



The Journal for

WOMEN

AND POLICING

ISSUE NO. 28 WINTER 2011

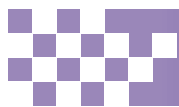


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PRESIDENT'S *report*

CARLENE YORK APM President

On 8 March 2011, we celebrated the centenary of International Women's Day with events held, quite literally, world-wide. Aside from the obvious advantage to networking and reflection, the centenary prompted important discussion that remains highly relevant to women and policing.

International Women's Day in some ways commemorates a broken promise. In 1911, German socialist Clara Zetkin promoted the idea of an international day for women following the 1848 promise of King Frederick William IV of Prussia to give women the right to vote. He then promptly reneged on this promise. In many ways, Clara Zetkin's idea of raising awareness around gender inequality remains just as relevant to Australia in 2011 as it was in Prussia in the 19th century.

“ACWAP is proud to announce that the Governor-General, Her Excellency Quentin Bryce AC, will officially open the 7th Women and Policing Conference in Hobart.”

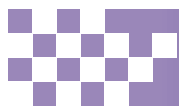
It may interest you to know that Australia was once a leader in women suffrage. Australian women won the right to vote from 1902 – decades before the same recognition was afforded to women in the UK and USA. However, notwithstanding an 8 March centenary celebration with our first woman Prime Minister, this country cannot lay claim to currency, let alone leadership, in equality or gender equity. Australian women constitute roughly 45% of the workplace yet earn about 84 cents of the male full-time work dollar. In 2010, just three per cent of CEOs in the ASX top 200 companies were women and just 8.4% were board members. The article by Professors



Jenny Flemming and Tim Prenzler in our last journal provides clear evidence as to these trends extending to policing. The need for reasoned discussion and advocacy has emerged as more relevant now than ever. While it is important to celebrate the progress that has been made, particularly within Australia, it is equally important to acknowledge the challenges that remain for women within our region, and to call for change for women's rights and participation in the political and economic arenas.

This year marks the 14th anniversary of the Australasian Council of Women and Policing Inc. (ACWAP). In this centenary year of International Women's Day, ACWAP is proud to announce that the Governor-General, Her Excellency Quentin Bryce AC, will officially open the 7th Women and Policing Conference in Hobart Tasmania on Monday 22 August 2011. The Governor General's comments and reflection on the centenary of International Women's Day on 8 March 2011 promise great opportunity for this year's conference and awards. I encourage all women who are involved with, or interested in policing get involved. Australia was once a leader and pioneer in women's suffrage. All of us now have the chance to make it happen!

I look forward to joining you in Hobart in August 2011 – both for the conference and for the awards.



NOTE FROM THE

editor

PHILIP GREEN Editor

Our

readers will hopefully notice some minor changes in this edition of your Journal – with more to come in future. We're hopeful that these changes will make this publication more useful and more relevant to our members and our readers. We're inviting your input on any opportunities for improvement and look forward to your feedback and your suggestions. The Journal includes updated information and contact details for some of our committee members – please think about making contact with the ACWAP team and getting involved.

The future Journal publication schedule has been agreed for April and October with submission deadlines agreed as the second week in March and September. In future, we're inviting letters to the Editor, news about what's happening in Australasia and a calendar of events for the six months following publication. The October 2011 edition of the Journal will include news of our 7th Women and Policing conference - a great opportunity for readers and conference delegates to share their thoughts.

With the wonderful support of our publisher, Countrywide Austral, Journal distribution is being widened and improved; as has the push to widen community involvement through this publication. ACWAP's objectives are clear – to engage with women and men to:

- improve the policing services provided to women;
- improve opportunities and outcomes for women within policing; and
- participate in the global network of women in policing.

Your stories, your news and your input will help shape and further develop this Journal into the future and support the Council's objectives.

In August, ACWAP's Excellence in Policing awards will be held during the 7th Women and Policing Conference. Our Spring Journal will include details of these events. In the words of the late and great Juan Antonio Samaranch, former IOC president, we're hoping for the 'best ever' conference, awards and Journal.

Letters to the editor and feedback can be sent directly to me at philip.green@police.vic.gov.au or by mail addressed to Philip Green, C/- Transit Safety Division, Level 4, Tower 1, Victoria Police Centre, 637 Flinders St, Melbourne, VIC, 3005. I am also contactable on mobile: 0439 225 127.



“Your stories, your news and your input will help shape and further develop this Journal into the future and support the Council's objectives.”



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CARLENE YORK NEW SOUTH WALES

Carlene York APM is the Assistant Commissioner for New South Wales' Northern Region and is based in Newcastle. Carlene has had an extensive police career that includes significant achievements in Forensic Services. Carlene is the current President of ACWAP and a strong supporter of women's networks.

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LYN KAESLER NEW SOUTH WALES

Lyn joined NSW Police Force in 1985 and has a diverse history. Her career highlight was working as a Venue Commander at the Sydney 2000 Olympics.

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Helen McDermott is one of the founding members of the Australasian Council of Women and Policing. She was the inaugural secretary in addition to being a past President and current Vice President. Helen was a policy advisor with the AFP until 1999 and worked in the Office of the Status of Women/Office for Women for over ten years.

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Kim Eaton worked with Queensland Police Service before joining Australian Customs Service in 2007. Kim is currently on leave from Customs and working in Papua New Guinea (PNG) as an advisor to the Law and Justice Sector on violence against women.

Kim has extensive experience in policing gender-based violence.

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Sergeant Michelle Plumpton is currently attached to TasPol's Business Improvement Unit. Michelle was an active member of the Tasmania Police Women's Consultative Committee from 2001-2007 and has been a member of the ACWAP Management Committee since 2007. Michelle is happily married to David – also a TasPol member (pictured here with Michelle).

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Lisa McMeeken is the current ACWAP Secretary and has been involved with the committee since 2007.

Lisa is a superintendent with the Victoria Police Ethical Standards Department. She has extensive experience working with sexual assault, child abuse and domestic violence as a practitioner, trainer and in policy development. Outside of policing Lisa has performed volunteer work for the Women's Legal Service and has been a board member for the Women's Domestic Violence Crisis Service Vic.

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WOMEN POLICE

in Profile

Detective Superintendent Deborah Wallace APM, Commander of the NSW Middle Eastern Organised Crime Squad, is the 2010 Bev Lawson Memorial Award recipient. Deb was also awarded the Australian Police Medal in the Australian Day 2011 Honours List.



Deb joined NSW Police in 1983 and has enjoyed a diverse policing career that includes a focus on specialist investigation. Deb has served at busy policing areas including Blacktown and Cabramatta in addition to her work on organised crime, Asian Crime and her current command at the Middle Eastern Organised Crime Squad. In 1995, Deb was appointed to the Cabramatta Gang Squad to target the street gang known as '5T'. This appointment followed the highly publicised murders of NSW MP John Newman and gang leader Tri Minh Tran. Deb is highly regarded and widely recognised for her contribution to policing.

The Bev Lawson Memorial is the most prestigious award and recognises the most outstanding woman who has been first in any policing or law enforcement activity or support service. The Award is in honour of the ground-breaking achievements of the late Bev Lawson who, as Deputy Commissioner of NSW Police, was Australia's most senior woman in policing until her untimely death in 1998. As the current award recipient, Deb has kindly offered a more personal insight into her experience in policing.

Q: As a woman leader and senior manager in Australasian policing, what is the most significant change to policing you've seen in your career?

Deb: Policing is a dynamic profession with change occurring almost daily. This is what makes the job so attractive. From an investigative point of view, advancements in forensic procedures and evidence gathering have changed the way we approach policing. It's no longer possible to rely on the hope of a confession or an eye witness account. It is generally the case that successful prosecutions are supported by forensic evidence.

Another significant change is the technological revolution and the role of technology as an 'enabler' for criminal networks. Crimes such as fraud, identity theft, money-laundering and sex crimes have all been impacted by technology – often with tragic outcomes. A real challenge for contemporary policing is to maintain the ability to infiltrate highly sophisticated and technically savvy criminal groups; and to keep up with technology as a policing tool.

Q: What is different for young women beginning a career in policing in 2011 compared to when you began your own career?

Deb: These days, women are accepted as part of the workforce. Perhaps I was lucky? In my time, I never felt isolated or discriminated against because I was a woman. Perhaps this was due to the fact that I worked in very busy places and my colleagues needed all the help they could get – regardless of gender. I think a lot of ground-breaking work had been done by the women who preceded me and established a level of credibility and acceptance. Together with other women police, I have benefited from this. When I first joined policing in 1983, women needed to sign-off reports with the letter "F" after our registered number. I remember being disciplined by a Crown Sergeant in my first Command at Blacktown when I forgot to put an "F" on a report. I was a bit cheeky and told him that if a male at the station had the name "Deborah" I would be happy to put "F" after my name so he could tell us apart. We were able to drop the "F" 18 months later.

Q: If you had to choose one moment or event, what has been your most memorable experience in policing?

Deb: This is not an easy one as there have been many. However my appointment as the leader of the Cabramatta Gang Squad in 1995 during a very difficult period was perhaps a highlight. I was a Detective Sergeant at the time and Cabramatta was the focus of media and political attention following the political assassination of sitting member, John Newman MP; and the murder Tri Minh Tran, leader of the 5T Gang. I was appointed to this position by my then District Commander, Paul McKinnon. I believe this assisted in establishing my credibility as a front line operational detective regardless of the fact that I was a woman.

Q: As the Police Commander for the NSW Middle Eastern Organised Crime Squad, what is the most challenging aspect of your job?

Deb: The nature of our work is very challenging. Investigations are often long term and complex. There is a need to maintain

motivation and morale amongst staff. We strive to maintain an appropriate team environment and although we are structured in three distinct work groups, it is important to maintain our focus so that a success for one particular section is a success for all. I was given some very good advice some time ago by a senior officer that I have followed ever since - "Teamwork is not the best way, it is the only way!"

Q: Is it important for our future women police leaders to have a mentor? If so, what does a good mentoring model look like?

Deb: I strongly believe in the critical importance of finding an advisor who can be a sounding board for ideas, provide open and honest feedback; and offer suggestions or opportunities for career development. I have been lucky throughout my career to have highly experienced, wise and at times 'challenging' advisors providing me opportunities and honest feedback. They have not been part of a mentoring model or program but rather senior officers who showed an interest in assisting me develop in my chosen career. For that I will be forever thankful.

Q: Who do you regard as the most influential person (police professional or not) regarding your police achievements and career?

Deb: The most influential person in my life, both personally and professionally was my father. He was a simple man with simple ideas - a straight talker with a somewhat gruff demeanour. He was never one to display open affection or compliments but was always there with some sound advice during the more difficult times. When I left high school, I declared that I wanted a career rather than follow in the footsteps of my much older siblings - to marry and have children. He didn't show concern and encouraged me to fulfil my dream with the condition "as long as it is a government job as it will be secure and you can have a job for life"! Looks like he was right ... again!

Q: What is your one 'pearl' of wisdom for women in leadership?

Deb: My advice is to try and build your resilience to adversity or difficult situations and to be yourself. Humour is a good diversion and a good reminder that you should not take yourself too seriously!

"I strongly believe in the critical importance of finding an advisor who can be a sounding board for ideas, provide open and honest feedback; and offer suggestions or opportunities for career development."

Q: What do you do for fun?

Deb: I am a Rugby League 'tragic' and have followed Parramatta all my life (a compulsory family tradition). When work allows, I spend weekends in winter at the games as well as spending time with my three Maltese Shi-tzus - Jack, Gilmore and Lilly.

Q: If you were stranded on a desert island, what is the one thing you could not do without?

Deb: A good long lasting lipstick!

Q: Finally, what does it mean for you to have been recognised as the winner of the Bev Lawson award?

Deb: I was extremely proud and honoured to win this Award. In fact I was overwhelmed at being nominated for just doing my job. I remember meeting Deputy Commissioner Lawson in 1995 when I was given an opportunity to accompany my District Commander, Paul McKinnon, to a meeting of the State's District Commanders. Notwithstanding her senior position, she went out of her way to speak with me about my role, my thoughts and my career aspirations. She was warm and engaging. DC Lawson chaired the meeting and proved to be professional, decisive and knowledgeable. She was extremely impressive as a police Commander and a person. The fact that I received an Award named in her honour makes it all the more special.

