 1260:5 rights [1] - 1220:20 rim [1] - 1273:14 risk [20] - 1227:35, 1232:22, 1232:30, 1236:46, 1240:7, 1244:41, 1245:38, 1256:12, 1258:5, 1269:6, 1269:8, 1269:27, 1270:6, 1276:19, 1276:21, 1280:43, 1281:5, 1281:10, 1281:18, 1281:26 risks [6] - 1269:22, 1269:25, 1280:34, 1281:3, 1281:24, 1282:24 riverbed [1] - 1240:3 road [1] - 1260:13 rocks [1] - 1273:12 role [9] - 1246:1, 1256:15, 1259:20, 1261:34, 1282:2, 1282:47, 1283:10, 1285:28, 1285:36 roles [1] - 1258:7 roll [1] - 1272:1 roll-out [1] - 1272:1 rolled [3] - 1243:20, 1251:13, 1251:19 rolling [2] - 1243:41, 1252:19 room [6] - 1215:47, 1216:37, 1221:14,
--	---	--	---	---

1224:3, 1226:25, 1226:40 routine [1] - 1222:30 rubbish [1] - 1238:17 rules [2] - 1285:1, 1285:2 running [1] - 1238:16 rural [1] - 1265:31 rush [2] - 1274:15, 1274:16 RUTH [1] - 1210:26	se [1] - 1218:39 second [6] - 1221:45, 1230:23, 1236:18, 1242:10, 1244:31, 1281:2 secondary [1] - 1282:45 section [7] - 1233:8, 1233:28, 1237:14, 1251:10, 1251:38, 1284:22, 1285:12 sector [1] - 1266:37 sectoral [1] - 1267:36 see [40] - 1212:37, 1212:45, 1213:1, 1215:13, 1215:28, 1216:12, 1216:21, 1217:18, 1217:45, 1218:2, 1220:6, 1221:8, 1221:14, 1221:28, 1221:30, 1221:42, 1222:1, 1226:41, 1227:9, 1227:11, 1228:4, 1228:14, 1231:3, 1235:21, 1236:39, 1251:2, 1252:12, 1257:27, 1258:40, 1263:34, 1264:20, 1265:15, 1267:43, 1273:20, 1274:38, 1279:41, 1283:39, 1284:1, 1285:31 seeing [4] - 1226:34, 1253:38, 1254:5, 1274:41 seek [8] - 1212:3, 1212:12, 1217:10, 1218:14, 1219:37, 1262:25, 1274:11, 1274:34 seeking [15] - 1214:29, 1216:44, 1216:46, 1228:1, 1259:34, 1259:44, 1259:47, 1260:3, 1260:17, 1262:44, 1266:27, 1274:39, 1274:45, 1285:39 seeks [2] - 1218:43, 1219:15 seem [6] - 1218:13, 1227:1, 1244:29, 1253:33, 1269:19, 1283:37 sees [1] - 1278:36 selected [1] - 1285:20 self [2] - 1240:26, 1285:9 self-control [1] -	1240:26 self-efficacy [1] - 1285:9 send [2] - 1224:6, 1253:29 sending [1] - 1251:33 senior [2] - 1249:21, 1257:42 sense [15] - 1220:1, 1220:5, 1222:42, 1252:22, 1252:23, 1256:43, 1257:5, 1257:33, 1259:43, 1260:37, 1272:12, 1275:2, 1284:16, 1284:46, 1285:4 sentence [1] - 1237:13 sentencing [1] - 1278:46 sentiment [1] - 1251:1 separate [3] - 1224:33, 1226:12, 1277:45 separately [1] - 1218:38 sergeants [2] - 1257:42 serious [7] - 1219:13, 1240:7, 1241:32, 1241:42, 1270:40, 1273:15, 1277:23 serve [1] - 1261:11 served [2] - 1238:44, 1247:9 service [20] - 1234:23, 1234:31, 1235:7, 1235:16, 1235:22, 1235:23, 1258:15, 1259:25, 1259:29, 1265:41, 1266:37, 1266:42, 1269:19, 1270:8, 1270:13, 1276:25, 1281:17, 1283:19, 1283:21, 1283:40 Service [20] - 1213:29, 1213:45, 1233:15, 1249:4, 1249:10, 1249:32, 1259:23, 1259:44, 1260:31, 1262:2, 1262:4, 1262:15, 1262:27, 1283:3, 1283:16, 1283:37, 1284:7, 1284:26, 1284:31, 1285:16 SERVICE [1] - 1210:12 services [24] - 1214:3, 1227:34, 1235:2,	1242:6, 1243:36, 1246:7, 1259:24, 1262:6, 1262:40, 1263:23, 1267:26, 1268:15, 1268:30, 1268:40, 1272:7, 1272:14, 1274:12, 1276:43, 1278:6, 1280:19, 1283:23, 1284:15, 1285:26 servicing [1] - 1284:40 set [7] - 1235:36, 1235:43, 1236:14, 1238:14, 1257:25, 1271:45, 1285:26 set-up [1] - 1271:45 setting [4] - 1227:45, 1227:46, 1275:29, 1285:46 settings [2] - 1237:25, 1275:31 seven [2] - 1246:41, 1262:9 several [3] - 1233:36, 1246:13, 1283:24 severely [1] - 1238:47 sexism [2] - 1235:11, 1235:15 shake [1] - 1221:17 share [7] - 1214:8, 1262:43, 1267:15, 1267:17, 1269:34, 1269:40, 1270:8 shared [6] - 1217:38, 1270:12, 1270:13, 1270:15, 1270:17 sharing [3] - 1269:29, 1269:36, 1270:29 sheet [3] - 1270:11, 1270:12, 1270:15 shelter [2] - 1240:4, 1270:27 shift [2] - 1233:38, 1259:6 Shillito [8] - 1213:18, 1213:24, 1224:13, 1225:31, 1225:39, 1228:27, 1228:29, 1286:26 SHILLITO [1] - 1213:20 short [3] - 1219:11, 1232:14, 1262:11 SHORT [1] - 1248:23 shortcomings [1] - 1285:8 shortly [2] - 1213:25, 1243:19 show [3] - 1237:15, 1256:25, 1256:45	showing [1] - 1256:42 shown [1] - 1240:38 shows [3] - 1242:31, 1247:46, 1256:23 shrink [1] - 1226:41 shutting [2] - 1226:43, 1226:47 side [2] - 1261:2, 1261:23 sides [2] - 1216:3, 1255:29 sight [6] - 1226:18, 1226:21, 1226:27, 1226:33, 1226:36, 1261:7 significance [2] - 1265:32, 1274:21 significant [12] - 1234:38, 1237:17, 1255:26, 1255:31, 1259:1, 1261:30, 1263:2, 1263:31, 1273:21, 1273:22, 1274:4, 1274:20 significantly [2] - 1256:38, 1284:3 signs [1] - 1254:19 similar [5] - 1223:1, 1224:47, 1236:45, 1237:1, 1271:14 similarly [2] - 1250:30, 1255:28 simple [2] - 1216:21, 1217:26 simply [4] - 1252:30, 1254:19, 1256:30, 1257:17 single [1] - 1231:30 singling [3] - 1257:12, 1257:14, 1257:21 sit [2] - 1267:14, 1276:37 site [1] - 1237:42 sites [2] - 1237:32, 1237:34 sitting [1] - 1224:2 situation [15] - 1216:10, 1217:15, 1218:13, 1218:14, 1219:27, 1220:22, 1220:25, 1224:9, 1227:11, 1230:19, 1267:28, 1274:18, 1274:19, 1278:19 situationally [1] - 1232:12 situations [2] - 1231:12, 1234:8 six [2] - 1254:28, 1262:8
S				
safe [15] - 1224:15, 1225:4, 1241:25, 1267:3, 1267:5, 1268:22, 1271:32, 1275:28, 1275:29, 1275:32, 1275:38, 1276:1, 1276:6, 1276:7, 1276:8 safely [1] - 1285:2 safeness [1] - 1276:11 safety [6] - 1226:26, 1227:35, 1250:31, 1276:4, 1276:18, 1284:47 Safety [3] - 1229:3, 1276:15, 1276:20 sample [3] - 1240:9, 1240:16, 1251:35 saucepans [1] - 1273:13 saw [1] - 1240:20 scenario [4] - 1222:6, 1246:3, 1262:24, 1262:37 scenarios [2] - 1240:18, 1262:29 schedule [2] - 1212:28, 1212:45 schedules [1] - 1259:6 science [1] - 1283:7 scissors [1] - 1240:12 scope [2] - 1243:41, 1263:33 screen [3] - 1233:23, 1233:27, 1283:42 screening [1] - 1251:12 scrutinies [1] - 1261:7 scrutiny [12] - 1250:47, 1255:27, 1255:32, 1255:47, 1256:3, 1256:22, 1256:24, 1256:25, 1260:32, 1260:47, 1261:39				

<p>size [2] - 1269:1, 1269:27</p> <p>skill [1] - 1244:37</p> <p>slightly [1] - 1218:38</p> <p>slowly [1] - 1260:17</p> <p>small [3] - 1217:38, 1256:10, 1282:12</p> <p>smaller [1] - 1282:5</p> <p>snowball [2] - 1216:18, 1257:34</p> <p>snowballing [2] - 1217:24, 1217:39</p> <p>social [4] - 1227:35, 1247:9, 1262:35, 1266:27</p> <p>socially [1] - 1240:25</p> <p>socio [1] - 1266:24</p> <p>socio-demographics [1] - 1266:24</p> <p>solid [1] - 1253:2</p> <p>solution [1] - 1258:15</p> <p>someone [5] - 1276:19, 1278:13, 1278:14, 1278:30, 1285:34</p> <p>something's [1] - 1271:27</p> <p>sometimes [14] - 1215:21, 1216:8, 1218:7, 1224:36, 1227:3, 1241:19, 1257:14, 1260:41, 1261:12, 1261:38, 1270:32, 1272:9, 1278:28, 1278:34</p> <p>somewhat [1] - 1231:3</p> <p>sophistication [1] - 1218:5</p> <p>sorry [12] - 1219:20, 1221:44, 1222:40, 1226:13, 1227:28, 1231:33, 1233:25, 1242:43, 1242:45, 1244:22, 1246:38, 1259:21</p> <p>sort [29] - 1216:14, 1216:16, 1216:28, 1216:34, 1217:12, 1217:39, 1220:38, 1221:4, 1221:10, 1221:13, 1221:15, 1222:29, 1222:31, 1222:44, 1225:3, 1225:12, 1226:41, 1227:8, 1236:2, 1239:19, 1246:3, 1251:36, 1256:28, 1263:38, 1277:23, 1282:29, 1285:20,</p>	<p>1285:33, 1286:6</p> <p>sorted [1] - 1227:8</p> <p>sorts [11] - 1215:40, 1215:43, 1216:40, 1222:6, 1233:29, 1276:10, 1276:31, 1282:1, 1284:17, 1284:43, 1284:45</p> <p>sought [4] - 1217:25, 1217:26, 1220:27, 1236:17</p> <p>sounding [2] - 1285:23, 1285:28</p> <p>source [2] - 1215:4, 1224:45</p> <p>South [3] - 1239:32, 1246:41, 1265:23</p> <p>Southport [1] - 1224:26</p> <p>space [3] - 1220:16, 1238:9, 1275:33</p> <p>span [2] - 1257:36, 1280:11</p> <p>speaking [8] - 1216:1, 1217:31, 1221:13, 1221:15, 1223:1, 1224:44, 1226:25, 1261:18</p> <p>specialised [1] - 1243:36</p> <p>specifically [4] - 1247:16, 1255:7, 1255:33, 1281:7</p> <p>spectrum [4] - 1239:2, 1240:31, 1240:34, 1241:1</p> <p>speech [2] - 1230:23, 1236:18</p> <p>spent [2] - 1213:39, 1283:4</p> <p>spiral [1] - 1216:25</p> <p>spirit [1] - 1281:35</p> <p>spring [1] - 1225:17</p> <p>stabbed [2] - 1240:12, 1240:14</p> <p>staff [4] - 1215:11, 1251:14, 1257:44, 1282:35</p> <p>stage [8] - 1217:32, 1218:32, 1219:44, 1222:1, 1247:4, 1252:32, 1277:19, 1282:16</p> <p>stakeholders [1] - 1261:36</p> <p>stand [2] - 1277:46, 1278:1</p> <p>standard [3] - 1235:12, 1241:37, 1241:39</p>	<p>standing [2] - 1224:1, 1272:8</p> <p>stands [1] - 1229:32</p> <p>start [9] - 1214:43, 1229:21, 1236:33, 1236:39, 1237:1, 1238:7, 1252:35, 1262:17, 1264:15</p> <p>started [4] - 1213:28, 1221:15, 1260:4, 1277:11</p> <p>starts [1] - 1216:16</p> <p>state [8] - 1214:4, 1232:21, 1243:42, 1246:40, 1251:33, 1251:36, 1272:5, 1280:18</p> <p>statement [17] - 1214:38, 1214:45, 1215:5, 1217:24, 1219:44, 1221:31, 1222:7, 1222:19, 1224:7, 1224:14, 1225:2, 1233:43, 1244:44, 1244:46, 1252:39, 1277:37, 1286:26</p> <p>states [1] - 1270:4</p> <p>States [1] - 1249:39</p> <p>statewide [2] - 1251:20, 1259:12</p> <p>station [3] - 1222:22, 1224:7, 1224:34</p> <p>statistic [1] - 1231:39</p> <p>statistical [1] - 1218:22</p> <p>statistics [4] - 1228:7, 1272:29, 1272:34, 1272:35</p> <p>status [1] - 1223:40</p> <p>staying [1] - 1270:26</p> <p>step [1] - 1264:22</p> <p>stepping [1] - 1225:5</p> <p>steps [4] - 1260:16, 1262:15, 1263:2, 1263:32</p> <p>stereotyping [2] - 1220:43, 1221:22</p> <p>sticks [1] - 1273:12</p> <p>stigma [4] - 1259:44, 1260:17, 1262:7, 1282:39</p> <p>still [16] - 1218:47, 1220:36, 1221:39, 1225:18, 1225:24, 1226:40, 1239:34, 1241:31, 1263:43, 1267:32, 1267:33, 1277:23, 1277:46, 1281:23, 1284:14</p>	<p>stop [5] - 1268:10, 1278:2, 1278:4, 1278:6, 1282:18</p> <p>stopping [1] - 1225:6</p> <p>stories [2] - 1251:39, 1279:4</p> <p>story [8] - 1216:17, 1216:27, 1225:9, 1225:27, 1267:15, 1270:8, 1281:22</p> <p>straightforward [1] - 1223:21</p> <p>Strait [20] - 1213:29, 1213:45, 1214:3, 1224:18, 1224:46, 1231:35, 1237:26, 1237:31, 1237:44, 1237:47, 1238:27, 1238:28, 1239:9, 1245:19, 1246:6, 1246:15, 1265:42, 1266:17, 1269:23, 1271:40</p> <p>stranger/stranger [1] - 1277:40</p> <p>strategies [2] - 1282:3, 