

**GENERAL PURPOSE STANDING COMMITTEE No. 3**

**Tuesday 6 June 2000**

**Examination of proposed expenditure for the portfolio area**

**POLICE**

**The Committee met at 5.30 p.m.**

**MEMBERS**

The Hon. Helen Sham-Ho (Chair)

The Hon. M. J. Gallacher  
The Hon. J. Hatzistergos  
The Hon. J. H. Jobling

The Hon. J. R. Johnson  
The Hon. A. B. Manson  
Ms Lee Rhiannon

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**PRESENT**

**The Hon. P. F. P. Whelan**, *Minister for Police*

**Ministry for Police**

**Mr L. Tree**, *Director-General*

**Police Service**

**Mr P. Ryan, QPM**, *Commissioner of Police*

**Mr D. Mooney**, *Executive Director, Management Services*

**New South Wales Crime Commission**

**Mr P. Bradley**, *Commissioner*

**Police Integrity Commission**

**Mr G. E. Sage**, *Assistant Commissioner*

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**CHAIR:** I welcome you to this public hearing of General Purpose Standing Committee No. 3. First I thank the Minister and the departmental officers for attending tonight. At this meeting the Committee will examine the proposed expenditure from the Consolidated Fund for the portfolio area of Police.

Before questioning commences, some procedural matters need to be dealt with. As you will all be aware, part 4 of the resolution referring the budget estimates to the Committee requires the Committee to hear evidence on the budget estimates in public. Under Standing Order 252 of the Legislative Council this Committee has resolved to authorise the media to broadcast sound and video excerpts of the public proceedings held today. The Committee's resolution conforms with the guidelines governing the broadcast of proceedings adopted by the Legislative Council on 11th October 1994. The attendants on duty have copies of these guidelines. I emphasise that only members of the Committee and witnesses before the Committee may be filmed or recorded. People in the public gallery are not considered to be part of the proceedings and therefore should not be the primary focus of any filming or photographs.

In reporting the proceedings of the Committee, as with the reporting of proceedings of both Houses of the Parliament, you must take responsibility for what you publish or what interpretation you place on anything that is said before the Committee. In previous years' budget estimates resolutions there has been provision for members of the Committee and substitute members to be free to refer to their own staff at any time. There is no such provision in the current resolution. Members and their staff are therefore advised that any messages should be delivered through the attendants on duty or the Committee Clerk.

For the benefit of members and Hansard and the effective operation of the Committee, it is very important that the departmental officials identify themselves by name, position and department or agency before answering each question. There is wide latitude allowed in asking questions on any of the budget estimates and related documents before the Committee. However, where a member is seeking information in relation to particular aspects of a program or sub-program, it will help the Minister and the Committee if the program or sub-program is identified.

The Committee has agreed to the following format for this hearing. The Committee has agreed not to allocate specific blocks of time to different parties or members. This is different from the practice last year. Members will be provided with an opportunity to pursue specific lines of questioning until such time as they have exhausted questions relating to that issue. I will endeavour to ensure that this process is as equitable as possible and that all members are given an opportunity to ask questions. As you are aware, a period of two hours has been set aside for today's public hearing. If, at the conclusion of that period, members have not exhausted the questions to which they require answers, the Committee may decide to hold additional hearings before the date on which it is required to report, which is 23rd June 2000.

I understand that the lower House is sitting this evening. I seek advice from the Minister as to whether he will be required to attend any divisions.

**Mr WHELAN:** There is that possibility. The lower House is sitting through the dinner adjournment because of a procedural issue. I would not be surprised if there were no divisions. I do not expect any ructions.

**CHAIR:** If at any time the Minister is required to attend a division in the lower House, members of the Committee will continue questioning departmental officers in his absence.

I declare the proposed expenditure open for examination. Before questions are put I ask the Minister if he would like to make an opening statement.

**Mr WHELAN:** There is, but before I do so, may I ask whether questions relating to the Police Integrity Commission and/or the New South Wales Crime Commission be considered first or last? If they are to be considered first, might the officers from those bodies be permitted to leave at the conclusion of the questions rather than wait until the conclusion of the entire process in regard to the Police estimates?

**CHAIR:** It would be difficult to say at this time, unless the members of the Committee can tell you whether there is an issue in relation to a specific section.

**The Hon. M. J. GALLACHER:** Things may arise during the course of the hearing.

**Mr WHELAN:** Thank you for the opportunity to make an opening statement. The Police Service has a record recurrent budget of \$1.6 billion for the year 2000-01 and a capital budget of \$67.2 million. This budget

invests in new technology and smarter policing initiatives to create a more efficient police service and to improve police investigations statewide. Hi-tech policing features highly in this budget. The budget also provides funding for 200 additional police, which is another step forward in meeting the Government's commitment to increase police numbers by 1,000 by the end of 2003. This budget underpins the Police Service's continuing program of improvement in work practices, especially in areas of information management, resourcing and effective staffing.

The Police Service budget includes recurrent funding enhancements totalling \$7.7 million in 2000-01 for three items. The first is a trial of a new management structure for the Police and Community Youth Clubs [PCYCs]. Costing \$343,000 in 2000-01, this will facilitate the replacement of police officers doing administrative work for PCYCs with civilian staff, allowing police to return to operational duties at local area commands. The second item is \$2.3 million, which is to be provided in 2000-01 to commence the move from purchasing to leasing information technology [IT] equipment under the Government's master IT leasing agreement. The third item is \$5.1 million Olympic security.

Major new capital projects to commence in 2000-01 have an estimated total cost of \$5.2 million, of which \$3.3 million is allocated in this financial year. These projects are the criminal suspects identification system, costing \$0.5 million, which enables police anywhere in New South Wales to view on a computer photographic images of suspects; a criminal histories project costing \$0.6 million to provide instant processing and transfer of criminal histories information between police and justice agencies; \$0.4 million to upgrade the computer system that holds sensitive data on police informants—the informants management system—to improve accountability and security in access to such information. Other new capital projects included in this allocation are \$0.4 million to replace microwave links between remote radio sites in north-eastern New South Wales and the Tamworth Communication Centre, to improve communications and officer safety; \$1 million for the acquisition of digital film processing equipment for digital speed camera technology; and \$0.4 million for an executive information system, which will overlay the other corporate systems, including the data warehouse infrastructure, and provide management and the executive with superior information management tools to improve decision making and overall planning and management of resources.

The overall capital works program features funding of \$20.2 million for sophisticated technology and equipment so that the New South Wales Police Service can employ smarter, more accountable policing practices and improved communications. The \$20.2 million worth of hi-tech capital works includes new projects referred to above—the criminal suspects identification system, the criminal histories project, the informants management system, digital film processing equipment, and the Tamworth microwave links. As well as these projects, funding will continue for ongoing hi-tech projects, including \$1.2 million to enhance the computerised operational policing system [COPS] and \$6.7 million for radio and telephone equipment. I might add that \$3 million of the funding for radio and telephone equipment will be the final instalment of a total of \$7 million to provide for the installation of data terminals in the majority of first response police vehicles, as well as the data centre infrastructure necessary to support the mobile data system [MDS].

That mobile data system will enable police to access Police Service information systems from their vehicles. With this capacity they will be able to obtain details of vehicle registrations, criminal records and all information in the computerised operational policing system. They will not have to make inquiries back through the radio room and wait for answers. They will get the information faster, and at the same time that will relieve congestion in the radio room. They will also be able to enter incident data directly from their vehicles. This will free up the computer resources back at the police stations and help with a smooth change of shifts without the usual rush to finish entering data on a limited number of computers. Mobile data terminals will have GPS positional sensing capability that will be able to provide location co-ordinates for the vehicle. Undoubtedly this will improve officer safety.

Another important safety aspect of the MDS technology is that it provides a high degree of security for information being transmitted and a high degree of protection against anyone making unauthorised or illegal transmissions to vehicles using MDTs. The commissioner has advised me that he expects to have a significant number of the data terminals installed in vehicles in the Sydney metropolitan area before the Olympics. This will provide a timely boost for police efficiency when they are dealing with the extra demands of the Olympics, and it will certainly help relieve the load on police radio communications. I am advised that the MDS technology also provides the basic infrastructure for technologies such as in-car video, bar code scanning of drivers' licences, electronic ticketing devices, and integration with computer assisted dispatch systems. In due course we will be looking at business cases for these developments.

During 2000-01 the Police Service will focus on completing a large number of new building and computer projects begun in previous years. A total of \$18.6 million has been allocated for various building projects, including

stations at Kogarah, Waratah, Strathfield, Tweed Heads, Wellington and Eastwood. The joint development of Bondi will continue, along with the relocation of the Water Police; \$1.8 million has been allocated for the delivery of the last boats for the Marine Fleet Replacement program. A total of \$10.1 million will be spent on a complete technology upgrade of the Infringement Processing Bureau and its relocation to Maitland, which will create up to 150 jobs. The Police Assistance Line [PAL] will receive a further \$2.8 million in 2000-01 to complete capital works. PAL is now operational statewide and this key Government initiative will release the equivalent of 500 police in 2000-01, as well as improve the delivery of services and advice to the public. Another \$10.7 million has been allocated for minor works to improve police accommodation throughout New South Wales and for the purchase and replacement of smaller equipment items.

**CHAIR:** The first issue is Olympic security. Minister, you referred to it a couple of times and the first time you said \$5.1 million would be on Olympic security. Budget Paper No. 3 at page 16.7 states that \$22 million will be spent on asset acquisitions for Olympic security. What exactly are the assets that are being acquired for \$22 million, and will they be of any use after the Olympics?

**Mr WHELAN:** Can I answer the second question first?

**CHAIR:** Yes.

**Mr WHELAN:** The answer is "Yes", and I will get you the list of information and details, but one of the areas of the Police Service that was sadly lacking was the Water Police. To meet its security obligations—and the primary obligations were all contained in the Olympic bid of the then Fahey Government—the New South Wales Police Service established the Olympic Security Command Centre [OSCC]. In June 1997 the Olympic Co-ordination Authority requested the Police Service to prepare the Olympic security statement of resource requirements and budgets for the period 1996-97 to 2000-01. The budgets are reviewed annually and prepared in accordance with OSCC's strategic plan and based on a medium risk level with the recognition that there is a low likelihood of any terrorist threat.