What's happening around the Pacific

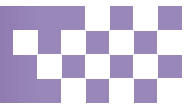
The Pacific Islands Chiefs of Police (PICP) Women's Advisory Network Conference will be held in Port Moresby, Papua New Guinea on 21 - 22 June 2011. It is expected some 42 delegates from 21 countries will meet at the conference to discuss important issues affecting women in policing. Some 10 to 15 observers will also be welcomed to the conference. While the conference is not open to the public, we hope to share discussion and outcomes in our next Journal.

The theme of the conference is 'Embracing partnerships to strengthen police service delivery'. The conference will include guest speakers from the Papua New Guinea Law and Justice sector and non-government organisations. One of the two workshops will focus on domestic violence between police officers and issues associated with this involvement.

A keynote speaker from the Leadership Samoa Program, Christine Saaga, will present on the establishment of this program which is seen as a good example of promoting through community a program that reaches out and promotes cooperation between diverse groups and helps individuals advance through leadership.

The Acting Commissioner of the Royal Papua New Guinea Constabulary, Anthony Wagambie, has offered his full support to the conference acknowledging that some of the issues that will be discussed at the conference are important problems being faced by police in the Pacific.

Further details can be obtained regarding the WAN Conference from the PICP Secretariat through Detective Inspector Dave Potaka +64 470 7358 or email dave.potaka@police.govt.nz



Travelling into St George by helicopter.



WATERS RISING

Queensland's Roma district flooded in March last year. But as it turns out, it was a dress rehearsal for the devastation that came with Queensland's floods this summer. In January this year, I was one of several media officers from Victoria Police who assisted with the emergency response, just as Queensland Police Service had done two years earlier in the aftermath of Black Saturday. I was based in Roma.

ANNA ERBREDERIS

Victoria Police Media Unit, unsworn media officer

Inspector Mark Stiles is a big man. Towering over my 5'11", with a bushy beard and a proud, erect posture, his presence in a room certainly doesn't go unnoticed.

He is a big man, with a big job.

Insp Stiles is the officer in charge of Queensland's Roma district, an area which had steadily, yet rapidly rising flood waters when I arrived with Brisbane-based Acting Senior Sergeant Jeff Coote on 6 January.

We are greeted at Roma police station by a smiling Sergeant Russell "Rusty" McKee and his off-sider, the young and supremely capable Constable

Amanda Foster. The pair had been working incredibly long shifts running the Roma incident control room. There's nothing you need to know that the pair can't tell you. And there's nothing the pair can't make happen.

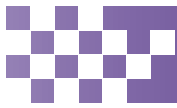
They update us on the situation.

River height at St George is 12.66 metres and rising. The St George Primary School Hall is running as the local evacuation centre. Approximately 35 people have evacuated their homes. River height at Surat is 12.5 metres and falling, slowly. River height Dirranbandi is 5.25 metres and rising slowly – river height at Thallon

is 4.95 metres and steady. Road closures across the district – immense.

Our interest is in the media and communications. We learn the community is being well updated through the councils' flood communications teams. And as for media, it seems the eyes of Australia and beyond are on the town of St George with reporters, cameramen and photographers from around the country descending quickly on the small river town.

A few hours later the incident control room at Roma police station swells as senior representatives from the army, navy, local council, local hospital, essential services



Clockwise from top: Proactive media opportunity regarding children safety around flood waters; Dangerously fast moving waters at the flooded St George Rotary Park; Anna talking with the Water Police as they prepare to patrol the flooded Balonne River; The Balonne River breaks its banks and floods St George; Corner of St George Tce and Bowen Street in St George; Water Police patrol the Balonne River.

providers, roads authority and more pull up chairs for the daily flood response meeting.

The meeting is quick and to the point. The defence force is here to help with two Sea King aircraft standing ever so grandly at Roma's small airport. The St George hospital has successfully evacuated high care patients this morning. Telecommunications will be unaffected in St George, unless waters reach well over the expected peak. And so on the meeting goes, under the control of Insp Stiles who queries each representative with the "what if" and "have you thought of..." questions. It's a well-oiled machine.

And why not – they've done it before. The district suffered record flooding in March, just last year, when much of Roma was inundated by the Bungil River. That, it appears, was a dress rehearsal for the devastation of the summer floods across the entire state.

We set up our plan of attack. A/Sen Sgt Coote and I make contact with all media in the area. We arrange with the Inspector to record daily audio updates with flood

information for the local community and important safety information regarding road closures and flood waters. Insp Stiles has heard too many stories of tragic deaths in flood waters from around the state – he doesn't want one in Roma.

The next day we fly to St George, squeezed into a helicopter with essential supplies for the town including pharmaceuticals, red meat and industrial strength mosquito spray. The rising waters have given rise to sand-flies who attack all who walk in the town.

As we fly across the district the impact of the flooding becomes all too clear. A flooded field, which leads to a flooded homestead, all that's visible is the roof of the home and farm station known as Morocco, and glimpses of farming equipment which we can only imagine the value of.

St George is a small town with a big heart. As we arrive we hear stories of the whole-of-community effort in sandbagging homes along the river. We hear stories of those whose ovens have been on overtime baking goods for

the workers. It is certainly a town which has come together in crisis – and it's impressive.

The town also has a few characters. The most well know is local MP, Senator Barnaby Joyce. We first meet Mr Joyce as we take media out onto the flood waters with the Water Police to allow them to see the impact of the flooding on river side homes. He invites us all back to the pub for beer. Journalists, police and all.

Local police are well supported in the town with the Queensland Water Police, Public Safety Response Team and Tactical Crime Group based at St George throughout the past week. Insp Stiles wants to ensure the community feels protected by the force and to also ensure that those who may take advantage of evacuated homes feel the presence of the men and women in blue across the district.

Flood waters peaked in St George at 13.2 metres on 9 January, thankfully below earlier predictions of a 14 metre-plus peak. While a number of farms, properties and homes were flooded across the region – no lives were lost.



QUEENSLAND POLICE SERVICE AND THE 2010/2011 SUMMER: **ORDINARY PEOPLE DOING AN EXTRAORDINARY JOB**

ASSISTANT COMMISSIONER KATARINA CARROLL APM



ASSISTANT COMMISSIONER KATARINA CARROLL APM

Assistant Commissioner Carroll joined the Queensland Police Service in 1983. She was promoted and assigned to her current position of Assistant Commissioner for the Far Northern Region (Queensland) in November 2010.

Katarina was awarded the Australian Police Medal in 2008. She is a graduate of the Vincent Fairfax Ethics in Leadership Foundation and is currently completing her Executive Masters. She is married with two young children.



The summer of 2010-2011 witnessed the wildest and wettest weather season in Queensland's history. It was the first time that nearly the entire state was subject to a disaster, severely affected by either flooding or cyclones. Cyclone Tasha on Christmas Day 2010 started the devastation and deluge, making its way from the Far North through Central Queensland.

The rain and flooding continued into Southern Queensland culminating in an inland tsunami in Toowoomba, claiming lives in its wake in Grantham and Murphy's Creek. The devastation continued causing massive flooding in Brisbane. Unfortunately, this was

not the end for North Queensland. Cyclone Anthony arrived in late January as a Category 1 Cyclone. Ordinarily, a Category 1 cyclone would not cause too much concern for us in this part of the world. However, it was the weather system forming behind it off Fiji that had us worried. Cyclone Yasi was the biggest cyclone to ever hit Queensland and the first time a Category 5 Cyclone had crossed our shores.

On 1 November 2010, the *Disaster Management Act 2010* (Qld) was enacted creating 'lead agency' responsibility for Queensland Police. It was expected that a disaster of a small magnitude would occur at some stage and allow Police to test and refine their new role.

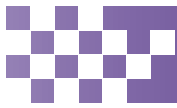
However, we found ourselves being tested in the midst of the worst disaster in Queensland's known history.

In our large organisation of approximately 15,000 there were very few officers and staff not directly involved in the response to the disasters. Women played a major role, with literally hundreds of police women and women staff members involved in many aspects of incident management and disaster response. Their roles included District Disaster Co-ordination Centres (DDCC), Police Operations Centres (POC), Major Incident Rooms (MIR), Forward Command Posts (FCP) and the front line policing response. Many found themselves deployed thousands of kilometres from home; working extraordinarily long hours in extremely harsh environments and in difficult and demanding roles. Many of our women have been nominated for awards for their work and acts of bravery undertaken during their response to the disasters.

In this article I cannot even begin to do justice to those women who were involved. However, I have chosen to highlight the roles of a few, attempting to cover various situations, ranks and geographical parts of our vast state to which our people were deployed. This will provide readers with some understanding of the important role our women played in those devastating times.



Innisfail DDMMG.



Acting Sergeant Karlene Trezise, Officer in Charge of Esk Police Station, along with Senior Constable Peter Robinson, managed the disaster response for a town that was devastated by flash flooding and isolation. Rescue plans for stranded residents were aborted due to rapidly rising and fast flowing water. However, urgent rescue response demands remained. Entering rapid waters and fast rising waters, Karlene assisted people to evacuate whilst facing many challenges; particularly with the elderly who had mobility and health issues. The calls for police assistance continued. Residents at the caravan park became isolated with some making their way to office roofs where they remained until rescued. Karlene and Peter established an evacuation centre, which they managed for a seven day period. In addition, they attended Local Disaster Management Group meetings to keep abreast of the flood situation and to monitor food supplies, assist with welfare checks, provide community support and assist with co-ordination of donations. They helped stranded motorists, liaised with other response agencies and arranged transport for further evacuations.



Damage in Tully – Constable Kym McGregor and Senior Constable R Tucker.

Constable Sarah Rawnsley, normally stationed at Yamanto Police Station, worked at Goodna Police Station during the floods. When you read what she experienced, it is truly incredible. Every experience has a highlight and hers comes from a man in his 40s who came up to

her and started to cry. She could not work out what was wrong until his tears finished and he said, 'thank you.' The man had his young son in his arms and his wife by his side holding their young daughter. The man turned to his son and said, "This is the female officer that helped Daddy come across and get you out of the house".



extraordinary pressure, they provided logistical support, arranged travel, accommodation, catering, transport and replacement of personnel over a four week period for over 400 staff. Logistical support can sometimes be overlooked in response situations. However, in such a massive disaster it is more often than not the most important component of a smooth response.

Some weeks prior to Cyclone Yasi, Sergeant Leafe had been deployed to Grantham where she was part of the recovery team searching through houses and searching for people the day after the floods. The floods in



Sergeant Michelle Jarrett checking safety in Rockhampton.



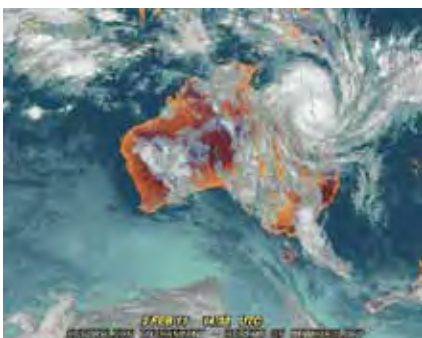
Acting Inspector Sharee Cumming, Sergeant Deborah Harris-Taafe and Sergeant Charmaine Leafe travelled 1800 kilometres from Brisbane and did a sterling job in establishing the MIR in Cairns immediately after Cyclone Yasi struck. The MIR supported the FCP in Tully and liaised with the Police Operations Centre in Brisbane for any further support or assistance that was required. When I popped in to see them, there were days when they were run off their feet and stressed to the max. However, under



Tully cleanup crew, including Senior Constable Katie Buckley.



Sgt Michelle Jarrett rescues a dog at Rockhampton.



Grantham claimed a number of lives and as Sergeant Leafe put it, "It was horrific and I'll never forget the damage that was done to those homes and to the lives of the Grantham people".

Alicia Duggan, a Constable from Innisfail, not only had an opportunity to work in the District Co-ordination Centre in Innisfail, but also the PFC post in Tully. At the FCP her role involved assisting with the establishment of the Command Post, running the log of events, assisting with communications, the determination of deployments, collating the shifts objective results and assisting in the administration and logistics cell. Although ranked a Constable, Alicia played key roles in a large scale disaster response.