1284:10</p> <p>strategy [5] - 1257:13, 1257:16, 1257:22, 1262:16, 1264:18</p> <p>streamlined [1] - 1260:43</p> <p>Street [1] - 1210:35</p> <p>strength [1] - 1285:6</p> <p>strengths [2] - 1285:6, 1285:9</p> <p>stress [1] - 1233:38</p> <p>stressors [11] - 1250:2, 1250:3, 1250:7, 1250:9, 1250:17, 1250:35, 1250:38, 1251:27, 1251:31, 1258:45</p> <p>strong [8] - 1222:37, 1234:10, 1244:4, 1245:30, 1250:1, 1252:7, 1272:3, 1277:37</p> <p>strongly [2] - 1234:7, 1251:2</p> <p>structural [1] - 1263:39</p> <p>structured [1] - 1258:10</p> <p>structures [3] - 1255:6, 1255:7, 1257:7</p> <p>Studies [1] - 1237:14</p> <p>studies [3] - 1237:33, 1255:46, 1282:13</p>	<p>study [5] - 1237:39, 1237:45, 1238:47, 1240:28, 1249:31</p> <p>styles [1] - 1243:13</p> <p>sub [1] - 1251:38</p> <p>sub-section [1] - 1251:38</p> <p>subject [1] - 1239:46</p> <p>subjected [1] - 1229:27</p> <p>submission [2] - 1219:35, 1239:41</p> <p>submissions [5] - 1213:6, 1213:7, 1213:12, 1219:30, 1230:40</p> <p>subparagraph [1] - 1247:15</p> <p>subsequent [1] - 1215:17</p> <p>substance [4] - 1239:1, 1239:37, 1239:40, 1240:27</p> <p>substances [2] - 1215:37, 1224:40</p> <p>substantial [1] - 1251:3</p> <p>subtle [2] - 1221:4, 1221:11</p> <p>success [1] - 1259:18</p> <p>successfully [1] - 1238:12</p> <p>successive [2] - 1230:1, 1236:15</p> <p>suck [1] - 1259:35</p> <p>suffer [4] - 1255:26, 1273:28, 1273:29, 1284:3</p> <p>suffering [1] - 1280:39</p> <p>sufficiency [1] - 1219:12</p> <p>sufficient [3] - 1219:24, 1233:7, 1284:10</p> <p>suggest [5] - 1224:14, 1242:17, 1251:12, 1256:27, 1281:20</p> <p>suggesting [3] - 1219:20, 1219:21, 1268:39</p> <p>suggests [2] - 1250:16, 1286:5</p> <p>suitable [1] - 1212:38</p> <p>summary [1] - 1218:36</p> <p>supermarket [1] - 1279:6</p> <p>supervision [3] - 1259:20, 1259:21, 1285:30</p>
---	---	--	--	--

<p>supervisors [2] - 1256:36, 1259:14</p> <p>support [37] - 1214:14, 1222:5, 1224:15, 1224:28, 1226:2, 1226:4, 1228:14, 1232:9, 1234:11, 1234:41, 1239:24, 1241:17, 1244:9, 1252:9, 1252:30, 1254:32, 1262:22, 1262:39, 1262:42, 1263:41, 1264:18, 1268:21, 1268:22, 1268:30, 1268:34, 1268:40, 1270:44, 1274:12, 1275:46, 1278:38, 1278:39, 1285:13, 1285:17, 1285:26, 1285:29, 1285:39, 1286:1</p> <p>supported [4] - 1268:24, 1268:42, 1269:9, 1269:10</p> <p>supporters [4] - 1285:30, 1285:37, 1285:38, 1285:40</p> <p>supporting [3] - 1218:28, 1246:21, 1270:30</p> <p>supports [3] - 1267:9, 1268:20, 1279:15</p> <p>suppose [9] - 1218:23, 1236:40, 1241:43, 1241:46, 1242:34, 1243:11, 1246:43, 1260:37, 1277:21</p> <p>surprised [1] - 1220:33</p> <p>surprising [1] - 1250:9</p> <p>survey [6] - 1251:19, 1251:25, 1252:12, 1252:37, 1253:21, 1259:12</p> <p>surveys [5] - 1251:13, 1252:5, 1252:6, 1252:19, 1258:13</p> <p>susceptibility [1] - 1255:44</p> <p>suspect [1] - 1216:11</p> <p>sustained [2] - 1222:45, 1282:12</p> <p>swap [1] - 1239:25</p> <p>swearing [2] - 1219:23, 1239:23</p> <p>sworn [1] - 1248:31</p> <p>symptoms [1] -</p>	<p>1240:39</p> <p>system [13] - 1237:9, 1237:17, 1238:3, 1241:39, 1245:14, 1245:20, 1245:22, 1249:15, 1254:33, 1264:8, 1266:12, 1271:36</p> <p>systematic [1] - 1262:19</p> <p>systemic [2] - 1283:15, 1283:22</p> <p>Systems [1] - 1233:19</p> <p>systems [11] - 1233:40, 1242:23, 1245:14, 1253:43, 