The approved funding for 1999-2000 is \$49.964 million, which includes operating expenses of \$27.642 million and capital expenses of \$22.32 million. The budget requirement for this year is \$120.39 million, consisting of operating expenses of \$120.166 million and capital expenses of \$.22 million, giving a total of \$120,391,000, less the contribution of \$38.144 million of SOCOG and SPOC, leaving a net of \$82.247 million. The majority of the equipment, as you can see from the amounts that I have referred to, was acquired in 1999-2000 to meet the operational requirements in training specialist personnel and testing prior to installation. To minimise equipment purchases the OSCC investigated and, where possible, undertook various options such as the lease, borrowing from other agencies and the utilisation of SOCOG value in kind. All equipment acquired through the value in kind was in accordance with the State Contract Control Board's guidelines.

There is a considerable amount of equipment being utilised in Games security and I will give you some of the details: 400 vehicles leased through a value-in-kind agreement; 40 golf carts through the same sort of agreement; 26 all-terrain vehicles through the same sort of lease agreement; 37 additional vessels were purchased; 26 existing Police Service vessels; the hire of three fixed-wing aircraft; three existing New South Wales Police Service helicopters; 1,165 hand wands leased; 670 magnetometers leased; 40 X-ray machines leased; 2,850 portable radios purchased; 300 computers purchased; 250 mobile phones purchased; 35 CCTV cameras purchased; one national anti-terrorist plan infrastructure; 15 video wall projectors purchased and various specialist counter-terrorist equipment purchased. The service will be seeking to retain Olympics equipment for future use.

To meet marine policing and security obligations, a considerable quantity of equipment has been purchased. A temporary facility has also been acquired at Woolwich in which to base the additional staff and resources. A considerable number of vessels are required to supplement the existing Water Police fleet for the Games time operation and the vehicle procurement program is well under way. Twenty-three 5.8 metre rigid hull inflatable boats have been ordered. This class of vessel will perform duty at the triathlon and in-shore sailing events and along the Olympic family ferry route, so that is twenty-three 5.8 metre rigid hull boats. Six have been delivered and are being used for training purposes. The delivery schedule sees the last of these boats being provided by the first week in September.

Three 6.5 metre twin-hull runabouts have been ordered. This class of vessel will supplement those within the Water Police fleet and will perform duty at the off-shore and in-shore sailing events, triathlon, the Olympic sailing shore base and the Olympic family ferry route. Two have been delivered and are being used for

training purposes and the final vessel is due for delivery in June. Four 7.3 metre rigid-hull inflatable boats have been ordered. This class of vessel gives the State Protection Group a suitable marine platform for the resolution of high risk situations on the water. These tactical response vessels will be used by police divers and for other marine security tasks when not required by the State Protection Group. Three have been delivered and are being used for training purposes. The final vessel is due for delivery in July.

One 10 metre twin-hull aluminium vessel has been ordered. This vessel will be used by the police diving unit as a command vessel for diving operations. It is capable of carrying equipment and personnel to sustain lengthy diving tasks and this vessel is due for delivery in July-August. Eight personal watercraft have been ordered. These craft will perform duty at the triathlon and sailing events, the Olympic family ferry service and for security operations at other foreshore venues. All these craft have been delivered and are being used for training purposes. The magnitude of the police diving operation has required the purchase of a considerable amount of diving equipment including SCUBA sets, wet suits, dry suits and communications gear. Equipment for use on the tactical response vehicles has also been ordered. Thermal imaging equipment has been delivered whilst night vision equipment will be delivered in August.

A proposal to retain a quantity of the vessels and equipment at the completion of the Games is being prepared. This will provide a valuable legacy to the Police Service for both overt and covert activities. Likewise the training provided to marine security personnel will remain a Police Service legacy. Specialist marine security training has resulted in 170 police having received small boat training; an additional 30 police trained up to the minimum police diver standard, a number of which divers have been identified as potential full-time police divers; 28 police being trained in the operation of personal watercraft and 13 police being trained as tactical response vessel drivers for high-risk operations with the State Protection Group.

Now the Commonwealth is providing land at Woolwich rent-free for use as a temporary Water Police base. The facility will be known as the Olympic Marine Police Station and will be the logistics base for the marine security operation. The majority of marine security personnel will commence and complete their duties at this base. Features include a temporary pontoon marina, fuelling facility, boat ramp, maintenance workshop, administration offices and a briefing room. The Olympic Co-ordination Authority is currently fitting out the site and it will be ready for occupation by 1 August. The Australian Defence Force will provide considerable diving support. Navy clearance divers will work alongside police divers ensuring a capability for high-risk diving operations. The Commonwealth is also providing support through the supply of three inflatable boats for use at the Olympic Village and the Sydney International Regatta Centre as well as rest area berthing space for police launches at HMAS Penguin.

**CHAIR:** Before I ask the second part of the question, I have to say that you have a very impressive list of assets and equipment for police use. Is it the fact that many of the State's 80 local police area commands will be merged and stations will temporarily close for the Olympics? Is it also the fact that many police stations may have to deal with the 35 percent reduction in staff because of the Olympics, and during the Olympics how will the first response commitment be met when stations are already understaffed and how will the Olympic security arrangement impact on the provision of effective policing of the general public?

**Mr WHELAN:** The Government is the first to acknowledge the challenge and the increased demand that the Olympics will place on the New South Wales Police Service. A lot of initiatives have been developed to ensure that police can meet the special needs of the Olympics while maintaining their number one priority, that is, ensuring community safety. There are strategies already in place which will maximise the number of police available for duty over the Olympic period. They include the cancelling all police leave during the Games, the suspension of police training programs, reducing police attendance at court during the Olympic and Paralympic Games and using the Police Assistance Line to deal with non-urgent crime reports from the public. All regions will contribute police for Olympic-related duties, but the five rural regions will contribute proportionately less than the metropolitan regions. This recognises the different capabilities of rural and metropolitan regions to adjust their activities. There is a service-wide action plan for delivery of normal policing services during the Olympics which is to be completed, as I understand it—it may well be that it is being evaluated by the Deputy Commissioner Field Operations.

The plans for the Police Service to meet the dual challenges of ongoing community safety and Olympic security are not yet completed. We are still 98 or 99 days away from the Olympics and the full implementation of these temporary arrangements. We should not be speculating on what will happen to a temporary plan unless it is available. All regional and local area commands have been asked to provide detailed proposals of how they intend to deliver normal policing services during the Olympic period. The proposals are currently under

consideration and I would expect to receive a report probably within the month. My parliamentary colleague the member for Epping, who I am sure is here, has indicated that he felt that retired police should be used to help during the Olympics. A year ago the Hunter Region Commander, Terry Collins, chaired a working party to examine protocols and duties that could be done by retired police officers. In fact a survey was conducted and I am advised only six percent of retired officers were able to assist during the Olympics in rural stations.

Following this, an advertisement was placed in the Police Association newsletter seeking retired volunteers. Only three initially responded and subsequently a further 50 applications were received. They are being considered by the Police Service. Suffice it to say that the Police Service is developing a program to meet the dual challenges that I spoke of. I did mention earlier in my address that the bid document indicated that it would be Olympic security within existing resources. But it has to be said that from 1995 when I first became the Minister the police budget was just over \$1 billion and this year it is \$1.6 billion. The numbers have increased quite dramatically: 12,640 I think was the figure in November 1994 to it is 13,600 now, so we are talking about quite an increase in size. Importantly, we are also talking about an increase in front-line policing as a result of reforms made by Commissioner Ryan. That is a big factor, a much bigger factor, so there is \$600 million more and we have more front-line police. I have not got the budget figures here for 1994 but we are talking about a higher percentage of face-to-face than there ever was in the past.

This was not principally why you asked the question perhaps, Madam Chair, but you would understand that a political campaign was being run to stir up problems in rural New South Wales. I saw a story in which John Turner, the Legislative Assembly Member for Myall Lakes, said that there was going to be, as he described it, "a mini crime wave in Taree" and he knew that this was going to happen because he was a lawyer. He has obviously got a lot more insight into criminality than most people. The fact of the matter is that that was refuted by the local area commander in the media, and so it should be, because there are strategies in place. No-one is being abandoned, and the strategies are in place to ensure that the number one priority of the Government and of the Police Service, namely community safety, is honoured. Community safety is our number one priority.

**The Hon. J. H. JOBLING:** I would like to put the first question to Commissioner Ryan. Given the importance of having a safe and secure Olympic Games, can you explain to me why 49 officers have been appointed to the Olympic Security Command Centre under Section 66 of the Police Service Act, exempting them from the requirement to undergo integrity testing?

**Mr WHELAN:** Can you go to the line item in the budget and tell me—

**The Hon. J. H. JOBLING:** With respect, I believe I have the right to direct the question to a specific witness who is listed on the sheet before us of the witnesses before this Committee, and I would ask that you invite the Commissioner to answer the question.

**Mr WHELAN:** Is this a budget estimates committee or is this some different sort of committee?

**CHAIR:** No, this is a budget committee, but I explained before the questioning commenced questions could be asked in relation to this issue.

**The Hon. J. H. JOBLING:** We will come back to costing.

**The Hon. M. J. GALLACHER:** We will get a chance to read the standing orders.

**Commissioner RYAN:** To produce a safe Olympic Games we have to put together an Olympic Security Group, a group of people who are capable of pulling together all the various plans and activities required to produce the security umbrella for the Games. To do that we have to choose people carefully, to make sure they have the right skills and authority, and to attract them, under Section 66 of the Police Act I can provide temporary—and that is all it is—promotion to a particular rank, which is assessed as being the relevant grade for the job that the people do. To appoint people to Section 66 does not require them to undergo integrity testing, but the important point to remember is the fact that at the end of the Olympic Games they will revert to normal duty, and that temporary promotion ceases.