Casey Watters is a staff member and her usual role is with HR Corporate Services HQ. She too found herself at the Tully FCP after Cyclone Yasi taking on the critical role of rostering hundreds of staff involved in the policing response.

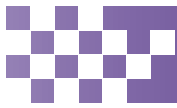
Casey is of the view that she played a small part however, as with logistical support, good rostering practices is also a critical component of a successful response.

Lina Calleja, an administration officer from Innisfail, worked in the District Disaster Co-ordination Centre, liaising with other emergency response agencies and ensuring that tasks had been attended to. As with many of us during that period, she worked under pressure and in extreme conditions. There was a leaking roof at the police station, no communications, no power and no family contact for days on end. Lina, like other police and staff, left her two small children and husband behind at home the night the cyclone struck the coast. Due to a complete loss of communication, she was distraught through not knowing whether her family was safe and what damage was done to her house. However, she fulfilled her role professionally and effectively. Lina would

undertake the role again in an instant knowing what was involved and how important the task was.

What a year 2011 has been with disaster, after disaster, after disaster. As the Assistant Commissioner of the Far Northern Police Region, I am happy to say that I was impressed and extremely pleased with the exceptional policing response to all the disasters across Queensland. I particularly would like to commend the officers under my command in the Far North and highlight that the policing response to Cyclone Yasi was second to none.

To encapsulate what took place in this disaster season, and the work of our many wonderful staff, the words of Sergeant Jane Healy would best summarise it. Sergeant Healy is the Officer in Charge of Education and Training in Gladstone, but when the first lot of floods hit central Queensland she took on the role of Executive Officer to the District



Rebecca Martin in Black Hawk.



SES rescue boat RTON.



Sharee Cumming.



Julie Ryan.



Searching flooded residences RTON.



Constable Rebecca Manners (MSR at Graceville).

Disaster Co-ordinator. In an article for the Women's Network she wrote,

There are many moments from the following days and weeks that will never leave my memory. Hourly updates of river heights that just kept going up and up, ordering helicopters to transport sick and elderly people to neighbouring hospitals, the panicked phone call from officers at 4.00am when their town was being inundated and they were on their own. Waking my boss at 4.20am who was trying to get 5 minutes sleep on a swag in his office, calling in staff to assist that were on much needed family holidays.

There were times that I didn't see daylight, or my own family for days, but when my boss sent me home for a sleep I felt like I was betraying my staff that I knew were sleeping on the police station floor with no power, water, sewerage – and I had sent them there.

It's interesting the things that people say and do in times of adversity. I can fully

relate to Sergeant Jacqueline Munn's story from Lowood about people who wanted help – but then didn't want to be moved from homes that were being flooded. I listened countless times to the frustrations of the officers who were trying help people that asked for help but didn't want the help they were being given. I admired the way these officers just kept on going, without hesitation, to ensure the safety of the town folk.

I know that my experiences were nothing by comparison to some of the men and women around the state at the moment. There was not one part of Queensland that was left unaffected by what Mother Nature has dished up to us in the last few months. I am extremely honoured to have been involved and to have worked with some fantastic officers. Some who left my District to face the flooding in Brisbane and the possibility of their own homes being lost.

It's moments like these that I am proud to be a member of the Queensland Police Service.



STORIES FROM QUEENSLAND

INSPECTOR MARLENE NORRIS

Flood survivor, Brisbane



INSPECTOR MARLENE NORRIS, APM

Inspector Marlene Norris, APM, is currently the Coordinator of the Investigative Interviewing Implementation Project at the Chelmer Police College.



Front of our house about 24 hours after the water inundated our home.



From left: We had to remove the plasterboard from all of the walls downstairs; Very little was saved from our shed including Chris's work tools; 2cm of mud was everywhere.

My husband Chris and I live in the lovely leafy suburb of Chelmer, Brisbane. I enjoyed living close to the Brisbane River for more than 15 years – right up until 11-12 January 2011. I wish to never again experience the events from this time. We watched, helpless, as 1.5 metres of water slowly inundated our home. We both felt that the rising water was like a silent enemy and knew that the damage bill would be huge. We took some comfort at that time believing we had adequate insurance cover.

We approached the impending flood with the philosophy of save, save, save. This is our home, our furniture, our photographs, our paintings, our memories. With the help offered to us by wonderful children and some of their friends, we tried to save what we could.

We were fortunate in one way that our house has two levels and that we were able to move the bulk of our furniture upstairs. We then crossed our fingers and hoped that the flood level prediction would be inaccurate and not reach the top level. Our prayers were answered.

We have lost our kitchen, laundry, bathroom, our walls, doors, camping gear, tools and some furniture. The list goes on. With the continued help of our wonderful children, their friends and parents; and countless numbers of community volunteers, we managed the clean up without power for 10 days. I must make special mention of the help my 74 year old mother gave us. She was there every day ensuring that we always had coffee, cold drinks and food. My mother washed, rinsed and washed again for what seems like days. She spent hours washing a crate of Duplo that I had saved from when my children were young. Mud manages to find every nook and cranny. This was such hard hot work, bless her heart.

Ten days without power. Trying to buy ice was a mission requiring me to head over the river into Indooroopilly, source a supermarket with a stock of ice, then queue for 1-2 hours for the allocated 2 bags per person. I often felt like I was not in Brisbane – or even in Australia for that matter.

The Chelmer/Graceville community has been fantastic. This is a small community which already had great

community spirit. This flood has brought people much closer. We know so many more people as a result of community meetings and post-flood gatherings. All have a story to tell. In comparison to many others, Chris and I are doing OK.

If you'd asked me this question pre-Christchurch and Japan, my response would have been different. Taking into account all that has happened in other parts of the world, including the horrendous flooding in Brazil and earthquakes in Christchurch and Japan, every Australian can be and should be happy to call Australia home. We all need to be thankful for where we live.



Some of our wonderful helpers.



THE LOWOOD POLICE STORY

SERGEANT JACQUELINE (JACK) MUNN

Queensland Police Service



SERGEANT JACK MUNN

Sergeant Munn is normally the Shift Supervisor in Ipswich Division, but was relieving as the Officer in Charge of Lowood during the flood.

In January 2011, a week before the floods, I had jumped at the chance to again relieve as the Officer in Charge, Lowood Police Station. Lowood is a country town with 12 Police Officers and one Administration Officer.

Monday 10 January 2011 progressed just like any other day. We completed a day shift and went home leaving two members on the afternoon shift to police Lowood. During the evening, I was advised that Lowood would see some flooding the following morning, and I was advised to look at a contingency plan.

On considering the possibility of Lowood being cut-off from other areas, I recalled the officers who did not live in the area. I asked them to pack a bag and told them to expect that they might not be going home for a while. This meant the possibility of their having to work from and sleep at Lowood police station.

That night I called the two officers working at Lowood. I could hear from their voices that an emergency was already developing and they were trying to evacuate people living on the river. It was also obvious they had very real concerns for their safety and the safety of people within Lowood Division.

Within hours, we realised that we would see major flooding as the rain that evening was, in a word, unbelievable. To top it off, we also experienced an electrical storm, the worst seen for a very long time. In the midst of rain and the electrical storm, we commenced evacuation of elderly people from a nursing home in addition to responding to 000 calls from the public whose homes were being inundated with water.

There were many frustrating obstacles. We couldn't get evacuation centres open as those with keys were flooded in. We had police responding to 000 calls from people who then refused to leave their homes. Lowood officers dealt with and spoke continually to very distressed people who needed to evacuate from their homes or properties. Some were on their rooftops begging officers to rescue them. The water rose so quickly and with such ferocity that emergency rescue became very dangerous; both for civilians and for emergency workers. However, try our officers did. They got into helicopters and were dropped into flooded areas to get people out. One Constable was stranded with a police vehicle in the Fernvale area and was heavily involved in both rescuing many people and preventing others from driving into flood waters.

"I am extremely proud of the Lowood police officers and what they achieved that night by working together. Due to Lowood being isolated, there was no outside help."

Over the following days, our members dealt with reports of dead bodies floating in the Lockyer Creek and assisted with body recovery from Grantham. They saw the sheer desperation of people who could not obtain food for their families through there being no power, no ATMs and no buying food or fuel unless they had cash. People needed medication desperately and this also became a police job along with organising medical help for others.

I am extremely proud of the Lowood police officers and what they achieved that night by working together. Due to Lowood being isolated, there was no outside help. The short hours of sleep our police members did manage to snatch was on the floor of the police station or in the police car. Meals consisted of whatever you could manage to muster from around the police station. Our officers then faced the real anguish of not being able to get home to their families knowing full well the horror that was headed that way. I am very proud of the very young male and female Constables here and what they did under the most awful circumstances.



The muddy ooze left at Grantham after the flood made searching a treacherous task.



As the waters receded, this bridge near Grantham is covered with debris.

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From Sydney to Cyclone

JAMIE CHALKER

Acting Commander, PFES College, Northern Territory



While no one ever wants a natural disaster to occur, it certainly has brought out the best in all Australians. Since the start of 2011, thousands of Queenslanders have assisted each other following floods and cyclones. In Western Australia, neighbours came to the rescue to battle homes from raging fires.

Here in the Top End, thousands of Territorians bunked in for the wrath of Tropical Cyclone Carlos.

It's been great to see so many people come to the aid of their friends, families and neighbours; and to help support the community in the clean up.

Northern Territory Recruit Squad 110 commenced their training on Monday

14 February 2011. By their third day they were out in the middle of Tropical Cyclone Carlos doorknocking residents from the flood affected region of Millner and assisting residents to sand bag their homes before packing up cyclone shelters later that week.

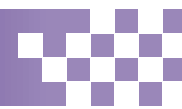
Some of our recruits are from interstate so it was interesting to hear stories about working in an office block in Sydney during the week before and then helping to keep people safe from a cyclone shortly following the start of their training as a member of Northern Territory police.

Our recruits were certainly thrown in the 'deep end' and rose to the occasion to help Territorians get through Tropical Cyclone Carlos.

In the NT we never know what we'll be doing tomorrow. I commend our people and our recruits for their enthusiasm and genuine concern for the public. They, along with other NT Police Officers, NTES staff and volunteers and Fire and Rescue Service personnel, have worked tirelessly to ensure the public is kept safe with minimal disturbance to their homes and community.

The 23 recruits from Squad 110 continue their 26 week training course at the Peter McAulay Centre – what a welcome to policing in the top end.

Information on careers with the NT Police Force is available through the Recruitment Department on 1800 005 099 or www.police.nt.gov.au



Helping

NEW ZEALAND



Buses crushed in Colombo Street, Christchurch – five people died in the red bus. Sgt Sharon Darcy (Media Unit) Inspector Michael Talbot, Victoria Police.

On Tuesday 22 February, 2011, more than 100 lives were lost and thousands more were literally turned upside down when an earthquake of magnitude 6.3 rocked Christchurch, New Zealand.

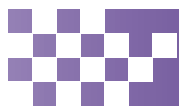
ACTING SENIOR SERGEANT SHARON DARCY

Media Unit, Victoria Police



Victoria's Chief Commissioner visits the Australia Police Urban Search and Rescue (USAR base), colloquially known as 4077 after base in MASH. LSC Kelly Boers and Sgt Greg Paul (Safety Officers SAR), Commissioner Simon Overland, S/Sgt Darren Franks, A/S/Sgt Keith Jordan & Sgt Anita Brens, Operations Response Unit.

New Zealand police very quickly realised the extent of the disaster and requested assistance from its Australian police colleagues. I was one of 116 in the Victoria Police contingent and was asked to go to New Zealand to provide assistance to the New Zealand Police Media unit and to look after media requests for the Australian Police contingent. This included officers from New South Wales, South Australia and the Australian Federal Police.



My first look at the devastation in Christchurch was on Saturday 26 February. I headed into the CBD on foot, noting along the way that each building had been damaged in some way. Cracks on the walls started at the ground and reached up the wall, 10 or more stories. Glass had been blown out of windows, footpaths buckled with bricks bursting out of the ground haphazardly. Buildings leaned at obscene angles; others had been reduced to rubble, their facades spilling onto the street, crushing vehicles, tables and people. Mother Nature had been uncompromising; her fury was everywhere to be seen. I could see and hear rescue teams working tirelessly amongst the rubble, still on a rescue mission, however the outcome, after so long, was not expected to be good.