1254:29, 1254:38, 1258:29, 1261:14, 1264:16, 1266:27, 1266:44</p> <p style="text-align: center;">T</p> <p>table [7] - 1244:14, 1271:20, 1271:21, 1271:41, 1272:4, 1272:14, 1272:20</p> <p>tackle [1] - 1258:11</p> <p>tackling [2] - 1257:40, 1282:38</p> <p>tailor [1] - 1258:17</p> <p>tailored [1] - 1275:43</p> <p>talks [3] - 1239:19, 1240:38, 1247:16</p> <p>tape [1] - 1250:39</p> <p>targeted [1] - 1252:36</p> <p>taskforce [1] - 1229:44</p> <p>tasks [1] - 1250:40</p> <p>taxing [1] - 1285:28</p> <p>tea [1] - 1276:6</p> <p>teach [1] - 1282:6</p> <p>teaching [1] - 1282:2</p> <p>team [7] - 1214:23, 1214:28, 1235:17, 1236:46, 1264:18, 1281:35</p> <p>team's [1] - 1227:47</p> <p>tease [1] - 1216:17</p> <p>techniques [1] - 1243:11</p> <p>temperature [2] - 1251:37, 1252:20</p> <p>tend [6] - 1227:38, 1242:17, 1267:8, 1268:31, 1269:1, 1284:5</p> <p>tended [1] - 1258:33</p> <p>tendency [1] - 1217:32</p>	<p>tender [2] - 1286:25</p> <p>TENDER [1] - 1286:32</p> <p>tends [2] - 1224:10, 1284:46</p> <p>tension [5] - 1223:6, 1255:30, 1255:34, 1278:23, 1278:24</p> <p>term [6] - 1232:4, 1247:44, 1247:47, 1273:9, 1281:17, 1281:27</p> <p>terms [45] - 1214:16, 1220:14, 1221:23, 1226:9, 1226:13, 1230:42, 1232:46, 1233:15, 1233:46, 1235:5, 1236:9, 1237:3, 1241:22, 1251:41, 1255:29, 1255:39, 1257:16, 1258:40, 1259:32, 1260:45, 1261:5, 1261:25, 1262:5, 1262:18, 1263:39, 1266:23, 1266:33, 1267:4, 1267:24, 1267:25, 1267:36, 1267:39, 1272:35, 1272:46, 1274:22, 1274:33, 1275:21, 1276:10, 1276:42, 1279:14, 1280:11, 1281:2, 1282:21, 1284:16, 1284:43</p> <p>Territory [1] - 1239:33</p> <p>territory [1] - 1232:21</p> <p>test [5] - 1218:44, 1218:45, 1219:5, 1219:26, 1262:34</p> <p>testimony [1] - 1277:11</p> <p>THE [6] - 1228:32, 1248:17, 1264:34, 1279:32, 1286:23, 1286:46</p> <p>theme [1] - 1234:10</p> <p>themes [1] - 1233:30</p> <p>themselves [15] - 1219:7, 1222:46, 1234:18, 1234:26, 1234:39, 1238:1, 1240:25, 1255:37, 1262:33, 1263:1, 1267:5, 1267:40, 1284:34, 1284:41, 1285:39</p> <p>theoretically [1] - 1252:43</p> <p>therapy [1] - 1285:46</p> <p>thereafter [2] -</p>	<p>1213:25, 1213:32</p> <p>therefore [1] - 1284:34</p> <p>thereof [1] - 1224:10</p> <p>thinking [8] - 1216:37, 1260:41, 1261:4, 1267:24, 1267:27, 1268:26, 1269:35, 1270:34</p> <p>third [2] - 1281:26, 1281:42</p> <p>thirds [1] - 1273:29</p> <p>thoughts [2] - 1277:32, 1277:44</p> <p>threat [1] - 1270:40</p> <p>three [2] - 1273:43, 1280:34</p> <p>threshold [1] - 1217:31</p> <p>throughout [2] - 1214:4, 1247:29</p> <p>throw [1] - 1261:39</p> <p>throwing [1] - 1238:16</p> <p>tick [1] - 1261:3</p> <p>ties [1] - 1217:39</p> <p>titled [2] - 1229:3, 1265:40</p> <p>TO [1] - 1210:12</p> <p>today [8] - 1212:3, 1212:12, 1212:16, 1212:28, 1213:43, 1214:8, 1265:2, 1286:34</p> <p>today's [1] - 1212:13</p> <p>together [9] - 1230:21, 1251:7, 1262:17, 1264:21, 1268:24, 1274:17, 1274:22, 1276:38, 1276:39</p> <p>tolerated [1] - 1277:38</p> <p>tone [1] - 1221:5</p> <p>took [1] - 1272:9</p> <p>tool [4] - 1235:43, 1235:45, 1236:31</p> <p>tools [4] - 1232:22, 1232:23, 1232:25, 1251:13</p> <p>top [5] - 1233:19, 1236:24, 1244:45, 1254:47, 1261:41</p> <p>topic [1] - 1224:33</p> <p>topics [2] - 1213:8, 1284:21</p> <p>Torres [20] - 1213:29, 1213:44, 1214:3, 1224:18, 1224:46, 1231:35, 