**CHAIR:** Thank you.

**Mr WHELAN:** Before we proceed further, could someone provide me with a copy of the standing orders that you talk about that enable you to ask anyone, including me, any question about any issue that does not relate to the budget. If that is so, I think you should change the name of the committee.

**The Hon. J. H. JOBLING:** Under 3.3 of page 7 of *General Purpose Standing Committees—Manual for Budget Estimates Hearings* it is pointed out that wide latitude is allowed, and tracing it down, it is helpful --

**Mr WHELAN:** Read it out.

**The Hon. J. H. JOBLING:** "It would assist ... if members are able to preface their questions by making reference to a specific line, item or program area set out in the budget papers, although there is no requirement to do so." I refer you to Note 24. Having said that Chairman, I do not wish to enter into a debate with the Minister. I would like to proceed, following the question put to Commissioner Ryan.

**Mr WHELAN:** No, you cannot do that. You cannot call a committee an Estimates Committee and then decide to have a committee for cross-examination of people about a variety—

**The Hon. J. H. JOBLING:** You are out of order.

**Mr WHELAN:** The preface to the document, *General Purpose Standing Committees—Manual for Budget Estimates Hearings*, of which I have just been given a copy, states "This manual is intended as a guide to practices and procedures for members of the Legislative Council ... " There is nothing in this document that gives you the right to cross-examine me, the Commissioner or anyone else here.

**CHAIR:** Minister, with respect, the Committee can decide how it wants to conduct the hearing. The Committee has already decided that its members can ask questions on issues that are related to the budget.

**Mr WHELAN:** This is Rafferty's rules. You have brought people here under false pretences.

**CHAIR:** No, they have been brought here pursuant to a resolution of the Legislative Council.

**The Hon. J. H. JOBLING:** We are operating under our rules, not yours. Following the answer of Commissioner Ryan I would like to pursue the question as to where in the budget there is a determination of the obvious overtime that will need to be paid. Are you are planning to give time off in lieu of, and how do you perceive the change in staffing will affect budget allocations for local area commands?

**Commissioner RYAN:** The funding for the whole of the Olympic Games program has been separately provided for by Treasury, and has been the subject of what the Minister referred to as the statement of resource requirements and budgets. This was put together in conjunction with the OCA and Anderson Consulting, which reviewed of all our security requirements included in that statements of resource requirements for the financial years 1997 all the way through to 1999, and again for this year. So all the finances for Olympic security outside of the normal police operating budget have been separately provided for.

**The Hon. J. H. JOBLING:** So you can assure the Committee that the extra time that will be worked and the overtime will not affect your policing budget. Am I correct in that?

**Commissioner RYAN:** That is correct. We will have in the vicinity of \$120,391,000 available to pay for the Olympic security umbrella and the on costs associated with it.

**The Hon. J. H. JOBLING:** Is there any proposition in this budget to reduce costs and to raise money by closing police stations during the Olympic Games? Should that be so, when will a list of any such stations be made available to Parliament and the public?

**Commissioner RYAN:** No, there is no intention in this budget, or in any other statement, that we would be closing police stations to reduce costs or to make the budget balance in any way.

**The Hon. J. H. JOBLING:** In view of what was said in the opening statement, what role did you play in the changes in the amalgamations the 80 local area commands and the 11 regions in the lead-up to the Olympics, and will we revert to 80 local area commands and 11 regions after the Games? What input did you have into that procedure?

**Commissioner RYAN:** Going back to later 1996 and early 1997 when we decided to restructure the Police Service, I think we were operating on the system then of around about 170 patrols, 28 districts, and four areas—or four regions, if you like. Those were reduced after wide consultation within the service to 80 local

area commands and 11 regions, and that cut out huge tiers of administration and management overheads. The management overheads of our Police Service are one of the lowest, if not the lowest, in Australia. Now, the number of 80 was arrived at after consultation. It was never intended in any way, shape or form to be a definitive 80. It could have been 60, it could have been 120, but we settled on 80 to see how it would go. In the lead-up to the Olympic Games we will continue to run operations as normal, and although one or two local area commands could be brought together for ease of management purposes, there is no intention at this time to reduce them in any way.

**The Hon. J. H. JOBLING:** You talked about the context of the budget and police stations. Is there any proposition outside the Olympic path to close any police stations?

**Commissioner RYAN:** I think the Minister mentioned that we are waiting for the plan which has been put together by the region commander responsible for deciding on the normal policing arrangements during the Olympic Games. As far as I am aware at this moment in time we are not going to close police stations, but I have not yet seen the plans.

**The Hon. J. H. JOBLING:** So that is still open as a possibility?

**Commissioner RYAN:** Yes, it is. It has to be agreed to by the Minister when I deliver the plan to him anyway.

**The Hon. J. H. JOBLING:** Looking at page 16.9 of Budget Paper No. 3, I want to touch on the relationship of the Olympics to the Motorola upgrade. Could you indicate to me when you anticipate that your service will finally get its digital radio system. I understood that it had been promised for 1999 and also for the Olympics, but will you in fact have such a system operational for the Olympics?

**Commissioner RYAN:** Yes. There is no-one in the Police Service, or in the Government of course, who does not want the police to have the best communication system that it can buy. We will get the digital radio network, a system that suits our needs, and it will be done in the best possible way. I made it clear that if we had gone ahead this financial year with a digital radio conversion we would have been taking on technology that would have been outdated even before the time it was installed. I have been advised this upgrade to the present system was a better and safer option in fact. That is what we have done, or we are in the process of doing.

We will get a digital radio network, and it will be done in the most effective way. But in the meantime the police radio communications network has been allocated a further \$5.7 million in 2000-01 to continue upgrading the present system. I am advised that radio systems and equipment provided with that funding will be fully compatible with the new digital platform. Part of the funding will provide for the installation of data terminals in the majority of close response police vehicles, as well as the data centre infrastructure necessary to support that mobile data system. The mobile data system, as we have mentioned, will enable police to access the police service information systems from their vehicles. So they will be, in essence, almost mobile police stations.

With this capacity they will be able to obtain details of vehicle registrations, criminal records, and information on the computerised operational policing system known as COPS. They will not have to make inquiries back to the radio room and wait for answers; they will get information faster, and at the same time relieve congestion in the radio room. I am advised that the system which has been upgraded will meet all our normal operational requirements during the Olympics. I would also like to point out that the Government has established a separate digital network for the Olympics. So we are running a separate, fully secure, encrypted digital radio network for the Olympic Games, and the Olympic security radio network is independent of the existing police radio system and will absorb most of the additional radio traffic during the Olympics.

**The Hon. J. H. JOBLING:** That is just a system peculiar to the Olympics?

**Commissioner RYAN:** For the Olympics, yes.

**The Hon. J. H. JOBLING:** I am concerned over the total expenses. As a result of the large Olympic Games preparations that you will be undertaking, could you indicate to us how many local area commands will require all police to perform specialist duties—in other words highway patrol, anti-theft squad, and shall we say non-designated detectives to perform general duties effective from 1st August 2000 for the three-month period?



**Commissioner RYAN:** That is part of the plan that we are waiting to have delivered to us by the Regional Commander I mentioned earlier, and which I will then be delivering to the Minister for his approval. A large number of support staff from headquarters, civilian support staff in particular, have been already detailed to work in police stations in local area commands to provide frontline services in those headquarter departments that can spare them during the Olympic period. There is quite a substantial number of them, so we are actually supplementing our support in the police stations for operational police.

**The Hon. J. H. JOBLING:** It is a very tight timetable, is it not, if you have not yet received the plan to pass on? I am concerned about the cost that will to occur in both country and Sydney areas with these specialist people being taken out of service.

**Commissioner RYAN:** We have not agreed that there will be specialist people taken out of service yet. In any event all the planning, the manpower planning, the duty descriptions, the roles that people will play and the actual allocation of individuals for particular tasks for the Olympic Games have already been taking place. Nearly all officers now know where they are going and are receiving, or will soon receive, their final training for the role that they are going to be performing.

**The Hon. M. J. GALLACHER:** When it happens, do I assume correctly that you will make this plan public?

**Commissioner RYAN:** I will give it to the Minister. It is entirely up to him how he wants to play it.

**The Hon. J. H. JOBLING:** Will you be making it public, Minister?

**Mr WHELAN:** I will post it to you.

**Commissioner RYAN:** I would caution against us making it public, frankly, because like any public declaration of how many resources we have at any new moment in time, where they are located and the jobs they perform gives the criminals, if you like, an opportunity to either subvert or get round what defences we put on the streets under normal police operations. So it is most unwise to say how many we have at any one time at any place.

**Ms LEE RHIANNON:** Commissioner, what provision has been made for police liaison with and oversight of Olympic volunteers during the Olympic period?

**Commissioner RYAN:** We have Olympic volunteers. I have got the number somewhere. I think there are a few hundred of them, most of whom have been trained. We have actually recruited 90 per cent of our requirement, as I remember from something I was told today. They will be supervised by uniformed police. They will be under the control of the relevant venue or the main commanders at the Olympic sites. They will wear a distinguishing uniform which clearly identifies them as volunteers assisting the police. They will not be performing any duties which require them to exercise functions under the law other than requiring persons who are ticketed to enter venues and events to subject themselves to a bag search or to walk through a magnetometer or to have one of these magnetic wands waved over them.

**Ms LEE RHIANNON:** How much money has been allocated to the training of them?

**Commissioner RYAN:** I could take that question on notice. I do not think I have it, but there is significant training taking place for them. I do not know the amounts, unfortunately.

**CHAIR:** So you are taking on notice the question of the amount of money for the volunteers?

**Commissioner RYAN:** Yes.

**Ms LEE RHIANNON:** I understand that discussions have been held with members of the indigenous community about their plans to camp near the Homebush Olympic site and stage protests. What amount from your budget has been allocated to police these protests, and are there any plans to involve Aboriginal and/or Torres Strait Islander police in the policing of these protests and their camp site?