Media were continuously describing the scene as devastating, there were no other words. It was completely devastating. There were so many lives lost, so many homes destroyed, so many families hurt. It was incomprehensible. This wasn't a third world country; it was a city, just like ours.

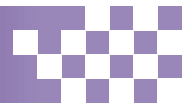
The people of Christchurch were so grateful for our assistance. You would walk into a café and people wanted to shake your hands or buy you a coffee; we thought we were doing our job, but they saw it as so much more. Their generosity and spirit, in spite of their loss, still has the ability to overwhelm me. It was a very humbling experience and I feel privileged to have been given the opportunity to help out my New Zealand colleagues and the people of New Zealand.

While in Christchurch I encountered many aftershocks, the largest a 4.8 and quite shallow, this went for about 15 seconds and was terrifying. I was on the phone when it struck, talking to my partner in Melbourne. A loud crack was heard and the building started shaking violently, my partner knew by my reaction that this was different to others and kept asking if I was okay. Thankfully it was over quickly, we were all okay and it caused very little damage.

That was 15 seconds ... I can't imagine the terror the people of Christchurch went through on the 22nd of February. That earthquake went for about a minute ... a minute that changed so many lives, and destroyed a city ... a minute that for many was the difference between life and death.



Clockwise from top left: Sandcastle city built by Christchurch resident – we can rebuild, this spirit was evident across the city; Crack in road alongside the Avon River, just out of Christchurch CBD, Sgt Nathan Prowd (Victoria Police Operations Response Unit) and LSC Kelly Boers (SAR); Constable Laura Mills and AFP agent Eric Guarino checked on Sumner residents; Ethnic liaison advisers became heavily involved due to the number of foreign casualties with Lying Cai and Andrea Williams assisting with the support of these families; Grand Chancellor hotel – note the lean on the building and the way the corner of the building has dropped; St Lukes Anglican Church; Crushed car in street in Christchurch CBD.



USAR memorial with all of the USAR teams from around the world. Held on Tuesday 1 March at the Cathedral. Sgt Sharon Darcy (Media Unit) and A/S/Sgt Vic Velthuis (SAR).

Tribute to Pam Brien

Pamela (Pam) Maree Brien (54 yrs), Christchurch Police Civilian Employee
Length of Police Service: 1994-2011

Pam Brien, who was tragically killed in the February earthquake in Christchurch, was a long-standing and much respected member of the New Zealand Police family.

Pam had worked in Christchurch since 2001, most recently at the Christchurch Child Protection Team in the role of Office Administrator and Typist.

D/S/Sgt Corrie Parnell, Pam's manager, said she was an integral member of the close knit Child Protection Team. "Pam was extremely well organised and constantly looking for better ways to do things to the benefit of the unit.

"On the day of the earthquake our hearts sank following the news Pam was attending an appointment at the CTV building which suffered a total collapse. Tragically she was in the wrong place and the wrong time."

S/Sgt Roy Appley recalls the huge effort Pam always brought to her role when she took work home and came in her days off to meet deadlines. "Even though Pam suffered some very serious health concerns she never let this adversely affect her work, nor her spirit."

Pam had started with Police in New Plymouth in 1994 as a staff typist, after previous legal experience working in a New Plymouth Law firm.

New Plymouth D/S/Sgt Grant Coward recalls that Pam worked as the CIB Office Manager, then took on the role as Sexual and Child Abuse Team office manager followed by PA for the Area Commander before leaving for Christchurch in 2001.

"Pam was highly regarded by all staff. She was well organised, efficient and hardworking. She was also a good friend to a number of staff in New Plymouth, who stayed in contact with her after her transfer to Christchurch. She is sadly missed by all who knew her."

In 2005 Pam was recognised for her work and her dedication, as a recipient of a NZ Police Equity and Diversity Award for Women Achievers. This award acknowledged Pam's contributions in both Taranaki and Canterbury districts, including support for CIB, YAS, Intel and other areas, as well as her recent role with Child Protection.

D/Sgt Dorothy McPhail says Pam was not only valued for her contribution to



her Police roles, but also for the voluntary work she carried out within the Police for sporting and social groups.

Over the years Pam has contributed to netball as a player, coach and supporter and she assisted Senior Constable Helen Mahon Stroud from Christchurch, who is also the Trans Tasman competition Tactix netball team coach. As Helen states "Pam was a person who was interested in others, her happy disposition an example to all of us to enjoy and live life to the full. A cherished friend who is sadly missed."



Disaster Victim Identification

The Plass data victim identification computer system was first used by New Zealand disaster victim identification (DVI) staff while working in Thailand after the Boxing Day Tsunami in 2004. Since then New Zealand staff have also used it while assisting at the Victorian bush fires in Australia and more recently at the Pike River mining disaster in New Zealand.

Essentially the information gained as a result of examining the deceased bodies, called Post Mortem (PM) data, is entered into the system along with the Ante Mortem (AM) data gained from interviewing family members of missing people as well as obtaining dental, medical, fingerprint and DNA records. A reconciliation process then takes place where identifications are made by matching the PM and AM data, enabling loved ones to be returned to their families.

The speed with which the DVI base was established at the Burnham Military Camp, 30 minutes from Christchurch, was a credit to all those involved and meant that the first identifications were able to be completed within a week of the earthquake and the majority of the 181 missing people were identified within a month.

The identification process is reliant on the expertise of forensic and DVI specialists, which include pathologists, dentists, DNA scientists, fingerprint technicians, photographers and anthropologists. There were representatives in Christchurch from all parts of the globe assisting with the DVI process.

Christchurch Forensic Dentist Vivienne Levy is very passionate about her work and has done her utmost to provide evidence of dental identification of people who have died as the result of the quake.

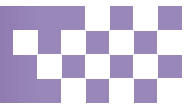
Helen McLeod is based in Christchurch as a fingerprint technician and assisted with fingerprint identification on DVI.

Sgt Jo Holden normally works in Wellington as the Search and Rescue coordinator and assisted in Christchurch as a DVI reconciliation team leader ensuring that the process of preparing identification files to be put before the coroner was efficient as possible.

The role of the Christchurch Coroner, Sue Johnson, through the aftermath of this disaster has been vital for the families of the missing people. She has carried out formal identifications of those killed in a very compassionate manner.



Photos clockwise from top left: A temporary mortuary was set up at the Burnham Military camp; CTV building; Christchurch Forensic Dentist Vivienne Levy is very passionate about her work and has done her utmost to provide evidence of dental identification of people who have died as the result of the quake; Sgt Jo Holden normally works in Wellington as the Search and Rescue coordinator and assisted in Christchurch as a DVI reconciliation team leader ensuring that the process of preparing identification files to be put before the coroner was efficient as possible; Detective Constable Kelly Larsen worked long hours following the quake co-ordinating and documenting search progress by the USAR teams in the CBD; The Papanui Police station became the focal point for the families of missing people and Lois Milne and Nicky Jackson spent a week entering information about the missing people into the NIA computer system; USAR members working at the CTV building – multiple deaths at this location; Damaged building just out of Christchurch CBD with hydroponic crop hanging out of the top of the building.



On 4 September 2010, the first of two major earthquakes to hit Canterbury, New Zealand, occurred at a magnitude 7.1. All were grateful that no lives had been lost. It would have been a lot worse had it not occurred in the early hours of the morning when the CBD was relatively uninhabited. This is in stark contrast to Haiti - hit by a 7.0 earthquake earlier in 2010 where over 230,000 people died.



New Zealand, colloquially known as the 'Shaky Isles', lies on a major fault line with building codes and regulations reflecting this. Despite rigor in building standards, the financial cost of property damage to houses, commercial premises and infrastructure in Christchurch and the surrounding areas of Canterbury is estimated to be more than \$NZ4 billion (about \$US3 billion).

During the September quake some Police staff suffered personal losses. Christchurch Police officer, Anna Stenhouse, was one of at least 30 Canterbury Police staff whose home was either destroyed or badly damaged. Anna put her heart and soul into designing and building her home seven years ago as project manager, and regularly acting as the builder's lackey.

Like most Canterbury residents, she was asleep when the quake struck, tearing away the brick back wall of her home.



Left: Pyne Gould Corporation.
Above: Liquefaction of a house.

She managed to get her 12 year old son Jacob to safety, but they are both still traumatised by the experience. "I struggle to get up the stairs at work because our own stairs had been ripping away from the wall as we went down them that morning."

Aftershocks always follow an earthquake and there have been thousands since 4 September. However no one could have predicted the force of the aftershock of a 6.3 magnitude that occurred on 22 February 2011. The epicentre of this quake was very close to the centre of Christchurch.

While this earthquake was by no means a record high magnitude, the acceleration with which it hit the city was the highest ever recorded in history for a built up area and would have flattened other cities where building codes are not as stringent.

As a result of the February quake, 181 people lost their lives, many of them foreigners attending a language school in one of two multi-story buildings. Others who died were in cars and buses crushed by building walls and facades falling on them. Many others died or were injured by rocks falling from surrounding cliff faces.

Hundreds were injured, and many other people have lost homes and/or livelihoods. While there are those that still have homes and jobs, everyone's activities and routines have been disrupted and although Christchurch residents are keen to get back to normality it will be the "new" normal.

The quake caused severe damage to buildings and infrastructure in the CBD, which has forced its closure for a considerable time. For now, the priority is to demolish unstable buildings, some of which are multi-storey. With aftershocks still occurring, and likely to for some time, more buildings may become unstable.

The Christchurch Central Police station is one of very few multi storey buildings still operating in the central city area. While there has been a lot of superficial damage to the building, it is structurally sound.

The residential areas on the east side of the city had already suffered badly as a result of the September earthquake and are now faced with considerably more damage to homes and infrastructure. Whole houses moved and huge cracks have appeared in houses and on roads due to liquefaction.

Portable and chemical toilets have become the norm in many areas with sewerage systems badly damaged. Homes in and around the hill suburbs, relatively unscathed from the September

earthquake, were badly damaged in February. Some residents are unable to return to their homes through danger from rock falls.

Schools have been badly damaged and some have had to relocate to other schools on a shared system, with one school using the buildings from 8am-1pm then a second school from 1pm-6pm. Much to the dismay of Canterbury rugby fans, the Rugby World Cup games scheduled to take place in September this year have had to be shifted elsewhere.

Despite their own lives being disrupted, Christchurch emergency staff endeavoured to provide as high a level of service as possible to those affected by the quakes.

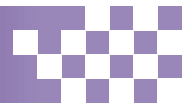


Mortuary staff.



The role of the Christchurch Coroner, Sue Johnson, through the aftermath of this disaster has been vital for the families of the missing families carrying out formal identifications of those killed in a very compassionate manner. Sue (above) with Bob Parker – mayor of Christchurch and Canterbury District Commander Supt Dave Cliff.





Clockwise from above: Inspector Wendy Robilliard was integral in establishing the Family Liaison team informing and supporting the families of the missing people, which is still continuing as there are still nine missing people whose bodies have not been able to be identified; Jayne Bell; Chris Bell; Recon centre; Recon staff; CTV building; USAR team; CBD devastation.

Police communicator, Sara Woodley, was huddled underneath a desk during the September earthquake endeavouring to calm down a member of the public who was threatening to commit suicide.

In February Jayne Bell was working as a dispatcher for the Southern Police Communications Centre based in the 13-storey Christchurch Central Police Station when the quake hit. While most of the other occupants left the building after the first quake hit at 12.51pm, the communications staff remained in the building to continue carrying out their very important role in a time of crisis. Jayne recalls.

"I remember people running and panicking and being asked so many times 'are you alright?'. But I still had my headset on and people were talking to me so I just kept dispatching. Every time there was an aftershock I had to hold my screens so they didn't slide off the desk - I had to ask people to just wait for a minute."

About a week after the February quake, Jayne's husband Detective Chris Bell was instrumental in extricating two precious

Torah scrolls from a badly damaged Jewish Community Centre in the CBD. The Rabbi was quite emotional to have them back and according to Chris "shook his hand about ten trillion times".