1237:26, 1237:31, 1237:44, 1237:47, 1238:27, 1238:28, 1239:9, 1245:19, 1246:6,</p>	<p>1246:15, 1265:42, 1266:17, 1269:22, 1271:40</p> <p>touch [1] - 1261:13</p> <p>touched [1] - 1241:8</p> <p>towards [1] - 1253:46</p> <p>track [2] - 1264:13, 1279:9</p> <p>tradition [1] - 1245:30</p> <p>traditional [3] - 1239:11, 1239:20, 1239:33</p> <p>traditionally [2] - 1259:36, 1260:11</p> <p>trained [5] - 1234:38, 1251:15, 1274:27, 1274:31, 1274:41</p> <p>training [23] - 1234:39, 1234:41, 1242:17, 1242:35, 1242:40, 1242:46, 1243:1, 1243:6, 1243:9, 1243:10, 1243:14, 1243:19, 1257:47, 1258:1, 1258:3, 1260:35, 1260:43, 1274:42, 1281:44, 1281:47, 1282:17, 1282:24, 1282:34</p> <p>TRANSCRIPT [1] - 1210:3</p> <p>translated [1] - 1252:2</p> <p>transparent [2] - 1260:44, 1285:2</p> <p>trauma [33] - 1250:2, 1250:6, 1250:7, 1250:8, 1251:28, 1252:24, 1258:32, 1258:33, 1258:35, 1258:37, 1267:21, 1267:26, 1267:37, 1273:5, 1273:7, 1274:23, 1280:8, 1280:14, 1281:23, 1281:46, 1282:41, 1284:24, 1284:25, 1284:30, 1284:34, 1284:35, 1284:37, 1284:39, 1284:44, 1284:45, 1284:46, 1285:5</p> <p>trauma-informed [9] - 1267:37, 1282:41, 1284:24, 1284:25, 1284:30, 1284:35, 1284:39, 1284:44, 1285:5</p> <p>traumatic [7] - 1250:11, 1250:21,</p>
---	---	---	--	---

1250:32, 1258:41, 1279:45, 1280:1, 1280:39 treated [3] - 1240:45, 1256:47, 1257:37 treating [1] - 1240:1 treatment [3] - 1276:33, 1282:15, 1283:27 trial [1] - 1218:21 trials [1] - 1282:19 tried [1] - 1236:16 true [2] - 1219:27, 1253:36 truly [1] - 1251:38 trunk [1] - 1273:38 truth [1] - 1216:3 truthful [1] - 1224:42 try [6] - 1218:9, 1221:35, 1253:46, 1254:36, 1258:34, 1266:43 trying [16] - 1212:27, 1216:17, 1217:14, 1222:38, 1232:13, 1241:11, 1242:28, 1246:32, 1256:14, 1257:19, 1261:41, 1262:25, 1263:41, 1274:16, 1274:36, 1285:8 turn [2] - 1266:32, 1280:32 turned [2] - 1238:13, 1279:5 turning [2] - 1254:27, 1257:18 turns [1] - 1254:8 twice [1] - 1250:8 two [17] - 1214:19, 1216:24, 1216:35, 1217:1, 1220:38, 1221:34, 1230:21, 1236:23, 1251:13, 1251:25, 1252:12, 1255:29, 1265:1, 1273:29, 1274:1, 1284:21, 1284:32 Two [1] - 1264:40 two-thirds [1] - 1273:29 two-yearly [2] - 1251:25, 1252:12 twofold [2] - 1255:18, 1255:24 type [6] - 1244:29, 1251:47, 1254:23, 1261:27, 1271:46, 1285:46 types [4] - 1244:27,	1250:42, 1259:7, 1260:36 typically [5] - 1216:46, 1221:2, 1276:36, 1285:17, 1285:20 tyre [1] - 1273:13	United [1] - 1249:39 units [3] - 1244:28, 1264:8 University [3] - 1228:41, 1265:23, 1280:3 unjust [1] - 1240:1 unless [2] - 1220:5, 1272:8 unlikely [1] - 1220:5 unpack [1] - 1259:5 unresolved [1] - 1239:14 unsympathetic [1] - 1254:15 UNTIL [1] - 1286:46 unusual [1] - 1249:42 unworkable [1] - 1217:35 up [35] - 1221:9, 1224:9, 1231:13, 1233:23, 1240:17, 1245:14, 1247:6, 1251:38, 1252:30, 1254:8, 1254:27, 1254:30, 1255:11, 1256:5, 1257:18, 1258:22, 1259:35, 1260:2, 1261:40, 1263:4, 1271:45, 1272:36, 1275:8, 1275:36, 1276:30, 1278:14, 1278:16, 1279:1, 1279:5, 1279:7, 1279:14, 1282:40, 1285:3, 1285:17, 1285:26 updated [1] - 1223:40 upfront [1] - 1221:33 uplift [2] - 1251:42, 1252:9 uplifted [1] - 1259:15 uplifting [1] - 1256:13 US [2] - 1250:29, 1251:2 useful [2] - 1236:38, 1247:35 usefulness [2] - 1236:32, 1237:4 uses [1] - 1239:3 usual [1] - 1219:27 utility [1] - 