**Commissioner RYAN:** We have engaged the proclaimed leaders of these various groups in conversations and we are continuing the dialogue with them. We have not broken down our budget, nor applied

particular resources to deal with any demonstrations or expressions of opinion in public areas that might take place during the Olympic Games. The local area commanders and regional commanders have the flexibility to deploy police as best they are needed on a daily basis, but the police have handled protests in the past very professionally I think. The recent ones have been handled extraordinarily well, and I am hoping that common sense will prevail throughout the Games and we will not have a need to employ large numbers of police against anyone who demonstrates.

**The Hon. M. J. GALLACHER:** Commissioner, do you think it would be ludicrous if I suggested that if the Coalition were in government it would take clerks out of the Department of Education and put them up the front of the classroom? If you agree with me, that suggests that it is also ludicrous perhaps to take public servants out of police headquarters and put them in the police stations, because their understanding of exact needs of operational police work is far removed from the bureaucratic work they would do in the 21 floors of police headquarters.

**Commissioner RYAN:** No, they will not perform operational policing.

**The Hon. M. J. GALLACHER:** I gathered that, but they will obviously be dealing with the public.

**Commissioner RYAN:** They will be in police stations supporting the police officers in any way those officers require, so they might work behind front counters, for example, answering telephones. They are dealing with members of the public on a daily basis now on police matters, and most of them have an extensive knowledge of how the Police Service operates.

**The Hon. M. J. GALLACHER:** Commissioner, you are well aware of every police form that is in place in a police station. What training are you providing for these public servants to bring them up to speed with absolutely every form that they could fill in in the day-to-day administrative role that they will fill behind the counter of any police station in the State?

**Commissioner RYAN:** They are already having liaison visits in most cases—not in all cases—with the relevant police station that they are going to.

**The Hon. M. J. GALLACHER:** So they are just going for a drive through, familiarising themselves with the police station? They know what the cells look like and then what the counter looks like?

**Commissioner RYAN:** I would not think that they are going to work in cells and places like that. They will also be under supervision by sergeants and inspectors at the police station, so they will not be expected to perform any duties that they are not capable of performing.

**The Hon. M. J. GALLACHER:** You might recall that in June last year 4,500 police were estimated to be required for the Olympic Games. In December that figure went up to 4,875. What is your estimate as of this evening?

**Commissioner RYAN:** It is about 4,975, no more than 4,900 at this moment in time.

**Ms LEE RHIANNON:** And about how many volunteers?

**Commissioner RYAN:** I do not think I have got the exact numbers.

**Mr WHELAN:** The ADF are providing the numbers of volunteer police. There is private security, which has several thousand. There is the SES people. All those are ongoing. The SES has mostly been filled, and I know the State Police Service is providing State police officers and volunteers. So there are a fair few.

**Ms LEE RHIANNON:** Could you take that on notice, the number of volunteer staff, the special volunteers, if you cannot find it.

**Commissioner RYAN:** We can get those figures. The important thing to about the volunteers is that most of them are coming from the trained uniformed volunteer services, principally from the Rural Fire Service and from the State Emergency Service, so they are used to doing several things: first, obeying orders and behaving in a way one can be proud of; second, they can work radios; they are used to discipline; they wear a uniform; they are committed individuals and highly responsible. When we had to get extra ones—I think it was

about 50 from surf-lifesaving clubs—it was again for specific areas, doing specific things. With the additional training that we will be giving them and the fact that they will be under supervision, I would assume they will be more than capable of carrying out their duties.

**CHAIR:** What kind of training will these volunteers have for the Olympics?

**Commissioner RYAN:** I cannot give you the full details, I do not have the curriculum in front of me but they are now being given training at various locations throughout the State on the sorts of jobs they would be expected to do. If they are expected to manage people, put them through one of the magnetometer devices, or help search a person's baggage—rucksacks and various things like that— they would be trained in how to do that effectively and how to develop interpersonal skills, so that it is done in a pleasant and polite way and will not offend anyone. They will be trained in how to manage the police radio system, what it means when they are called and what it is they are expected to do. They will also have venue location training, where they will be appointed at a venue and where their nearest section commanders or venue commanders will be placed and so on. It is that type of general generic training.

**CHAIR:** I understand volunteers means only volunteers, but is there any cost involved in using the volunteers?

**Commissioner RYAN:** Other than providing them with uniforms, which is paid for by SOCOG anyway, and the time spent in training them, no.

**The Hon. J. H. JOBLING:** One of the earlier answers dealt with the five rural and regional commands supplying fewer people than the number of police required for the metropolitan area. Could you indicate to me the latest estimate and the percentage number of police required for the metropolitan local area commands, with the identification of costs? What additional costs are you anticipating and have you factored in?

**Mr WHELAN:** That was in my original statement.

**The Hon. J. H. JOBLING:** It was in your original statement, but I am interested in looking at it as an operational matter.

**Mr WHELAN:** The Commissioner has already said we are waiting for the plan.

**Commissioner RYAN:** In terms of exact numbers, we are waiting for the plan to arrive. I think one can guarantee that under normal operating circumstances on an everyday basis we lose about 30 per cent of our staff to leave, to court, to rest days and to other sorts of training commitments. As all of those things will be cancelled during the Olympic period, and as officers who remain on normal patrol duties will be working extended hours so shift patterns will be quite different than they are now, we anticipate there will be minimal interference with policing in the State. But one has to remember that this is a unique world event. I sometimes wonder if people ever want the Olympics in this city. It will have an impact on us, no matter how careful we are to minimise the impact on our normal everyday work and the impact our society. We will do our utmost to minimise that impact in terms of normal police response.

**The Hon. J. H. JOBLING:** There is no question that the Commissioner will do anything other than an excellent job. There have been many references to the plan, and we have been told on many occasions that it is still in preparation and it is coming. Could you tell me what you would consider reasonable as the latest date on which this plan could be produced to enable it to be operationally implemented?

**Commissioner RYAN:** I would say by the end of this month. That gives us time to inform officers of the sorts of duty hours and times that they would be expected to work, and it will give us an opportunity then to put on rosters. We normally give our police officers as long as possible; 27 days is the minimum and from there they normally work as rostered.

**The Hon. J. H. JOBLING:** If it did not come by then, you would be very concerned?

**Commissioner RYAN:** I hope it will be here by the end of this month.

**Mr WHELAN:** In answer to Ms Lee Rhiannon's question, 4,500 police, 3,500 security and 3,500 volunteers.

**Ms LEE RHIANNON:** That is the total figure?

**Commissioner RYAN:** In round figures, yes, and 90 per cent of our volunteers are already recruited.

**The Hon. M. J. GALLACHER:** Commissioner, what is your view of the recent claim, in regard to the transition to the Glock pistols, that approximately 3,000 police still need to be trained in their use?

**Commissioner RYAN:** Do you mean do you I think that is enough?

**The Hon. M. J. GALLACHER:** No. Do you think that is a correct figure?

**Commissioner RYAN:** It could be correct. We have the numbers. We have 10,000. We commenced the new pistol deliveries on 16th December 1997 and to date over 10,500 police have been armed with the Glock. The training and the issuing are being carried out on a predetermined priority basis, with one-unit police stations and single-unit police being the first to be issued. Training and issuing are proceeding ahead of schedule and all police are expected to be trained and equipped by late 2000.

**The Hon. M. J. GALLACHER:** In relation to the OC spray the figure that has been publicly stated is 6,000. Is that a correct figure in terms of the officers required to be trained?

**Commissioner RYAN:** To date more than 8,000 police have been trained in the use of OC spray, including guidelines for its use and improved decontamination procedures. So that would be the vast majority of, if not all, frontline police. You have to remember that a lot of police officers are not exactly in the front line; they are prosecutors or doing other things which do not require them to carry sprays on a regular basis.

**The Hon. M. J. GALLACHER:** But will some of those officers be in the front line during the Olympic Games?

**Commissioner RYAN:** We would hope they would be in the front line, but police going in the front line will be trained in all the requirements that the service demands of them.

**The Hon. M. J. GALLACHER:** So prosecutors and scientific police are currently in training in the use of Glock pistols and OC sprays?

**Commissioner RYAN:** Not necessarily.

**The Hon. M. J. GALLACHER:** Is there any reason why?

**Commissioner RYAN:** Because they do not always need to carry Glocks. Many of them choose not to carry pistols at all and many of them would choose not to carry OC spray. The choice is theirs.

**Ms LEE RHIANNON:** Even during the Olympics?

**Commissioner RYAN:** During the Olympics we would expect them, when in uniform, to carry a firearm for which they are suited and trained. If that happens to be a revolver, it happens to be a revolver, which is equally lethal.

**The Hon. M. J. GALLACHER:** Is the situation that before you can use OC spray, or indeed a Glock pistol, you must be trained to use it?

**Commissioner RYAN:** It is a requirement, yes.

**The Hon. M. J. GALLACHER:** There would be no instance, to your knowledge—or no instance, full stop—of a police officer using OC spray or a Glock firearm if that officer has not been trained for it?

**Commissioner RYAN:** I could never make that commitment.

**The Hon. M. J. GALLACHER:** Are you aware of any such incidents?

**Commissioner RYAN:** I am not aware of any such incidents, no.

**The Hon. M. J. GALLACHER:** It is 14 months now since the Premier announced the personal issue of extendable batons, but no police officers have them. Can you tell us why?

**Commissioner RYAN:** Loads of police officers have them—dozens. Hundreds, indeed, have them.

**The Hon. M. J. GALLACHER:** Dozens?

**Commissioner RYAN:** Yes.

**The Hon. M. J. GALLACHER:** How many have we got?

**Commissioner RYAN:** On 17th April we allocated a further \$300,000 and an order for 2,792 expandable batons and scabbards was to be placed. The due date for delivery to the police arm is by 23rd June. Some 996 have been issued already to those officers in certain circumstances where it was felt they would be better equipped to carry them, such as motorcyclists, mounted police officers, officers working in areas where carrying a baton in the hand was regarded as threatening or otherwise unnecessary. It must be remembered that every single operational police vehicle—not the pool vehicles—carries a baton already in the car. If the officers got out of the car they could take that baton with them and put it in their belt and, therefore, would not be defenceless. They could have a baton with them on every occasion.