When a natural disaster causes devastation to an area it brings out the best in humanity. Behaviour during and following both Canterbury earthquakes was no exception. The support provided to the people of Christchurch from around New Zealand and the world was amazing and much appreciated by Canterbury residents. There were those who helped clean up liquefaction, others supplied basic necessities as well as those carrying out USAR and disaster victim identification (DVI) duties. In February more than 300 Australian Police staff were flown in and did a fantastic job assisting their New Zealand counterparts.

With acknowledgement and thanks to "Police News", magazine of the New Zealand Police Association, "Ten One", magazine of the New Zealand Police and the Canterbury Forensic Imaging Services.



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The 7th Australasian Women and Policing Conference



Police and Community: Making It Happen!

**Hotel Grand Chancellor, Hobart
21 - 24 August 2011**

Register on-line at www.acwap.com.au

Please join us!

The Australasian Council of Women and Policing invites you to the Seventh Australasian Women and Policing conference being held at the Hotel Grand Chancellor in Hobart from 21 to 24 August 2011.

The theme of the 2011 conference is: Police and Community: Making it Happen! It will explore how policing and community are connected and how policing done well can contribute to strong resilient communities. Areas of focus will include young women, the cyber community, and the wider Pacific community.

Police and Community: Making It Happen!

This conference is about the impact policing can have on the communities it serves and will explore how some of the innovative policing responses to communities can improve policing for women.

Women are active in their local and global communities but their capacity to engage and participate in those communities can be limited by violence, cyber bullying, and a lack of respect of the contribution women can make. There is much that policing can do to make sure that half the population - women and girls - participate in their various communities.

Young women in particular are an area that policing struggles to deal with. The apparent increase in reported violence and crime by young women; their increased victimisation as gender based violence remains unacceptably high and the use and abuse of technology to exploit and degrade women will be among the issues that will be explored by practitioners, researchers and activists.

Police, researchers, advocates, policy makers and practitioners from policing, law enforcement, criminal justice and emergency service areas are encouraged to consider contributing a paper to the conference.

Conference Themes

The streams for the 2011 conference are:

- serving and uniting the community – the policing perspective on women and community engagement
- policing and young women – young women as victims, offenders, and as the future of policing
- women influencing organisations - leadership making a difference
- women and the cyber community
- policing diversity in the community
- pacific communities - women and policing in the pacific
- hate crimes and emerging trends in policing the community
- policing gender based violence

Who Should Attend?

All women and men who are interested in improving policing and the criminal justice system for women are invited to this conference.

Women working in male dominated workplaces will also find it particularly valuable. Policy makers, police, law enforcement officers, senior police and law enforcement management, researchers, human rights activists, and women's services are encouraged to attend this important event.

About the 2011 Conference

This will be the seventh conference in the Australasian Women and Policing series. It will provide an opportunity to share the innovations, challenges and successes of how policing is changing and is responding to women in the community and to women in policing.

This conference will hear from the practitioners who are changing policing and criminal justice and how the police and the community are making it happen!

The Program

The conference opens on Sunday evening with the Welcome Reception. This is a great chance to catch-up, meet other delegates and be entertained.

The Monday and Tuesday will focus on the key themes of the conference with some of Australia's best known experts, critics and practitioners discussing and interacting with participants about what and how we can improve policing for women.

A range of international speakers will also be participating, and as they are confirmed, the program will be updated. Keynote presentations, concurrent sessions, panels and poster papers will be informative and cover a diverse range of topics.

Policing for women covers a wide range of topics and perspectives and is important to both women and men in policing and the community. This is not a conference just for women, but for everyone who wants to improve policing for women.

Hobart the Host City

Australia's most characteristic city, Hobart combines a mix of historic charm and culture, shaped and defined by natural surrounds. From the mountain backdrop to the sparkle of the Derwent River, a visit to Hobart isn't complete without a stroll through Tasmania's number one lifestyle precinct; Salamanca Place and Constitution dock, the finishing line of the Sydney to Hobart yacht race is adjacent to Salamanca Place.

Hobart was founded in 1804 by Colonel David Collins and is the second oldest city in Australia. It has many fine examples of Georgian and Victorian architecture, including, Salamanca Place which has a terrace of warehouses dating back to the whaling days of the 1830's. Nearby Battery Point, the original seamen's quarters of the city and Macquarie and Davey Street offer more than 60 buildings classified by the National Trust.

A scenic 90 minute drive along Tasmania's southern coast passes through the historical site of Port Arthur whilst taking in views of the pristine waters of Bruny Island.

The Conference Venue

Hotel Grand Chancellor is located at 1 Davey Street, overlooking Constitution Dock and taking in the panoramic views of Mount Wellington. The venue is conveniently situated adjacent to the business and shopping district, and easy walking distance to Salamanca Place and the variety of restaurants that can be found along the wharf.

Program Overview (the full program can be viewed at www.acwap.com.au)

Sunday 21 August	Monday 22 August	Tuesday 23 August	Wednesday 24 August
	Opening Plenary The Governor General Her Excellency Ms Quentin Bryce AC Plenary: <i>Keynote Speaker</i> Dr Dorothy Schultz, John Jay University, New York, USA	Plenary: <i>Policing for Women</i> Professor Margaret Beare Osgoode Hall Law School, York University, Canada Andrew Colvin, Deputy Commissioner, Australian Federal Police	Plenary: <i>Where To?</i> Cath Burn, Deputy Commissioner, NSW Police Bec Munn, Victoria Police, VIC Prof Tim Prenzler and Prof Jenny Fleming, Australian Research Council Centre of Excellence in Policing and Security
	Morning Tea		
	Concurrent Sessions • Policing On-line • Womens Networks in the Emergency Services • Attraction and Retention • Approaches to Policing DV	Concurrent Sessions • Police Culture • Connecting with the Community • Police Initiatives to Prevent Violence Against Women • Policing for Women in the Pacific	'What Inspires You' Interactive Panel Discussion with Audience Participation Julie McCrossin
Registration Desk Open	Lunch		
	Concurrent Sessions • Women as Offenders • Responding to Sexual Assault • International Comparisons • Sexting: Crime or Passion? • Police Hatred Workshop • Policing the Police	Concurrent Sessions • I E-Hate U Workshop • Police and Community Engagement • Moral Leadership Workshop • PNG Responses to Family and Sexual Violence	
	Afternoon Tea		
Welcome Reception	Concurrent Sessions • From 000 to Safety • Womens Leadership • Online Violence Against Women • Pacific Policing	Concurrent Sessions • I Want it all... • Cyber Bullying and Young People... A Police Problem • Policing the Pacific	
		2011 Excellence in Policing Awards Dinner	

Disclaimer: The Conference Committee reserves the right to alter the program as necessary

Excellence in Policing Awards

The conference dinner will incorporate the 13th Annual Excellence in Policing Awards presentations. Since 1999, the Council has presented these prestigious awards to the women and men who are making a real difference to policing.

One ticket to the Awards Dinner is included in your registration fee. Additional tickets to the Awards presentation are available, and friends, colleagues and family are welcome to join conference participants at the Awards Dinner.

For more information about how to nominate someone who has made a real difference to policing, visit the Council's website www.acwap.com.au.

Administration Enquiries

Conference Co-ordinators
PO Box 139, Calwell ACT 2905
Phone: 02 6292 9000 Fax: 02 6292 9002
Email: conference@confco.com.au

Program and Sponsorship Enquiries

Australasian Council of Women and Policing
PO Box 1485, Woden ACT 2606
Email: inquiry@acwap.com.au
Website: www.acwap.com.au

Registration Fees

Register online at www.acwap.com.au

ACWAP Members

Standard (by 15 July 2011)	\$880.00
Late (after 15 July 2011)	\$990.00

Non-ACWAP Members

Standard (by 15 July 2011)	\$990.00
Late (after 15 July 2011)	\$1100.00

Full Registration Includes

- Attendance at all conference sessions
- Morning tea, lunch and afternoon tea as per the conference program
- 1 ticket to the Welcome Drinks, Sunday
- 1 ticket to the Awards Dinner, Tuesday
- Conference satchel and materials

Day Registration

ACWAP members

Early (by 15 July 2011)	\$300.00 per day
Late (after 15 July 2011)	\$350.00 per day

Non-ACWAP members

Early (by 15 July 2011)	\$350.00 per day
Late (after 15 July 2011)	\$400.00 per day

Day Registration Includes

- Attendance on the day of registration
- Morning tea, lunch and afternoon tea as per the conference program on that day
- Conference satchel and materials

Cancellation Policy

All alterations or cancellations to your registration must be made in writing and will be acknowledged by post, facsimile or e-mail. Notification should be sent to:

Conference Co-ordinators
PO Box 139, CALWELL ACT 2905
Facsimile (02) 6292 9002
E-mail conference@confco.com.au

An administration charge of \$110.00 will be made to any participant cancelling before 15 July 2011. After 15 July 2011 the full registration fee will apply to all cancellations. However, if you are unable to attend, substitutes are welcome at no additional cost. Conference Co-ordinators will confirm receipt of your alteration or cancellation in writing.

By submitting your registration you agree to the terms of the cancellation policy.

Social Functions

Welcome Reception

Sunday 21 August 2011 5.30pm – 7.30pm

No charge for full registered delegates

\$40.00 per person for day delegates and guests

ACWAP Excellence in Policing Awards Dinner

Tuesday 23 August 2011, 7.00pm – 11.00pm

The conference dinner will incorporate the 2011 Annual Excellence in Policing Awards presentations. Since 1999, the Council has presented these prestigious awards to the women and men who are making a real difference to policing.

No charge for full registered delegates

\$135.00 per person for day delegates and guests

Accommodation

To book your accommodation at the rates listed below complete the appropriate section of the registration form. Bookings are subject to availability and should be made prior to Friday 15 July 2011.

All cancellations or amendments must be made in writing to Conference Co-ordinators and will be acknowledged by facsimile.

NOTE: Your credit card details are required to guarantee your room. Conference Co-ordinators nor the hotel will make any charges against your credit card unless you fail to give at least 21 days notice in writing of your cancellation or if less than 21 days prior to arrival your booking is reduced or cancelled in which case full payment will be required unless the room(s) can be resold. Full payment of your account will be required at the time of your departure.

Hotel Grand Chancellor

1 Davey Street, Hobart

The venue for the conference, Hotel Grand Chancellor overlooks the picturesque Constitution Dock, is adjacent to the CBD and is a 5 min walk to Salamanca Place. The hotel features a fully equipped gym, an indoor heated pool, a restaurant and bar. Rooms are equipped with tea and coffee making facilities, mini bar, broad band internet connection, iron and ironing board.

- Mountain View Standard
Single/Twin/Double \$200 per room per night
- Harbour View Standard
Single/Twin/Double \$235 per room per night

Hotel Collins

58 Collins Street, Hobart

Located within a 5 minute walk from the Conference Venue, the rooms feature mini bar, broad band internet access, iron and ironing board. The apartments are equipped with kitchenettes and include tea and coffee making facilities.

- Queen Room Single/Double \$165 per room per night
- One Bedroom Apartments \$209 per apartment per night
- Two Bedroom Apartments \$369 per apartment per night

The Old Woolstore

1 Macquarie St, Hobart

Located just one block from the Conference venue this property is a great value for money option. All rooms are equipped with iron, ironing board, kitchenette and a work desk with high speed internet port.

- Studio Apartment \$174 per apartment per night
- Two Bedroom Apartments \$285 per apartment per night

REGISTRATION FORM

The 7th Australasian Women and Policing Conference

Police and Community: Making It Happen!

Hotel Grand Chancellor, Hobart

21-24 August 2011

For more than one delegate please photocopy

Return to: Conference Co-ordinators, PO Box 139 Calwell ACT 2905 AUSTRALIA

Phone +61 2 6292 9000 Facsimile +61 2 6292 9002 Email conference@confco.com.au

Register online at www.acwap.com.au

By submitting this form you agree to the terms of the cancellation policy

Title

First Name

Surname/Family name

Organisation

Mailing Address

City State Postcode Country

Phone Fax

Email.....