1243:40	varied [2] - 1218:10, 1220:27 variety [1] - 1243:12 various [1] - 1233:6 verbal [3] - 1217:30, 1219:23, 1231:23 version [3] - 1221:34, 1221:35, 1239:37 versus [2] - 1246:17, 1285:41 vicinity [3] - 1226:20, 1226:33 victim [30] - 1217:4, 1222:35, 1223:17, 1225:8, 1225:9, 1226:14, 1226:20, 1254:16, 1267:18, 1267:28, 1267:31, 1267:40, 1267:43, 1270:12, 1270:13, 1270:14, 1270:15, 1270:19, 1270:30, 1270:31, 1270:38, 1272:7, 1272:11, 1272:13, 1272:14, 1274:29, 1277:9, 1277:18, 1277:34 victimisation [1] - 1242:25 victims [20] - 1220:44, 1224:37, 1224:46, 1226:38, 1234:25, 1254:1, 1266:12, 1267:9, 1267:14, 1267:17, 1267:20, 1267:38, 1270:9, 1270:44, 1271:22, 1272:10, 1272:16, 1272:37, 1274:9, 1278:1 Victoria [3] - 1232:26, 1235:31, 1236:44 Victorian [1] - 1236:26 video [1] - 1224:25 video-recorded [1] - 1224:25 videolink [1] - 1265:2 videos [1] - 1243:4 view [21] - 1220:15, 1221:15, 1221:17, 1222:37, 1229:38, 1231:41, 1231:47, 1233:5, 1244:4, 1244:31, 1245:47, 1247:22, 1248:3, 1260:15, 1260:37, 1261:21, 1261:24, 1271:14, 1271:44, 1276:32, 1282:23 viewed [1] - 1254:15	viewing [2] - 1225:40, 1225:41 views [2] - 1243:40, 1257:38 VIOLENCE [1] - 1210:12 Violence [3] - 1230:2, 1237:16, 1247:12 violence [121] - 1214:12, 1214:19, 1214:25, 1215:9, 1216:44, 1217:1, 1218:20, 1218:26, 1218:35, 1223:13, 1227:24, 1227:45, 1227:47, 1229:5, 1229:27, 1229:32, 1229:37, 1230:20, 1230:22, 1230:29, 1230:33, 1231:9, 1231:10, 1231:20, 1231:27, 1231:29, 1231:39, 1231:43, 1232:7, 1233:39, 1234:43, 1235:32, 1236:2, 1236:26, 1236:35, 1238:2, 1238:22, 1239:4, 1239:42, 1240:2, 1240:7, 1240:29, 1240:30, 1240:41, 1240:42, 1240:44, 1241:2, 1242:1, 1242:27, 1245:32, 1246:27, 1246:28, 1246:29, 1246:31, 1246:34, 1247:17, 1247:20, 1247:21, 1247:27, 1247:41, 1247:42, 1248:1, 1250:43, 1253:28, 1253:38, 1253:46, 1254:1, 1254:14, 1254:19, 1254:43, 1255:10, 1255:33, 1255:41, 1265:23, 1265:42, 1266:13, 1266:18, 1266:28, 1267:15, 1267:16, 1267:17, 1267:18, 1267:20, 1267:32, 1267:41, 1267:43, 1268:10, 1268:18, 1268:28, 1268:42, 1269:14, 1269:16, 1269:19, 1270:26, 1271:11, 1271:34, 1272:32, 1272:41, 1272:47, 1273:1, 1273:44, 1274:9,
	U			
	ultimate [2] - 1276:33 ultimately [2] - 1238:19, 1277:5 umbrella [3] - 1262:17, 1264:20, 1281:27 unable [1] - 1243:46 unchanged [1] - 1245:2 unclear [3] - 1232:11, 1238:35, 1281:21 uncooperative [1] - 1257:30 under [10] - 1219:25, 1233:28, 1238:1, 1254:34, 1255:27, 1259:2, 1260:44, 1261:39, 1281:27, 1281:42 underestimate [1] - 1274:19 underlying [3] - 1219:8, 1235:10, 1258:18 underneath [1] - 1282:36 understood [2] - 1257:4, 1285:37 undertake [2] - 1243:1, 1250:29 undertaken [2] - 1249:32, 1251:15 undertaking [1] - 1249:8 undertook [1] - 1232:34 undervalue [1] - 1277:40 undoubtedly [1] - 1250:22 unfair [4] - 1255:27, 1255:40, 1260:32 unhelpful [1] - 1233:40 unintended [3] - 1269:44, 1269:45, 1270:32 unit [7] - 1243:37, 1243:41, 1243:43, 1244:1, 1244:26, 1244:33, 1264:10	V		
		validated [1] - 1235:44 validity [1] - 1237:3 value [3] - 1224:32, 1243:35, 1259:15 valuing [1] - 1282:18		