**The Hon. M. J. GALLACHER:** In relation to your comment about 996 frontline police having the batons, are you in a position to tell us whether they were deployed yesterday at Randwick in the shooting incident?

**Mr WHELAN:** That is not relevant. There is a coronial inquiry into that matter. You cannot go into that sort of thing.

**The Hon. M. J. GALLACHER:** Madam Chair, I am asking a question in relation to whether the extendable batons were deployed at Randwick yesterday.

**Mr WHELAN:** It is not relevant to this issue before the Committee. The matter is the subject of a coroner's inquest.

**The Hon. M. J. GALLACHER:** The subject heading is "Police Officer Safety". The commissioner has made a comment about 996 frontline police having access to these extendable batons. They have been promised for 14 months.

**Mr WHELAN:** It is not relevant to the deliberations of this Committee.

**CHAIR:** Order! I think the commissioner can answer the question.

**Commissioner RYAN:** I can answer the question quite simply. I have taken a note, because I do not know. In any event, there is a coronial inquiry and therefore I am rather limited in what I can say about it. However, I can say that batons are available—not necessarily expandable ones, but fixed batons are available in every operational police vehicle. Officers can take them with them to any incident if they wish. They have rings on their belts into which they can slip them. I do not know the circumstances of yesterday and what the officers were carrying.

**The Hon. M. J. GALLACHER:** To finish that point, what were the ranks of the two police involved yesterday?

**Commissioner RYAN:** Constables. One was a probationary constable and one would be a constable.

**The Hon. M. J. GALLACHER:** With how many years of service?

**Commissioner RYAN:** The probationary constable had between six and nine months service—that was the young lady. The officer who was critically wounded in the incident had about three years service; three to four years service.

**Ms LEE RHIANNON:** How much compensation has been paid out so far due to the accidental discharge of Glock pistols?

**Commissioner RYAN:** I do not know. I will take that question on notice.

**Ms LEE RHIANNON:** How many Glock pistols and capsicum spray units are currently unaccounted for within the Police Service?

**Commissioner RYAN:** There are three Glock pistols that I am aware of that are unaccounted for this year. There were two last year. That will make five—about five, I would say, in total.

**Ms LEE RHIANNON:** How many capsicum sprays?

**Commissioner RYAN:** I do not know about capsicum sprays. They are constantly being replaced once they are used.

**Ms LEE RHIANNON:** What happens to the revolvers when they are replaced by the Glocks?

**Commissioner RYAN:** They are destroyed. They are broken down into parts and they are destroyed by smelting. We agreed on that, did we not?

**Mr WHELAN:** Yes.

**Ms LEE RHIANNON:** Has any money been spent on modifying the Glocks so that they are more safe for the police officers who use them?

**Commissioner RYAN:** No. The Glock pistol is a standard pistol as approved and used by a large majority of police services throughout the world.

**Ms LEE RHIANNON:** Considering that it is a new weapon, how much additional funding has been allocated for training police officers when they move over to using Glock pistols?

**Commissioner RYAN:** I do not know how much actually has been spent, but it is constant, ongoing, extensive training in the use of the pistol and its safety features. It does have safety features on it.

**Ms LEE RHIANNON:** In regard to the five that are missing, were they taken from police stations, from police cars, or police officers? What measures have been taken to find them?

**Commissioner RYAN:** Two of them were stolen from police cars.

**Ms LEE RHIANNON:** And the other three?

**Commissioner RYAN:** Two were stolen or went missing from a police station, and they are all under investigation by internal affairs. That is all I can say about it.

**Ms LEE RHIANNON:** And the other one? There is still one more you have not accounted for.

**Commissioner RYAN:** I think it was lost. Again that is under investigation.

**The Hon. M. J. GALLAGHER:** In relation to those matters that are currently under investigation, could you tell the Committee what sort of time frame we are talking about, how long these investigations have been under way?

**Commissioner RYAN:** Whenever the report is due.

**The Hon. M. J. GALLAGHER:** So you do not know?

**Commissioner RYAN:** I do not know.

**The Hon. M. J. GALLAGHER:** You do not know when they were lost?

**Commissioner RYAN:** I know when the weapons were lost. I have the dates, but I do not know when the investigation started.

**Mr WHELAN:** Why not ask him the names and addresses of every member of the New South Wales Police Service? What has this got to do with the budget?

**The Hon. M. J. GALLACHER:** Someone has to replace the guns.

**Mr WHELAN:** What has that got to do with the budget? Ask questions about the budget.

**The Hon. M. J. GALLACHER:** You can always go out on the street and buy them back.

**Commissioner RYAN:** The investigations start straightaway. I am not aware of the state of those investigations.

**The Hon. J. H. JOBLING:** Could you take the question on notice and advise the Committee of the general status of the inquiry and when we may reasonably expect the finding of the inquiry to be brought down? Obviously it is a matter of importance when pistols are stolen from police vehicles and stations, if that is precisely what happened.

**Commissioner RYAN:** I would regard it extremely seriously, hence we have a very thorough investigation. It is not a matter of lightly dismissing these things.

**The Hon. M. J. GALLACHER:** I was asking about the procedure in respect of those sorts of investigations. Are those matters investigated at a local level by the local area command, or are they in fact investigated by internal affairs?

**Commissioner RYAN:** They are usually investigated by internal affairs.

**The Hon. M. J. GALLACHER:** Usually?

**Commissioner RYAN:** Usually, but again we do not know in these circumstances.

**Ms LEE RHIANNON:** Could we ask the internal affairs people about that? I understand they are here.

**The Hon. M. J. GALLACHER:** They are not.

**Ms LEE RHIANNON:** Is there anyone here from internal affairs?

**Commissioner RYAN:** No, there is no-one here.

**Ms LEE RHIANNON:** Could we ask the Police Integrity Commission about these five pistols, considering some have gone missing from police stations? Is there anyone here from the Police Integrity Commission?

**Mr SAGE:** We are not presently investigating any of those matters. As Commissioner Ryan said, the Police Service is investigating it through internal affairs. The Police Integrity Commission is not presently investigating any of the matters relating to the firearms about which Commissioner Ryan has been asked. Like Commissioner Ryan, I am not aware of the status of those investigations at the moment. I would have to take that on notice, but all of those matters have been reported to the Police Integrity Commission, being serious matters.

**The Hon. J. H. JOBLING:** Could you advise the Committee what you consider would be a reasonable time in which one might expect the report? Will it go to you? What actions might you take?

**Mr SAGE:** A reasonable time depends on the circumstances.

**The Hon. J. H. JOBLING:** Six months, 12 months?

**Mr SAGE:** In some cases it might be three months; it might be six months. As I say, it depends on the circumstances, the inquiries that need to be made and the leads. As I recall, one of the matters may presently be the subject of a court case, but I would need to clarify that. Yes, the Police Integrity Commission will receive a report from internal affairs in relation to all those matters.

**The Hon. J. H. JOBLING:** What would you consider would be the maximum time in which you would expect to receive such a report?

**Mr SAGE:** We receive a report of the matters within a very short time; sometimes it is by way of a phone call.

**The Hon. J. H. JOBLING:** A final report?

**Mr SAGE:** Again, as I say, it depends on the investigation and the inquiries that are being made. In some cases it might be reasonable to expect a final report within a month. In other cases it might be three months, six months or 12 months.

**The Hon. J. H. JOBLING:** But not beyond 12 months?

**Mr SAGE:** I would have thought it would be unusual if it went beyond 12 months.

**Ms LEE RHIANNON:** I understood the commissioner to have said in an answer to an earlier question that there were two Glocks that were stolen over a year ago. Therefore, would it not have come to your attention and would you not be working on it by now?

**Mr SAGE:** Like the commissioner, I would need to go back and check. I have a memory that we have received a final report in relation to that matter. The matter was investigated and there was no outcome.

**The Hon. J. H. JOBLING:** It is very important though. Would you not remember if you had received it?

**Mr SAGE:** You have to remember—but you are probably not aware of it—that we receive hundreds of reports in relation to investigations.

**The Hon. J. H. JOBLING:** Not too many about missing Glocks.

**Mr SAGE:** The matter relating to the disappearance of two from a police station, from memory, was well prior to the estimates committee last year. We are now talking probably in excess of 12 months, and I cannot remember the outcome. It is a matter that I can take on notice and advise the Committee.

**The Hon. M. J. GALLACHER:** In regard to the theft of firearms from the police station, Mr Sage, was that investigation conducted by members of the Police Integrity Commission?

**Mr SAGE:** No, it was conducted by the Police Service, as Commissioner Ryan said, through internal affairs.

**Ms LEE RHIANNON:** Referring again to capsicum sprays, have any capsicum spray units gone missing from police stations?

**Commissioner RYAN:** Not that I am aware of, no.

**Ms LEE RHIANNON:** Has the New South Wales Police Service been subject to compensation claims from members of the police or the public in regard to the use of capsicum sprays?

**Commissioner RYAN:** I do not know. I do not think so, but I do not know.

**Ms LEE RHIANNON:** Could you take those two questions on notice?

**Commissioner RYAN:** Yes.

**CHAIR:** I ask the Minister a question about Budget Paper No. 3, page 16-14, in regard to the Police Assistance Line. Can you explain the details about how the current yearly cost of the line of \$11 million has been calculated? When will the line be fully operational? How will members of the public become aware of the provision of this service? Will there be any publicity about it? Will the line be accessible to non-English speakers?