Name for Badge

Privacy Disclosure

☐ I DO consent to my name appearing in the participants list booklet (name, organisation, state, country only disclosed)

Conference Registration

ACWAP Member - Full Registration Fees:	Early (payment received by 28/02/11)	\$770.00 <input type="checkbox"/>
	Standard (payment received by 15/07/11)	\$880.00 <input type="checkbox"/>
	Late (payment received after 15/07/11)	\$990.00 <input type="checkbox"/>
ACWAP Member – Day Registration (per day)	Early (payment received by 15/07/11)	\$300.00 <input type="checkbox"/>
	Late (payment received after 15/07/11)	\$350.00 <input type="checkbox"/>
	Day(s) attending <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday	
Non-ACWAP Member - Full Registration Fees:	Early (payment received by 28/02/11)	\$880.00 <input type="checkbox"/>
	Standard (payment received by 15/07/11)	\$990.00 <input type="checkbox"/>
	Late (payment received after 15/07/11)	\$1100.00 <input type="checkbox"/>
Non-Member – Day Registration (per day)	Early (payment received by 15/07/11)	\$350.00 <input type="checkbox"/>
	Late (payment received after 15/07/11)	\$400.00 <input type="checkbox"/>
	Day(s) attending <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday	

Special Requirements (e.g. dietary)

.....

.....

REGISTRATION FORM CONTINUED

Social Functions

Welcome Reception (Sunday 21 August 2011)

One ticket to the Welcome Reception is included in the full registration fee and you can purchase additional tickets for guests.

Full registrants: I will be attending ☐ Yes ☐ No
Number of tickets for day delegates or guests@ \$40.00 each Total \$

Excellence in Policing Awards Conference Dinner (Tuesday 23 August 2011)

One ticket to the Awards Dinner is included in the full registration fee and you can purchase additional tickets for guests.

Full registrants: I will be attending ☐ Yes ☐ No
Number of tickets for day delegates or guests@ \$135.00 each Total \$

Registration and Social Function Payment Details

NOTE: Credit Card payment is not available for this conference

- ☐ I have transacted an Electronic Funds Transfer to the ACWAP Account. My payment reference is
(Bank: Commonwealth, Branch: Canberra City, BSB:062 919, Account Number:1023 5880)
- ☐ I am forwarding a cheque made payable to ACWAP
- ☐ Please issue an invoice (invoices are automatically issued on receipt of registration)
- ☐ I am faxing my registration, payment will follow

Accommodation

PLEASE NOTE: Your credit card details are required to guarantee your room, neither Conference Co-ordinators nor the hotel will make any charges against your credit card unless you fail to give at least 21 days notice in writing of your cancellation. If less than 21 days prior to arrival your booking is reduced or cancelled in which case full payment will be required unless the room(s) can be resold. Full payment of your account will be required at the time of your departure.

Hotel Grand Chancellor	Mountain View Room	<input type="checkbox"/> Single \$200.00	<input type="checkbox"/> Twin \$200.00	<input type="checkbox"/> Double \$200.00
	Harbour View Room	<input type="checkbox"/> Single \$235.00	<input type="checkbox"/> Twin \$235.00	<input type="checkbox"/> Double \$235.00
Hotel Collins	Queen Room	<input type="checkbox"/> Single \$165.00	<input type="checkbox"/> NA	<input type="checkbox"/> Double \$165.00
	One Bedroom Apt	<input type="checkbox"/> Single \$209.00	<input type="checkbox"/> NA	<input type="checkbox"/> Double \$209.00
		<input type="checkbox"/> Two Bedroom Apt \$369.00	Number of people sharing	
The Old Woolstore	Studio	<input type="checkbox"/> Single \$174.00	<input type="checkbox"/> NA	<input type="checkbox"/> Double \$174.00
		<input type="checkbox"/> Two Bedroom Apt \$285.00	Number of people sharing	

Date of Arrival.....Date of Departure.....

Estimated time of arrivalSharing with (if applicable)

Special Requirements

Credit Card Guarantee for Accommodation

- ☐ I understand my credit card details are given as a guarantee of my arrival and to ensure my room will be held until my nominated arrival time. No charge for accommodation will be made against this card unless insufficient notice of cancellation is given in writing to Conference Co-ordinators.

☐ Mastercard ☐ Visa ☐ American Express

Card Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Card Holders NameSignature

Expiry DateIs this a corporate card? YES/NO

RETURN TO:

Conference Co-ordinators - ACWAP Conference
PO Box 139, Calwell ACT 2905 OR Fax (02) 6292 9002
ACWAP ABN 35 250 062 539



YOUR HOME, YOUR INTERNET CONNECTION, YOUR TIME – THEIR COMPUTER

Surveillance of after-hours use of work laptop not a breach of employee privacy

DANIEL PROIETTO Senior Associate, Lander & Rogers



DANIEL PROIETTO

Daniel Proietto is Senior Associate in the Workplace Relations & Safety group at Lander & Rogers. Daniel has practised in employment and industrial relations law for many years and his practice covers all aspects of these specialty areas. Daniel gratefully acknowledges the assistance of Kaitlyn Gulle, Lawyer in preparing this article.

Lander & Rogers is a successful and growing law firm operating in Melbourne and Sydney. The firm has seven main areas of practice, and its clients include many public and large proprietary Australian companies and Australian subsidiaries of global companies.



Last employees have heard of situations in which an employee's improper use of technology has led to that employee's dismissal, legal problems and public relations nightmares. However, despite such well-publicised disasters, widespread training by employers and an increasingly technology-savvy workforce, ill-conceived technology use continues to be a growing and seemingly intractable problem, as illustrated in the recent case of *Griffiths v Rose* [2011] FCA 30.

OVERVIEW

- In *Griffiths v Rose*, the Federal Court of Australia upheld the Commonwealth's dismissal of a public servant with 25 years' experience for accessing pornography on a work laptop outside of work hours.
- The Court held that the employee's privacy had not been breached because there had been an explicit warning by the employer, and acknowledgement by the employee, that surveillance of internet usage would occur.
- In doing so, the Court confirmed the right of employers to monitor an employee's internet use on an employer-owned computer, even if the employee is logged on at home, after work hours, and using his or her own internet connection.
- However, the Court left open the possibility that there may be a breach of privacy in circumstances where unwarranted information is collected in the course of such monitoring, such as an employee's personal banking records.

THE FACTS

John Griffiths, a senior executive with the Department of Resources, Energy & Tourism (Department) was dismissed from his employment for using a departmental laptop to access pornographic websites while at home, outside work hours and using his personal internet connection.

Although Mr Griffiths had attempted to disguise his usage by deleting the entries in his internet browsing history,

the laptop was installed with surreptitious desktop logging software called Spector360, which covertly logged the occurrence of keywords and recorded screen shots of the user's desktop every 30 seconds. Spector360 also collected all emails, attachments, internet searches and instant messages performed on the laptop. The laptop was configured so that when the employee next connected to the Department network, the data collected by Spector360 would be sent to a dedicated internal server. This routine audit detected that Mr Griffiths had performed an internet search for the term "knockers." A more thorough review of his use of the laptop was launched, which revealed pornographic images.

In an internal investigation into his conduct, Mr Griffiths initially maintained that he had accessed the material by accident. After he was shown the material from Spector 360, Mr Griffiths adopted a different story and said he had searched for and viewed the images for the purposes of research and inquiry.

The investigation found that accessing pornographic material on a work laptop constituted a breach of the Australian Public Service Code of Conduct (Code of Conduct), which required Mr Griffiths to comply with any "*lawful and reasonable direction*" given by the Department. The relevant direction was contained in the Department's written IT policy (Policy) which explicitly stated that the Department may record all emails sent and received by staff and all URL logs, to ensure that employees were not using the Department's systems for improper purposes. Mr Griffiths' actions were also found to have breached his obligation to "*use Commonwealth resources in a proper manner*" and "*at all times behave in a way that upholds the Australian Public Service values and the integrity and good reputation of the Australian Public Sector.*"

The investigation concluded that by creating an "*elaborate, but ultimately unbelievable explanation*" for accessing the material, Mr Griffiths had dishonestly attempted to excuse his misconduct.





“Employees should review IT and communications policies carefully and be aware of what forms of monitoring might occur when using employer-owned equipment. Employees should bear in mind the permanent evidentiary record created when using technology...”

While several sanctions were available for a breach of the Code of Conduct, in conjunction with the aggravating factor of his dishonesty, it was considered that Mr Griffiths' breach warranted termination of his employment.

Mr Griffiths applied to the Federal Court to have the investigator's findings quashed and for a declaration that the Department was not entitled to investigate his conduct insofar as it concerned access by him of lawful pornography in private, outside of working hours.

Mr Griffiths argued that the Department had breached his common law right to privacy, the *Privacy Act 1988* (Cth) (Privacy Act), and Article 17 of the International Covenant on Civil and Political Rights (ICCPR). He further argued that the direction in the Department's Policy was not lawful or reasonable to the extent that it applied to computer usage at home using a personal internet connection.

DECISION

The Court rejected Mr Griffiths' argument that the Department had breached the Privacy Act. Justice Perram held that the Department's direction not to view pornography was a lawful direction; and implementing measures to monitor compliance with the Code of Conduct was a lawful purpose. Collection of such information was directly relevant to the Department's functions, as it had a legitimate interest, as owner of the laptop, in ensuring that its computers were free from pornography and preventing the accidental viewing of pornographic material by others in the workplace. The Court considered it relevant that the Department had made it clear that monitoring would occur, and Mr Griffiths had signed a document acknowledging that he understood the Policy.

Justice Perram considered that it was fair for the Department to monitor Mr Griffiths' private use of the laptop, noting that what the monitoring system had detected from him *“was the very thing it was intended to collect, namely, evidence of breaches of the Code of Conduct.”* Justice Perram stated that, *“it is not unfair to warn a person that their computer use will be monitored in order to detect any accessing of pornography and then to do so.”*

However, the Court did not exclude the possibility that use of software such as Spector360 may constitute collection of information by unfair means in certain circumstances, such as if it had collected personal banking information or credit card details during periods of personal use, as the Policy did not warn employees that Spector360 may collect such information, and it would be difficult for the Department to prove that it had the requisite interest in such material. Further, his Honour considered that an argument that the intrusive nature of the surveillance involved a disproportionate interference with employee privacy may carry greater force in such contexts.

The Court rejected Mr Griffiths' contention that the Policy direction was unreasonable because it breached his privacy; notwithstanding that it applied to employees in their own home, using their own internet connection, in their own time. Justice Perram considered that as the laptop was Departmental property, the Department was therefore entitled to proscribe the uses for it. His Honour noted that Mr Griffiths knew *“it was not his laptop and its owner had asked him not to use it to view pornography.”* Justice Perram considered that the Department should not be *“disabled from telling its own public servants what they could and could not do with its own property.”*

Mr Griffiths also argued that the Policy should be interpreted consistently with Australia's obligations under Article 17 of the ICCPR, which protects against the arbitrary or unlawful interference with individual privacy. His Honour held that there was nothing arbitrary or unlawful about the monitoring engaged in by the Department, particularly because Mr Griffiths had been given a clear warning that it would happen and the seriousness with which inappropriate usage would be regarded.

Mr Griffiths' application was dismissed and he was ordered to pay the Department's costs.

CONCLUSION

Griffiths v Rose highlights a point of intersection between privacy laws and workplace policies. It confirms that the courts will not shy away from upholding decisions made under policies which seek to eradicate misconduct in circumstances where the employee has been warned about the consequences of non-compliance.

Employees should review IT and communications policies carefully and be aware of what forms of monitoring might occur when using employer-owned equipment. Employees should bear in mind the permanent evidentiary record created when using technology and ensure they have a clear understanding of:

- the proper purposes for which the equipment may be used;
- what constitutes improper use, even where it occurs outside the workplace or after-hours; and
- what types of information may be collected in the course of monitoring.

Any monitoring by employers must be conducted in a way that complies with the Privacy Act, and any other applicable state laws. In general terms, the monitoring must be fair and reasonable in the circumstances. Employees concerned about the potential collection of gratuitous information not relevant to their employer's functions should raise such issues with their employer.



SOCIAL NETWORKING – POLICE FRIEND OR FOE?

KATE JENKINS AND SONIA MILLEN Freehills

The emergence of social networking and content sharing sites (**'Web 2.0'**) and their use in the workplace has the potential to fundamentally change the way in which organisations operate. There are significant risks and benefits relating to the use of social media which are even more challenging because of the unique services provided by police to our communities.