<p>1274:15, 1275:33, 1276:23, 1277:14, 1277:37, 1277:39, 1277:40, 1277:41, 1277:47, 1278:1, 1278:2, 1278:4, 1278:6, 1279:12, 1280:46, 1281:7, 1281:14, 1283:5 violent [5] - 1240:6, 1240:18, 1248:1, 1268:9, 1270:22 virtue [1] - 1238:3 visible [1] - 1247:23 visibly [1] - 1274:38 voice [3] - 1277:24, 1277:34 volume [8] - 1253:37, 1253:40, 1254:24, 1254:26, 1257:18, 1259:6, 1261:42 volumes [2] - 1233:37, 1260:45 volunteer [1] - 1246:17 vulnerable [7] - 1243:37, 1243:41, 1243:43, 1244:1, 1244:25, 1244:28, 1244:32</p>	<p>weigh [1] - 1223:33 wellbeing [15] - 1249:16, 1251:23, 1252:46, 1253:4, 1255:17, 1255:32, 1256:39, 1257:43, 1258:39, 1259:40, 1261:26, 1262:16, 1264:2, 1283:25, 1285:38 wet [1] - 1240:4 whichever [1] - 1276:17 whilst [3] - 1218:11, 1224:31, 1232:21 whole [6] - 1231:14, 1237:41, 1250:42, 1252:26, 1256:9, 1282:42 wholly [1] - 1222:24 widely [1] - 1239:28 wider [1] - 1241:46 Williams [1] - 1279:23 WILLIAMS [2] - 1279:25, 1286:17 willing [3] - 1219:31, 1222:35, 1256:24 willingness [1] - 1271:39 wish [2] - 1223:46, 1284:21 withdrawal [1] - 1222:36 WITHDREW [5] - 1228:32, 1248:17, 1264:34, 1279:32, 1286:23 witness [3] - 1213:17, 1222:8, 1265:3 WITNESS [5] - 1228:32, 1248:17, 1264:34, 1279:32, 1286:23 witnessed [2] - 1267:19, 1268:28 witnesses [6] - 1212:7, 1212:13, 1212:14, 1212:43, 1223:46, 1265:1 woman [11] - 1226:3, 1226:19, 1238:14, 1238:20, 1240:8, 1272:31, 1272:40, 1274:35, 1275:47, 1276:22, 1278:19 women [42] - 1224:18, 1224:46, 1226:31, 1227:44, 1228:2, 1228:5, 1231:21, 1231:27, 1231:35,</p>	<p>1234:23, 1234:30, 1235:7, 1235:11, 1235:23, 1235:24, 1235:25, 1237:45, 1240:9, 1242:29, 1242:32, 1245:18, 1245:19, 1246:8, 1266:29, 1266:47, 1268:32, 1272:36, 1273:6, 1273:7, 1273:17, 1273:23, 1273:27, 1274:8, 1275:3, 1275:18, 1275:25, 1275:30, 1277:37, 1278:2, 1278:3 women's [4] - 1246:6, 1246:7, 1268:2, 1278:7 Women's [2] - 1229:3, 1260:31 wonder [2] - 1241:34, 1241:36 wondered [1] - 1272:30 wonderful [1] - 1279:4 wondering [1] - 1285:13 words [2] - 1275:36, 1276:17 worker [3] - 1227:35, 1262:35, 1275:46 workplace [3] - 1249:15, 1259:14, 1264:1 world [9] - 1236:41, 1237:4, 1252:28, 1252:40, 1256:10, 1258:33, 1259:38, 1263:30, 1266:10 worn [11] - 1215:8, 1215:13, 1218:29, 1219:22, 1220:6, 1221:30, 1221:40, 1225:40, 1225:42, 1225:46, 1226:37 worst [4] - 1248:2, 1262:45, 1270:33, 1271:34 written [3] - 1213:6, 1213:7, 1217:45 wrongdoing [1] - 1217:10 wrote [1] - 1265:40</p>	<p style="text-align: center;">Y</p> <p>year [3] - 1253:16, 1258:2, 1258:26 yearly [6] - 1251:13, 1251:25, 1252:12 years [20] - 1215:7, 1220:34, 1220:38, 1225:19, 1226:23, 1246:13, 1246:41, 1248:45, 1249:5, 1250:24, 1258:15, 1262:7, 1262:9, 1263:32, 1268:8, 1283:19, 1283:24, 1283:36, 1283:38 yelling [2] - 1226:40, 1239:22 yesterday [4] - 1212:1, 1212:4, 1212:11, 1212:34 York [1] - 1237:36 young [2] - 1274:4, 1279:5 younger [2] - 1281:4, 1281:10</p>
W			Z
<p>wait [1] - 1212:5 waiting [1] - 1223:15 Wales [3] - 1239:32, 1246:41, 1265:24 walk [2] - 1216:37, 1245:11 walking [1] - 1224:37 walks [1] - 1221:14 wall [1] - 1275:8 wants [2] - 1267:2, 1276:17 warning [3] - 1249:14, 1264:7, 1264:16 WAS [1] - 1286:46 way-out [1] - 1262:27 ways [1] - 1224:24 weapon [1] - 1262:33 weapons [4] - 1231:28, 1231:34, 1231:36, 1273:15 wear [1] - 1256:24 weather [1] - 1256:28 week [4] - 1212:17, 1212:27, 1212:31, 1286:44 weeks [2] - 1216:24, 1245:39</p>		X	<p>Zealand [3] - 1271:5, 1271:11, 1271:25</p>
		<p>x-ray [1] - 1275:18</p>	