**Commissioner RYAN:** The Police Assistance Line is a strategy designed to maximise operational police presence on the street. It provides the community with a single point of contact for 12-hour crime reporting. I have recently authorised training of the personnel in the Police Assistance Line, in how to deal with and talk to people of limited English ability who phone it. That is a move we have taken forward now. We do have some people in the Police Assistance Line unit who speak languages other than English, but we have actually taken on board the training of those English speakers to understand and deal with people on the other end of the line who do not speak English. That is a very specific training program which we have brought from outside agencies to do that for us.



**CHAIR:** How do they know which language they are speaking?

**Commissioner RYAN:** I do not know. This is why we have the outside help from an organisation which is skilled in this area with other help, similar types of help lines, and they will be training all the staff at the Police Assistance Line.

**CHAIR:** I understand this is fairly new.

**Commissioner RYAN:** Yes, I do not know how many, but there are staff within the room that do speak a variety of languages already who can try and help. What we also hope to ensure is that the community knows the number. It is a well-publicised number, 131 444, but over 70,000 calls per month now go to the Police Assistance Line. That has doubled since January and February of this year, so the knowledge of the Police Assistance Line is increasing greatly and it is releasing hundreds of hours of response time that would otherwise be used by police dealing with these incidents. They are being managed now by telephone. The responses to surveys we have conducted of public satisfaction have been overwhelmingly positive; there has been almost 100 per cent satisfaction with the way the service has been delivered.

**Mr WHELAN:** The South Australian Government is considering doing exactly the same thing Scotland Yard, in the last six or eight weeks, sent officers out to Tuggerah to look at the Police Assistance Line for adaptation in the United Kingdom. They both took a very favourable view of what we are doing and of the possibility of its being adapted for UK policing, so I would expect it to be adopted over there. We are actually exporting some stuff to the UK, which is a bit different.

**CHAIR:** For a change we are leading in this area, but you have not told the Committee how this \$11 million has been calculated for this line item? It seems very expensive. I know it is very useful, but how do you account for it?

**Mr WHELAN:** These do not add up to \$11 million. It is for different years. Can I give you the total cost?

**CHAIR:** The \$11 million?

**Mr WHELAN:** That is the total cost in the budget, but that is for this year. We are talking about total cost so you have to apportion this over the two years: \$10 million is recurrent and \$8 million is capital for the work for the site at Tuggerah. That may well include money for the site at Lithgow, which is the site of the first PAL as well.

**Commissioner RYAN:** I think it includes the whole thing.

**Mr WHELAN:** Because it started at Lithgow and dealt with half a dozen different regions and a dozen or so local area commands. It was then extended to the central coast at Tuggerah and then with Lithgow it embraced the whole of the State. I am happy to get you the finances on it taken over the period.

**CHAIR:** Will you take the question on notice?

**Mr WHELAN:** Yes, I will. I think it is very important to remember that it is estimated that the full implementation of PAL will free up the equivalent of 500 police to front-line duties.

**CHAIR:** How do you calculate that figure, 500 police?

**Mr WHELAN:** It is an estimate of the savings of each of the local area command—savings from paperwork, data entry. It is a vital component, as I said, to maximising results. Every hour that they do not spend at a location is an hour they can spend tracking down recidivist offenders, so if they are in the police station filling out motor accident forms they are not doing the prime job of policing—that is, reducing crime to the best of their ability. It is a reallocation of their resources and the promotion of their energies towards their prime object within the Police Service.

**CHAIR:** What is the response time to this type of phone call?

**Commissioner RYAN:** It is almost instantaneous. We have the PAL line inside the room itself. Money has been spent on the technology, the building and the design of the building. Within the PAL room there is a

large board: it shows the number of calls waiting and the time it has taken on average to pick up calls and so on. Any operator can pick up any call coming in, so you cannot have one person busy and the other one doing nothing. The response of PAL is almost instantaneous. Obviously someone can ring up and that persons will tell you—the one person in 1,000—"It took them three minutes to answer my call," or "It took them two minutes to answer my call", but the vast majority are answered almost instantaneously.

They are also giving all sorts of other advice. They are not only taking details from people; they are giving a range of expert advice on general and specific issues, including referral services for domestic violence, victim support, counselling, emergency accommodation and other community services that people ring the police about, so it is a fully functional advice bureau when you need help. In addition to that, we are able to collect far more accurate data on the types of calls that people are making to the police, the type of response that we should be giving, the numbers of incidents reported and it is statistical data we can use for employment strategies, training initiatives and better means of providing a community service. All of this is now being delivered through PAL. It is a fantastic service.

**Mr WHELAN:** When I was at Lithgow it had been trialled and their answer time was between five and seven seconds.

**The Hon. M. J. GALLACHER:** Commissioner, what is the current backlog of unverified calls at the Police Assistance Line at Tuggerah and the Police Assistance Line at Lithgow?

**Commissioner RYAN:** I do not know the number but I can find out for you. I think that is a staggeringly misleading piece of information that has been going around for some time. I do not mean from you, I am not criticising you, but the information that has been given to you by others has been staggeringly misleading and unbelievably uninformative.

**Ms LEE RHIANNON:** Can you tell us what the staggering bit of information is?

**Commissioner RYAN:** It is unverified calls. What does it mean? I will explain what an unverified call is. When a police officer makes an entry on to the COPS system, before that entry is thoroughly accepted as being complete in any way, it has to be verified by a supervisor and then it becomes a verified entry. We still have the entry on the computer systems. We know how many calls we have had. Now, with the PAL operators, of course, they are not police officers but they have been making entries in relation to crime, so they have to have their entries verified. It was a slip-up in the procedure when we did not have people to verify the entries made by the PAL operators, because we simply did not think about it at the time. The majority of the people—in fact, nearly all with the exception of the supervisory group—are, indeed, civilians who have been recruited specifically for that particular role, so to get over this backlog we then recruited retired police officers from a nearby facility to verify the entries on COPS.

Now, what stops something being verified? A simple thing: they might have put Green Street instead of Green Avenue. It is as simple as that: the address was Green Street instead of Green Avenue. It becomes an unverified entry until "Avenue" is made accurate, so a supervisor goes through it and actually says, "This is verifiable," and it is a procedure. It is a procedure, quite honestly, that I would like to get rid of because it is an unnecessary procedure. It takes up far too much time of the sergeants who could be doing something else. For the first time the information that PAL is receiving goes straight on to COPS immediately, whereas in the old days it never did. A police officer used to have to go to an incident, then come all the way back to the police station and then type it all in instead of being out there on the streets doing the job. Now it is straight on there and it is quicker with PAL. We do not have to wait for the police officer to come back to the station, as I mentioned. It can be logged on COPS straightaway, and information is sent to the local police station that there is an incident of a particular nature that is being dealt with.

**The Hon. M. J. GALLACHER:** Commissioner, what external auditing is done of the Police Assistance Line?

**Commissioner RYAN:** It is one of the areas which will be looked at by the Auditor-General's Office as part of its annual audit.

**The Hon. M. J. GALLACHER:** What records are kept at the Police Service relating to the time taken before calls are answered? I acknowledge you said that they are very small periods of time, but obviously there have to be longer periods of time. What is being done to monitor those longer periods?

**Commissioner RYAN:** It is all electronically recorded by the system and the supervisors there and the managers of the centres, both at Tuggerah and at Lithgow, either of which can take over calls from the other, monitor this constantly. They are monitoring not only the time it takes to answer the calls but also the quality of the operator to make sure that operators at particular locations are responding effectively.

**The Hon. M. J. GALLACHER:** What do you think about a case where the delay was 23 minutes before the phone was answered?

**Commissioner RYAN:** We deal with two and a half million calls a year and one might have taken twenty-three minutes.

**The Hon. M. J. GALLACHER:** Only one has been brought to our attention. That does not mean it is the only one, does it?

**The Hon. J. R. JOHNSON:** Out of what, a million?

**Commissioner RYAN:** Two and a half million.

**The Hon. M. J. GALLACHER:** The question was: What external auditing is in place and what records are kept to monitor what is going on with the response times?

**Commissioner RYAN:** It will be externally audited. I do not know what the timetable for that will be, but it will form part of the Auditor-General's normal auditing procedures of the Police Service.

**The Hon. M. J. GALLACHER:** What sort of staff numbers are we looking at at the PAL at Tuggerah and the PAL at Lithgow? Could divide those into sworn personnel and unsworn personnel?

**Commissioner RYAN:** 190 overall.

**The Hon. M. J. GALLACHER:** Between the two?

**Commissioner RYAN:** Between the two centres. Obviously Lithgow is much smaller; it is down to probably 20 or 30 people or something like that.

**The Hon. M. J. GALLACHER:** Could you give me the breakdown between Tuggerah and Lithgow and the breakdown between sworn and unsworn personnel with regard to both of those centres?

**Commissioner RYAN:** There are very few sworn personnel but we can get the details for you.

**The Hon. M. J. GALLACHER:** Whilst you are getting those figures, could you tell me what "very few" is?

**Commissioner RYAN:** Very few. My instructions to the service were quite clear: This has got to be a civilian run operation with police supervision, and therefore the supervisors are police and the numbers will not be very high. I do not know the exact numbers, but I can find out for you. There is at least one sergeant on duty on every shift and probably about 15 to 20, I would say, police overall in the whole system, and that is a very conservative—well, not conservative, it is an over-estimation.

**The Hon. M. J. GALLACHER:** There are 15 to 20 overall, one sergeant per shift. How many shifts are they working?

**Commissioner RYAN:** They are working three shifts around the clock.

**The Hon. M. J. GALLACHER:** You mentioned earlier that expert advice is available to members of the public. Where do these PAL operators who are not sworn personnel get the expert training to enable them to be called experts in dealing with victims of crime?

**Commissioner RYAN:** They have received a very extensive six-week training program at the time of recruitment to help them with the handling of these sorts of incidents; how to handle stress in difficult situations. The individual performance of each operative is closely checked and monitored by the supervisors, all of whom

also receive training. When additional counselling is required by anybody they get it, and where additional training is required by anybody they get it, because there is a training facility for them out at Tuggerah Lakes.

**The Hon. M. J. GALLACHER:** What number on average are we looking at, at Tuggerah for example, on duty at any one time?