While the easy response for organisations is to ban all use of Web 2.0 in the workplace, this ignores the opportunities Web 2.0 can offer to organisations that employ it to their advantage. The better response is to manage this challenge through increased awareness and training.

WHAT ARE THE RISKS OF WEB 2.0?

There are a number of risks associated with Web 2.0 for organisations and individuals, including: evidence of misconduct, breach of equal opportunity laws, bullying, breach of confidential information rights, and liability for defamation. The spread of information via Web 2.0 is rapid and immediate: a questionable photo or private information posted on Twitter or Facebook might reach an audience of millions within a few minutes.

Web 2.0 applications also blur the line between 'on duty' and 'off duty'. As the recent off duty experience of Australian Defence Force personnel demonstrates, misuse of Web 2.0 technology can lead to personal (and criminal) ramifications for those involved, even if that conduct occurs outside of 'work' hours.

For police, often in the public eye and obliged to faithfully uphold the law, there are unique issues associated with Web 2.0. These include:

- the accessibility of information posted online jeopardizing the personal safety of police and others referred to in such posts;

- the vast amounts of highly confidential information held by police;
- the level of media interest if police were considered to be using Web 2.0 inappropriately, even in their personal lives – for example, how would the media react to a photo of police (off-duty) appearing drunk in the street?; and
- the misuse of Web 2.0 technology potentially undermining public confidence in the police force as a whole.

TO BAN OR NOT TO BAN?

Police need to decide what their policy position will be for social media. Banning Web 2.0 applications in the workplace will not prevent employees using them outside of work and the risks associated with that use. A ban also ignores the opportunities of social media, including the potential for rapid knowledge sharing and improved dialogue within the police force, as well as between the police and the public. Take the United States – already some police departments have set up Facebook pages and Twitter accounts to post information about suspects and inform the public about what police are doing.

MANAGING RISK

In considering how to manage risks associated with Web 2.0, the focus should be on:

Policy: after consultation define the expectations on employees in their social media use.

Training: managers and employees need to understand what Web 2.0 technologies are, the risks involved (particularly for police), and what appropriate and inappropriate use entails; and

Awareness: all staff understand the policies and procedures relevant to the use of Web 2.0 applications, and the potential consequences of misuse.



KATE JENKINS

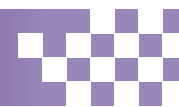
Kate is a partner in the law firm Freehills' Employee Relations Group and the lead partner of its national Equal Opportunity and Diversity practice. Kate is an accomplished public speaker and adult educator and a recognised leader in her field. She has developed training on social media for employers as well as advised on related legal issues. She is also on the Board of Berry Street Victoria, Victoria's largest independent child and family welfare organisation.



SONIA MILLEN

Sonia is a senior associate in Freehills' Employee Relations Group. Sonia has a particular interest in equal opportunity and diversity matters arising in the context of employment. She has worked for a number of years with Victoria Police assisting them to deal with equal opportunity issues arising in their workforce. Sonia has also presented many seminars on this area of law.

Kate and Sonia are presenting at the 7th Women and Policing Conference, Hobart Tasmania, 21-24 August 2011.



POCKET PSYCHOLOGY:

A NEW RESOURCE FOR COPING WITH WORKPLACE STRESS AND TRAUMATIC EVENTS

DR MICHELLE PAIN, MAPS



DR MICHELLE PAIN

Dr Michelle Pain is a Member of the Australian Psychological Society (MAPS), and College of Sport and Exercise Psychologists (COSEP). For the full list of *Pocket Psychology* tracks, see her website at www.pocketpsychology.com.au

Most of us, at one time or another, have had a situation we thought we had under control ‘blow up’ in our faces, causing us to question our effectiveness in this world. When it happened to me, I failed to recognise the symptoms of depression I was facing despite my many years of training and experience.

I struggled for longer than I needed to. Because of this experience, I feel I have a better understanding of depression and related conditions; I now see this experience was a ‘learning opportunity’. However, at the time, it felt like a black cloud was suffocating me, leaving me feeling that I would never experience happiness again.

By profession, I’m trained as a sport psychologist. My clients are athletes and coaches at the elite and ‘aspirational’ level of sport. My job is to educate them to learn from their mistakes, so they can ‘let them go’. At one end of the spectrum, athletes may think “How did I stuff that up?” or “There’s so much happening in my head right now, I just can’t think what to do next”. At the extreme end, however, they may be over-catastrophising the situation. An example of that would be where they might say something like, “I absolutely MUST, under practically all conditions and at all times, perform outstandingly

well and win the approval of significant others. If I fail, that is awful and I am a bad, incompetent, unworthy person, who will probably always fail and I deserve to suffer”. One might think that this pattern of thinking sets the individual up for failure?

When we are stressed, most people’s thoughts become less rational and we may over-think the situation. You’ve heard of the expression ‘paralysis by analysis’? It’s where one is too frightened to make a move because of fears of ‘stuffing up’ again. Or we might instead become more ‘gung ho’ (because we think we can’t possibly make things worse than they already are) because we don’t evaluate new information that tells us to treat the occasion more conservatively.

In sport, it is vital to make effective decisions under pressure, so I teach my athletes (without referring to the actual theory of Rational Emotive Behavioural Therapy, REBT) to challenge their thoughts of worthlessness that are often associated with



perfectionism, depression, guilt, or shame (which in turn can lead to self destructive behaviours such as procrastination, avoidance, addiction and withdrawal). REBT acknowledges that a person's *beliefs* (either accurate or inaccurate) about the causes of a stressor can affect one's reaction (behaviour) to a stressor. As a psychologist you try to counter inaccurate perceptions. When you are under pressure, it is important to take a moment to calm yourself down, and remind yourself to think as rationally as you can.

I treated a client with Post Traumatic Stress Disorder a few years ago. She sat on my couch and seemed to spend most of the session in tears. Time and again, I reinforced the same strategies that I felt would help her, and although she swore they were helping her, when she left our sessions and re-entered the real world, she still found it hard to cope without me being right there beside her. That's when I had the idea to record my voice so that she, and others like her, could be reminded of good thinking behaviours whenever they felt the need for reassurance. That's where the idea for *Pocket Psychology* was born.

I decided to come up with a range of tracks that could be selected individually by a client, and make them all really short (less than 2 minutes) so that they could be picked up and used as a brief intervention whenever required, on equipment the client always had available. I decided use a calming routine (breathing and muscle relaxation, set to music which I created) before introducing empowering suggestions. I decided to put the text on a black screen (so it was less distracting) in addition to the voiceover, so this meant it needed to be used on equipment that showed video content (eg mp4 players, mobile phones, iPods, iPads, iPhones, etc). I developed tracks according to three themes (Sport Psychology;

General Psychology; and, Health Psychology) and have been selling these world-wide over the internet for nearly three years. I have a demonstration of the Confidence track on my website if you'd like to take a look (www.pocketpsychology.com.au).

My client with PTSD, the Victorian bushfires in 2009, and a friend whose son has served a few tours of Afghanistan have reminded me that some people have more than their fair share of trauma. In 2010 I created a Trauma Recovery theme. This a collection eight new tracks (Frontline treatment, Processing the situation, Stress buffers, Dealing with guilt, Coping strategies, Resentment and anger, Controlling fear, Moving forward – possibly used in order but some tracks may be skipped if not applicable eg the guilt track), and 10 tracks from the General and Health themes (Anxiety, Bereavement, Confidence, Coping with change, Depression, Perseverance, Positive attitudes, Quitting bad habits, Return from injury, Self esteem – not designed to be accessed in any particular order).

These tracks are not designed to replace the skilled intervention of a trained psychologist, but were designed as an adjunct to these sessions to support a client at times between sessions, or when a counsellor is unavailable, or when the client is in a remote location away from support.

I think *Pocket Psychology* would be a great resource for emergency service personnel, since they also have to make difficult decisions under pressure and try to live with consequences when things turn out awry. If you know of someone who might need to be reminded of good thinking strategies why not direct them to my website? As a start though, it is my pleasure to support the 7th Australasian Women and Policing Conference by giving a *Pocket Psychology (Trauma Recovery)* CD to all prize winners.

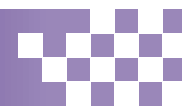


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WOMEN FOR WOMEN *reflections*



JENNY PAVLOU

Jenny is a Senior Manager and Lawyer for the Victoria Police. Jenny is currently attached to the State Emergencies and Security Department where she leads a large team in the area of firearms and private security licensing.

Prior to her current role, she was attached to the Office of Chief Examiner – a Victoria Police Unit which aids in the investigation of serious organised crime. Jenny has previously worked in the Victoria Police Legal Adviser's Office where she had carriage of high profile cases including those relating to the protection of undercover police methodology; a matter finalised in

the High Court of Australia. Jenny also worked on the protection of police documents on the grounds of Public Interest Immunity in the trial of Peter Dupas for the murder of Mersina Halvagas and in the trials for various gangland slayings investigated by the Purana Task Force including those of Mick Gatto, Carl Williams and Tony Mokbel.

Jenny displays great pride in being a member of Victoria Police and with that pride comes passion in making a difference both for her team and the community.

Her article is raw and genuine, as is the emotion she injects into every story she tells.

JENNY PAVLOU

Victoria Police

A function at the Rendezvous Hotel ballroom on the 100th Anniversary of International Women's Day – 8th March 2011 – was a fantastic way to let my hair down with fabulous female colleagues of Victoria Police. Let my hair down. I didn't expect to learn about the lives of many women in war-torn countries – it made my hair stand on end!

In a day full of emails and little time to absorb, I simply accepted the invitation to attend – cash ready. I didn't appreciate until later that I would be participating in a global campaign headed by *Women for Women International*; a not-for-profit organisation that supports survivors of war – survivors of atrocities that have not left my mind – with tools and resources to move from crisis and poverty to stability and self-sufficiency.

There is no power like that of story telling. And women can tell a story.



Ms. Mmashepe Sejo from the Victoria Police Human Rights project - taken during her address to the Women for Women International address on the centenary of International Women's Day – 8 March 2011.

They were raw and real. Amidst gasping, pins could be heard falling on carpet.

Moir Kelly (Executive Director of The Children First Foundation) told the story of a little girl in Sarajevo – Maria, aged 8 – walking to school and greeting UN soldiers.

The peacekeepers had come to know Maria and become fond of her, and she of them. Waving to them as she crossed the road, a shot is fired in front of her.

Petrified, she drops to her hands and knees. She then crawls backward and



a shot is fired behind her. She crawls forward and a shot is fired in front of her. She crawls backward and again, a shot is fired behind her. She crawls forward and again a shot is fired in front of her. Forward, backward. Forward, backward. This 'game' continues for seven minutes. People around her are calling out to her, wanting to run to her – to get her out of harm's way. She turns to the peacekeeper and tells him that 'Mr. Sniper has come out to play'. The peacekeeper, frantic, arranges for a tank to come to her – to block the sniper's shots. The tank came. Her life was saved, though not before she was shot and wounded. The sniper's aim: to bring together as many innocent people as he could, knowing they would come for Maria and therefore increase his victim target number. They all lived – including Maria - though not without her being emotionally scarred for life.

Belinda Gilbert relayed the story that epitomised for me – and I'm sure for many – survival, in every sense of the word. The Congo: a mother and wife, at home, preparing a meal for

her husband and children. Her husband is in bed, sleeping. His occupation: school principal. Militia break into the home, demanding money. The husband hands over all he has and when the demand is made for more – a demand he cannot meet – they shoot him dead. They then force the woman to place her leg onto a chair and using a machete, they cut it off. All this happened in the presence of her children; including a nine year old son who was also murdered.

Severely injured, this woman was dumped outside her home which, together with all the family's belongings, was burnt to the ground. She regained consciousness in hospital – having no idea how she got there – and learned that her surviving children were refusing to see her until – as they put it – her leg grows back. It would be months before she would see them. All she can do is wait and cry whilst remembering the love of her dead husband. A husband who challenged the norms of his culture; who prepared meals when his wife was tired and who

bathed her when she was pregnant – the most intimate (as she describes it) – of her life experiences.