**Commissioner RYAN:** It depends on the time of day. I do not know the numbers on any shift at any one time, but it does vary during the day according to demand. Demand is checked and graded by the number of calls that come in. Historically information is electronically recorded so we know how many calls we are expected to field at any moment of any time of any day.

**The Hon. M. J. GALLACHER:** So you would be working purely on cyclical intelligence to determine the busy periods, to determine rosters?

**Commissioner RYAN:** To determine rosters we have some very accurate historical data, yes.

**The Hon. M. J. GALLACHER:** And I take it Mr Tree does not have information available to him to assist you in terms of determining exactly how many, using that cyclical data, are available at the PAL centre at Tuggerah at any given time?

**Mr WHELAN:** Cyclical data or empirical data?

**The Hon. M. J. GALLACHER:** Cyclical in the sense that it works on a cycle.

**Commissioner RYAN:** I do not know how many are on duty at Tuggerah at any one time. I leave that to whoever it is in charge of the place, to make sure he is doing it properly and effectively, and I monitor his performance on how effectively he does it. He does not send me his rosters, or anything like that.

**The Hon. M. J. GALLACHER:** I would have thought though that as this was a new pilot program that is being sold to the world, you would have a fair idea how many people are there at any time.

**Commissioner RYAN:** If I had known about the question I would have brought reams of paper giving you a breakdown.

**The Hon. M. J. GALLACHER:** It would appear it is the only piece you do not have in amongst the two files.

**Commissioner RYAN:** You have got to try to be careful to cover every eventuality, but you have got me on that one.

**Ms LEE RHIANNON:** Minister, how much money will be spent in attempting to recruit police officers from a non-English speaking background?

**Mr WHELAN:** I will find out for you. That figure is not known to me to answer it, but I will find out.

**Ms LEE RHIANNON:** Could you also find out the figure for police officers who are Aboriginal or Torres Strait Islanders?

**Mr WHELAN:** How much money has been spent on training?

**Ms LEE RHIANNON:** In attempting to recruit them.

**Mr WHELAN:** I will take both of those questions on notice.

**CHAIR:** On Police Service numbers I refer the Minister to page 16.6 of Budget Paper No. 3. What measures are being taken to ensure that the enrolment targets of the Constable Education program are met?

**Mr WHELAN:** As you know, the Government has made a commitment relating to 31st December, and you will see in this year's budget the funding for the additional 200 police. The budget includes \$15 million for salaries, training and the equipment of the additional 200 police. This is the second stage of the

Government's four-year commitment, so each and every year there will be funding to cover the increase in police numbers. Page 16 of Budget Paper No.3 reports on the estimates and outcomes for operation of police as a percentage of total police numbers. The Police Service estimates its operational police will comprise 90% of total police numbers in 2000/2001. There is an improvement of 5% compared with 1997-98. It also proves that not only is the Government achieving its commitment to funding to police, but it is also delivering on its commitment to get police out from behind desks and into full policing operations.

In addition to the additional 1,000 police, the Government made a commitment to free another 1,110 from desks and other administrative duties: 500 through the use of state-of-the-art technology in the Police Assistance Line, which the Commissioner spoke about earlier, and 610 by using more civilians in clerical jobs and transferring prisoner escort duties from 120 police to corrective services staff. As we have already discussed, PAL is now fully operational, and the way is clear for those achievements to result in full savings in police time. Half of the 120 police to be released from prisoner escort duties will be so released by 30th June 2000. In Budget Paper No.3 page 16-6 refers to civilianisation of a range of duties currently performed by uniformed police. That is part of the commitment to return police to the front line. The first statement commenced in 1999-2000 and one will result in the civilianisation of 20 intelligence officer positions, releasing 20 police to the front line.

On page 16-7 you will see that the Government is funding a trial of new management structures for the police and youth clubs at a cost of \$343,000. The success of that trial will result in sworn police in administrative positions in the PCYC being replaced by civilians. The police will return to local area commands. I am pleased to report that the budget papers for 2000 and 2001 provide evidence that solid progress is being made in realising our commitment. You may be interested to know, Madam Chair, that a few weeks ago I attended the swearing-in of the second record class of new police recruits: 339. All of those 339, on top of the same number, 339, who were sworn in five months prior to that, have been sent to rural, regional or metropolitan police stations. As I said before, the budget papers clearly show that funding is being provided for the additional 200 police officers.

**CHAIR:** What particular strategies are in place to assist police officers in dealing with different cultural groups? Is there any cross-cultural education?

**Commissioner RYAN:** If I may answer that, there is cross-cultural education. It forms a number of modules within the recruitment training program which is now delivered for us by Charles Sturt University at the Police Academy. In the development of that program we extensively used the assistance of the Police Ethnic Community Liaison Committee, which I chair. We meet regularly every three months, and members of that committee assisted the academy in putting together suitable training processes. Now, once the officers have been introduced to the need to be sensitive in relation to cultural diversity within society, that theme is continued throughout the whole of their ongoing training program.

**CHAIR:** How much time is actually spent on this particular module?

**Commissioner RYAN:** I do not know the exact hours, but it is quite a large chunk of their year program; we are pushing the program into police station local training as well. We are promoting that very extensively locally as well.

**CHAIR:** That is for the training of the new officers. Do we have any cross-cultural training for the police?

**Commissioner RYAN:** Yes, we do. In areas such as Fairfield, for example, there is a strategy called PACT, Police and Community Training, which is a Commonwealth funded initiative. There is a full time unit in the Fairfield and greater Fairfield made up of educationists from diverse ethnic backgrounds who work alongside the police and help the police and the community to understand the relationship of the police and the community and to understand people's rights and the sensitive manner with which police fulfil their duties in those areas. Another project has opened in Kogarah. We have also received an award for our training program, which is a CD Rom program called "Dealing with Diversity". It is an interactive CD Rom with video clips within it which has been circulated all over the service. It has been picked up by a number of universities, schools and other institutions that want to use parts of it which are relevant to them, even though chunks of it are relevant to policing. It is very good; I can send you one if you would like to see it.

**The Hon. J. H. JOBLING:** I would like to look at the role of the Police Integrity Commission. I would like to put my first question to Mr Sage. In relation to the reappointment of Deputy Commissioner Jarratt, was any advice sought from the commission by or on behalf of the Minister or the commissioner, either generally or in relation to the Motorola radio contract?

**Mr SAGE:** To answer the first part of your question, yes, advice was sought by the commissioner under the provision of the Police Service Act which relates to the obtaining of integrity reports, and a report was provided to Commissioner Ryan.

**The Hon. J. H. JOBLING:** In relation to the qualitative and strategic audit of the reform processes of the New South Wales Police Service, what is the time frame for reports by the external auditor, and have any reports been received by the auditor to date?

**Mr SAGE:** There is a draft report, which is subject to due process, and parts of that draft report have been provided to the Police Service by the Hay Group. They are confidential extracts. Also several persons within the Police Service have been provided with sections of that draft report, or extracts, prior to the Hay Group submitting its final report for the year of its audit.

**The Hon. J. H. JOBLING:** May I inquire when the draft report is expected to become a final report?

**Mr SAGE:** Those extracts I mentioned were provided to Commissioner Ryan and the relevant persons last week, and my understanding is that there is a four-week period provided to Commissioner Ryan and to his staff to respond to the Hay Group. The time frame after that four-week period is very much a matter for the Hay Group to finalise the report and provide it to the Police Integrity Commission.

**The Hon. J. H. JOBLING:** For the benefit of the Committee would you explain about the group doing that report, the Hay Group?

**Mr SAGE:** The Hay Group are a group of auditors which has been chosen after advertising of the terms of reference for the audit. It is a group who put in a bid to conduct the audit, and were the successful tenderer after a committee considered all the proposals that were put in by the tenderers.

**The Hon. J. H. JOBLING:** As I understand you, you are saying to me that the final report is unlikely to be made public?

**Mr SAGE:** The Police Integrity Commission Act requires the report to be provided by the Police Integrity Commission to the Minister and to Commissioner Ryan.

**The Hon. J. H. JOBLING:** In relation to Deputy Commissioner Jarratt, bearing in mind the answer you have just given to us, did the Minister or the commissioner obtain any report or any advice from you or the Police Integrity Commission generally in relation to the Motorola contract prior to the Deputy Commissioner being reappointed at the beginning of the year?

**Mr SAGE:** At the time that that report was requested of the Police Integrity Commission, the Plessey Motorola matter was not being investigated by the Police Integrity Commission. It was being investigated by the Police Service, and the Police Integrity Commission was monitoring the investigation, and continue to do so.

**The Hon. J. H. JOBLING:** Can you indicate at what time the Police Integrity Commission actually looked into this and investigated the matter? At what time did you undertake the investigation?

**Mr SAGE:** The Police Integrity Commission have not conducted an investigation as such. The matter is still subject to investigation by the Police Service, and the Police Integrity Commission is receiving information reports, and is requesting information of the Police Service under the monitoring role. The investigation has not been concluded by the Police Service at this time.

**The Hon. J. H. JOBLING:** Can you indicate to me what time frame you might expect such report to be completed in—six months, twelve months?

**Mr SAGE:** By the Police Service?

**The Hon. J. H. JOBLING:** Yes.

**Mr SAGE:** I would expect it to be concluded in the next month, two months.

**The Hon. J. H. JOBLING:** In the next month or two?

**Mr SAGE:** That is more a question that should be directed at Commissioner Ryan.

**The Hon. J. H. JOBLING:** I was asking it from the Police Integrity Commission view, as the oversighting body.

**Mr SAGE:** On the advice that we have from the Police Service, completed within the very near future.

**The Hon. M. J. GALLACHER:** Could you tell the Committee what is the status of the number of complaints reported to the Police Integrity Commission in the last twelve months compared to what occurred in the prior twelve months?

**Mr SAGE:** We are coming up to the end of the reporting period. I do not have the figures with me, but it will be somewhere.

**The Hon. M. J. GALLACHER:** Have you had an increase?

**Mr SAGE:** I cannot tell you that. We have not calculated those figures, but we are getting ready to do that now.

**The Hon. M. J. GALLACHER:** How many investigators do have you at the Police Integrity Commission, investigators who oversight—

**Mr SAGE:** Designated investigators?

**The Hon. M. J. GALLACHER:** Yes.

**Mr SAGE:** Nine police investigators.

**The Hon. M. J. GALLACHER:** Those nine, are they people whom you would employ, using their investigative skills, to go through matters investigated by members of the New South Wales Police Service in terms of their internal investigative reporting responsibilities?

**Mr SAGE:** They are some of the people on our staff that go through these matters. As I say, we have a multifacility structure within the Police Integrity Commission which includes lawyers, police investigators, accountants and others.

**The Hon. M. J. GALLACHER:** How many lawyers do you have?

**Mr SAGE:** In investigations, five.

**The Hon. M. J. GALLACHER:** I take it you have got 14 people who have an understanding of what it is like to ask questions, as opposed to, say, accountants?

**Mr SAGE:** That is right.

**The Hon. J. H. JOBLING:** What would be the total number of other personnel that you have?

**Mr SAGE:** Approximately 25.

**The Hon. M. J. GALLACHER:** And of those nine, do they perform purely investigative duties or do they perform covert duties as well?

**Mr SAGE:** No, the covert component is separate to that number.

**The Hon. J. H. JOBLING:** Mr Tree, did you, in your role as Director-General of the Ministry of Police, or did the Ministry itself, advise the Minister in relation to the re-appointment of Deputy Commissioner Jarratt, and, in particular, was any advice sought from the Police Integrity Commission on the Motorola matter or any other matter before the re-appointment was made?

**Mr TREE:** As Mr Sage just said, the Police Integrity Commission provided the Commissioner with the report, as is required to do under the Police Service Act. That was a statutory obligation for the re-appointment of Mr Jarratt.

**The Hon. J. H. JOBLING:** But the question was did you or your Ministry offer advice?

**Mr TREE:** I advised the Minister that the requirements had been fulfilled.

**The Hon. J. H. JOBLING:** And did you advise on any other matters in regard to the re-appointment than the Motorola matter?

**Mr TREE:** As Mr Sage just said, the Motorola matter is not complete yet. The report from the Police Integrity Commission has been obtained by Commissioner Ryan in accordance with the normal procedure under which these things are dealt with.

**The Hon. J. H. JOBLING:** I accept that, but the question still stands as to whether you or the Ministry offered advice?

**Mr TREE:** I just said that I advised the Minister.

**The Hon. J. H. JOBLING:** On the Motorola matter?

**Mr TREE:** No, not on the Motorola matter, on the re-appointment. I have not seen the report on the Motorola matter.

**The Hon. J. H. JOBLING:** You have not seen it?

**Mr TREE:** No.

**The Hon. J. H. JOBLING:** Could you tell me what changes have been made to your Ministry's procedure as a result of the recent Upper House Committee's report into the circumstances surrounding the signing of the Police Commissioner's contract?

**Mr TREE:** The Premier says on behalf of the Government that the Government will consider the committee's report.

**The Hon. J. H. JOBLING:** So what advice have you offered in that regard?

**Mr TREE:** None at the moment.

**The Hon. J. H. JOBLING:** You have given no advice in any form?

**Mr TREE:** No.

**Ms LEE RHIANNON:** Commissioner, what was the total cost of the Wee Waa DNA testing operation, and can you give the Committee a breakdown of frontline police, transport, forensics?

**Commissioner RYAN:** I do not know.

**Ms LEE RHIANNON:** Considering it has been such a big issue, I would presume it is in your paperwork somewhere.

**Commissioner RYAN:** It is not in there.

**Mr WHELAN:** The cost is ongoing.

**Ms LEE RHIANNON:** I will add that to the question. How much money has been spent and what will be the ongoing costs?

**Mr WHELAN:** Ask me next year.

**Ms LEE RHIANNON:** I actually asked the Commissioner the question.

**Mr WHELAN:** It will be in next year's budget. That is the issue.



**CHAIR:** I rule the question out of order. DNA testing is the subject of a debate in the House. The question is out of order, bearing in mind the legislation that is before the House.

**Mr WHELAN:** We can give you an estimate of costs.

**Ms LEE RHIANNON:** That was all I was asking.

**Mr WHELAN:** I cannot give you a cost that will range over next year's budget. It will be spent last financial year, so we are talking about last financial year. We will give you an estimate.

**Ms LEE RHIANNON:** Commissioner, when was the decision taken to DNA test the adult male population of Wee Waa, and by whom was the decision made?

**Commissioner RYAN:** I do not know the exact date, but it was made by the senior officer investigating the crime, the Crime Agency.

**Ms LEE RHIANNON:** When the Government earlier this year decided to adopt DNA testing, it was looking for a means to sell this technique to the public. Were you or any of your officers asked by a Minister of the Government or anyone associated with the Government to nominate a town where DNA testing could be carried out on a section of the population?

**Commissioner RYAN:** No, never.

**The Hon. M. J. GALLACHER:** Commissioner, are you aware of the *ABC Australian Story* program shown on 18 May 2000 entitled "And Justice for All", which highlighted the restorative justice program of former New South Wales police officer Terry O'Connell?

**Commissioner RYAN:** I am aware of it. I didn't see it.

**The Hon. M. J. GALLACHER:** Considering the results that restorative justice has had in Wagga Wagga, Nowra and other pilot areas around New South Wales, are you in a position to tell the Committee why Mr O'Connell's restorative justice and behavioural change unit was axed in October last"?

**Commissioner RYAN:** It was never axed. The behavioural change program was designed in 1997 by Mr James Ritchie, who was at that time a Police Academy lecturer seconded to the restorative justice unit, of which Terry O'Connell was section head. Ritchie designed the program to specifically address the requirements of cultural reform that were emerging from the royal commission. The program was trialled initially in Waratah and Oxley local area commands, but sustainable improvement was not achieved. They were at Waratah for two years. Waratah did have some early successes and some valuable lessons were learnt. The program was relaunched at Shoalhaven Local Area Command in late 1998, that is on the South Coast, where some remarkable results have been achieved, both in crime reduction and cultural change. The behavioural change program was always subordinate to the restorative justice section, given the primary focus of that unit. In August of 1999 Sergeant O'Connell indicated his intention to leave the service on medical grounds, and on his departure the behavioural change program became the primary purpose of the unit's work.

One has to remember that restorative justice is not the role and function of the New South Wales Police Service in this State. It is the role and function of the Department of Juvenile Justice, and on numerous occasions I was hauled to one side by the Minister of that department and by others—the CEO of the Department of Juvenile Justice—to reinforce the fact that Sergeant O'Connell was then going around making statements about restorative justice which followed his particular model, and not the model which was chosen, acclaimed and passed by this House of Parliament. The behavioural change program became the primary focus of this particular unit's work, and in April 1999 an integrated crime management project began, with Detective Superintendent Seddon being given responsibility to oversee the creation and implementation of the crime management units at each local area command. The first phase of that project was entirely structural. The second phase was always planned to address local area command working practices and systems.

In September of 1999, the commissioner directed Messrs Ritchie and Herring to work closely with Detective Superintendent Seddon to design phase 2 of this program and to address not only the systems and working practices, but the desired cultural and behavioural changes that I was keen to see occur. The result of this collaborative work was the creation of the crime management support unit, which is a key component of the

behavioural change program, and they perform the cornerstone of the crime management support program. One early benefit of the work done by this new unit has been the development of the principal laboratory and evidence based policing model which is now employed in New South Wales. In addition a course of intense training for newly appointed crime managers has been developed. The first two days of the course are devoted to behavioural and cultural change issues and their relationship to performance improvement.

It can be seen that contrary to many media reports and other speculation which has been aired in this very building the behavioural change program has not been disbanded. The only two officers who were engaged full-time on behavioural change for the previous two years are still retained. The only change has been that their role has been expanded and 11 new staff positions allocated to continue the work that they started. That work has been given a new impetus by having a much improved operational context and is now is an A1 priority project for the Police Service. Commands enter the program as new crime managers are developed in their training, and additional demand will be accommodated by a proportionate increase in the personnel of this new unit. The skills required to deliver the model and its associated programs take time to develop, and suitable personnel are being recruited currently, from outside the service as well as within.

The following commands are presently in the program: Shoalhaven, Canobolas, Rose Bay, Monaro, Mount Druitt, Waratah, City Central, Liverpool, Chifley (Bathurst), Port Macquarie, Eastern Suburbs, Campbelltown, Manly, Coffs Harbour, Fairfield, Manning/Great Lakes, Lake Illawarra, Wollongong, Far South Coast, Blacktown, Lower Hunter, Water Police and Oxley, and we have done all that within a few months, not two years spent at one location. The quality of the crime management support program framework can be gauged by the fact that although only recently created, it forms a key practical component of the Charles Sturt University Master's Degree in Police Practice. So any rumours or ill-conceived speculation that behavioural change in the Police Service is dead and buried are far from fact. That is the fact, and I am more than pleased to reiterate that today.

**CHAIR:** We appreciate your attendance before the Committee.

**Mr WHELAN:** Senior public servants have been brought here under false pretences. If the Committee expects senior public servants to answer questions about administration, they should at least be given notice about the numbers and types of questions. The Committee cannot expect them to come along here under the pretence that they will be asked questions about the budget and then not make any reference to the budget but ask them questions about policy and administration. It is unfair to them.

**CHAIR:** That is in accordance with the resolution passed in the Legislative Council.

**Mr WHELAN:** It is not, with great respect. I have had the opportunity to read page 7, because I thought someone would ask me a question.

**The Hon. M. J. GALLACHER:** Once we have examined the evidence that has been given this evening we reserve the right to recall any witness. I put that on record again so the Minister has no false illusions when he leaves.

**The Committee proceeded to deliberate.**

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