From strength to strength, Mmaskepe Sejoe (Victoria Police Human Rights) inspired us with words of wisdom about the power within. For those who don't know her, I would describe Mmaskepe as the epitome of inspiration – a woman who faces every challenge – both personal and professional - head on; who just bloody well gets on with it and whose resilience I would bottle if I could. She urged us to use consumer power to hold decision makers accountable, with the message that women have voices that still can be heard – if we shout loud enough.

I'm shouting. I'm shouting out to all who read this article to consider sponsoring a sister. To give her an education, strength, hope, a life. For details on how to help or for information on how you can become involved as an ambassador of *Women for Women International*, email Belinda Gilbert on reclaiming@bigpond.com or log on to www.womenforwomen.org.



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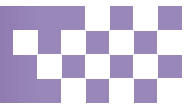
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STOP STRESS IN ITS TRACKS

A naturopath's perspective on some of the ways you can help your body through stressful situations.

MS REBECCA WARREN

Scientific Naturopath

Let's face it; life in the twenty first century is busy. Throw into the mix shift work, dealing with other people's difficult behaviours, lack of sleep and poor dietary choices, often balanced with family and home life, and you have the perfect recipe for low energy, difficulty with weight maintenance and overall lowered vitality.

The World Health Organisation lists stress at work as one of the top 10 key determinants to poor health, so to help you from becoming a statistic, here are a few simple tips that you can start implementing right away!

WATCH YOUR NUTRITION

Often during stressful periods we are tempted to go for quick, easy, available convenience foods that are poor in good quality nutrients. Think about this – for your car to run properly you need to make sure of a number of things. It needs to have petrol as well as water, oil, power steering fluid, air in the tyres etc. If you just put petrol into it, it might go for a few kilometres, but soon it would

overheat, stop working and you would be stranded! The same thing goes for our bodies. If we just put 'petrol' in them (ie: energy coming from poor food choices that are often high in fat) and fail to make sure we have the right level of 'oil and water' (ie: vitamins, minerals and antioxidants), we too will 'overheat' and stop working.

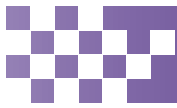
It is important to realise that healthy food doesn't always have to be time consuming. Cooking up yourself an omelet with lots of fresh chopped veggies and a side salad will take you a maximum of 15 minutes, and instead of snacking on chocolate and lollies, go for a fresh piece of fruit or a small handful of nuts.

Try these foods next time your stress levels start rising.

- **Almonds, pistachios and walnuts** – high in essential fatty acids, protein and trace nutrients.
- **Avocados** – these have a lovely thick, rich texture so can help when you are craving comfort foods! High in potassium they also help keep your blood pressure in check.

- **Asparagus** – packed full of B vitamins especially folic acid, vitamins A, C and K to help you through those busy times. Add some to your salad or serve alongside protein at dinner.
- **Spinach** – this vegetable is bursting with magnesium, an essential nutrient to help modulate the stress response. Replace lettuce with baby spinach in your salads.
- **Berries** – choose an array of coloured berries to boost your antioxidant levels. Studies have shown that a diet high in fresh berries has been linked with longevity!





MAINTAIN YOUR WATER INTAKE

When you are stressed, your body produces more waste material that needs to be flushed out in order to prevent any damage to our cells. In order for this to happen effectively, you need to make sure that you are keeping your water levels up. If you find it difficult to get the recommended 1 ½-2L of fluid per day, you may consider herbal teas to help you achieve this. Always go for uncaffeinated varieties (ie: not black tea). Chamomile, peppermint and passionflower can be very useful around times of stress as they help calm the nervous system.

GET MOVING!

Exercise helps you to release tension, and helps your body deal with stressful situations in the future. Even though you are busy, it is important to schedule exercise into your routine and make it one of your habits. For added stress management, why not try out a kick boxing or tai bow class at your local gym?

NUTRIENTS FOR STRESS

During times of stress, your body requires extra nutrients to help keep up with your face-paced lifestyle, as well as helping to keep you focused, alert and having good energy. Unfortunately during these stressful periods, the levels that we need can't be met solely with food and a good quality practitioner supplement is generally indicated.

Magnesium

- one of the most important nutrients to help you through stressful periods.
- used in over 80% of reactions throughout the body

If you are prone to headaches or muscle stiffness during stressful periods, magnesium may be of benefit for you.

Not all magnesium supplements are created equal – magnesium tablets are often poorly absorbed and they don't contain the other nutrients to help get the magnesium into the cell where it can do its job. Always consider practitioner products as these have been scientifically trialed and tested to guarantee efficacy.

B Vitamins

- The other super-star nutrients when it comes to times of stress!
- Involved in practically every reaction throughout the body, including energy production and stress management.



B vitamins are like a little family – they like to stay together and help each other out, so while they can be given individually it is best to take them all together.

Like magnesium, not all B vitamins are created equal and it is important that you have a supplement that contains high doses to receive maximum benefit. Practitioner products are generally superior (in dose and quality) to ones that are purchased elsewhere.

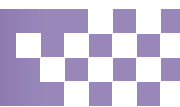
There are also a number of other herbs that are useful during stressful periods and these can be discussed with you in your consultation as they will vary for each individual. If you require further information on this, please don't hesitate to contact our centre.

In Australia, 1 in 3 adults suffer from moderate to extreme stress, with this figure rising by 40% in just four years. Don't let yourself become one of these statistics! Making sure you have regular check ups and a good support network can help you identify when your stress levels are getting too high and alert you to the changes that you have to start making. You only have one body; let's look after it!

By Rebecca Warren

Scientific Naturopath
BHSc (Comp. Med); Ad. Dip. Nat, Cert
IVRM; MNHAA
E: rebecca@radiancencecentre.com.au
W: radiancencecentre.com.au

Rebecca is a Scientific Naturopath practicing out of the Sydney CBD and is passionate about educating and assisting people improve their health and wellbeing. Common conditions that she frequently works with include stress management, insomnia, fatigue, weight loss and digestive disturbances.



VICTORIAN EQUAL OPPORTUNITY AND HUMAN RIGHTS COMMISSION

It is over ninety years since the first two women were appointed to Victoria Police to assist with cases involving women and children.¹

DR HELEN SZOKE

Commissioner, Victorian Equal Opportunity and Human Rights Commission



Victorian Equal Opportunity
& Human Rights Commission



Since these early appointments the role played by women working in police and emergency services organisations has continued to evolve. But despite all the progress, the inquiry recently launched into the Australian Defence Force highlights again the ongoing challenges for women working in male dominated, command and control organisations.

In June 2010, women made up 24.3% of the total Victoria Police workforce. This is significantly more than in 2001 (when only 16.4% of the force were women) – so there is proof of much change. Indeed, the Victoria Police stretch target of 25%, set in 2003, no longer looks such a stretch.

This significant increase in the representation of women in the police is to be applauded, but a more detailed look at the figures highlights some challenges that remain.

For example:

- In 2009/2010, 34% of new recruits were women (down from 46% in 2008);
- By the time we get to senior constable rank, the proportion of women has dropped to 26%;
- At Senior Sergeant level it falls further, to 10% and
- At Superintendent level and above, less than 6% are women; Whilst women are recruited, their representation through the senior levels is not sustained.

This suggests that women even those who join may feel that they are not able to make a career out of policing to the same extent as men do.

Many people reflect that this lack of representation of women in senior positions is something to do with the women's own capability. We are often told at the Commission, by respondents to a complaint for example, that: *We have open and transparent recruiting processes but they are merit based and it is just that the women do not meet the selection criteria.*

Such reported² attitudes often sit along alongside the traditional arguments that women do not want to do the shift work, that they are hard to get in some operational areas, and that they are hard to retain. This often lead to a suggestion that women, therefore, should not be a target for recruitment – that the priority should be on recruiting young men only!

These arguments suggest that the problem is with individual police women. But what is it about the system and the workplace that works against women remaining in the Police force and being promoted through the ranks?

How is it that many other professions with shift work have such high representations of women, and indeed that so many families rely on shift work to plug childcare shortfalls? Think about the number of women who return to occupations such as nursing after having children, for exactly this reason.

What we do in fact know is that often there are embedded or institutionalised practices which make it very difficult for women to secure senior positions, particularly in organisations like the police force. These practices are broadly known as systemic discrimination, and we often find that organisations do not even realise that they are systematically denying equality of opportunity through the way that they operate.

One such barrier might be the culture of an organisation. This was recognised at the first Australasian Women Police Conference held in 1996, in a paper delivered to the conference which identified:

... structural impediments to selection, deployment and promotion, hostility and sexist behaviour from male-dominated police culture and (women) are often forced to adapt to a male-dominated culture in order to survive in their roles.³

I don't pretend to understand the workings of an organisation like Victoria Police, but I do understand systemic discrimination, and I do see on a daily basis how the requirements and culture



of an organisation can systematically work against the interests of some of those people in the organisation – such as women.

The impact on individuals can be varied. Some, if they are able to, will assume the culture of an organisation in order to succeed. Others will be victims of that culture as they do not conform nor comply nor survive. Both strategies result in a loss of the potential and the enrichment that diversity will bring to any work place. Interestingly, a 1980 study⁴ in addressing this point in policing, identified:

*POLICEwomen and policeWOMEN; the former assume many of the trappings of male behaviour and culture in an effort to gain professional recognition from male police, while the latter continue to emphasise femininity and seek out service oriented duties in policing away from confrontive crime-fighting.*⁵

There are, however, other barriers that revolve around how work is organised, and how women are able to perform within the context of the organisation of work.

WHAT DO WOMEN WANT?

The Commission has undertaken research which focuses on what women want. This research clearly identify the kind of systemic barriers that discourage women making a career out of policing – and many of these may apply to Victoria Police.⁶

For example, young, older, rural, metropolitan, culturally diverse, working and non working women told us:

- Life is challenging, hectic and stressful;
- The super-women stereotype does not make for a super role model, because it places more pressure on women to juggle their work and private lives;
- While equal opportunity is now accepted as fully enshrined in law, women feel they have to become men in order to move up the career ladder and gain respect;
- A successful career means sacrifices in personal life;
- Women want pay equity but they also want flexibility in the workplace to allow them to balance their multiple roles in life.

This is only a taste of what the research found – but if we take this small sample of issues and apply them to the circumstances today in Victoria Police, what do they mean?

They might mean that:

- Police women want to be respected as being able to do the job just as well as police men, and not to feel as though they have to adopt a male way of doing things to earn that respect;
- There should be recognition that women often are primary carers, but that this should not be seen as a burden or a drain imposing more pressure on police men. Your own statistics show that female police average fewer Carer's Leave and Personal leave days than male police (which means that any perception of a burden presented by women's other roles in life is not borne out by the facts);
- The system should offer flexibility to allow people to work and have a career and **also** to maintain a private life with private responsibilities. The increasing number of police women working part time is indicative of a positive trend to address what might otherwise be seen as a systemic barrier to women continuing in the police force, and the increase in male officers also seeking part time work is positive in this regard.⁶
- The different physiology of women and men should be respected within Victoria Police. If a police woman returns from pregnancy leave it may be just as legitimate for her to be on light duties for a period, as a male police officer returning to work after breaking a leg in a footy match (because, let's face it, we can all break a leg but not all of us can deliver a baby into the world!);

- Police women want to feel safe in their work environment, which can be threatened by bullying tactics that aren't physical but instead involve exclusion or negative comments about female officers in open forums;
- Leadership is important, because encouraging the retention of women in the ranks will mean that women need be reflected at every level of the Force, from the Chief Commissioner to the Station Sergeants who make rostering decisions and have a critical role in mentoring and encouraging young recruits in the pursuit of their career in Victoria Police.

By definition, cultural change is incremental. Your own progress towards gender equality is demonstrating that change is already well underway. However, we know that cultural change requires leadership, and that it requires vigilance.

It is not enough for strong lone voices to support women. There must be concerted activity to address the systemic nature of what might be making it difficult for women to make a career in policing. This is not a challenge, but it is one that must not be lost in the rush. At the end of the day, Victoria Police offers a vital community service that can only be strengthened if the workforce reflects the community that you serve.

Notes

1 www.police.vic.gov.au/content.asp?Document_ID=315

2 GTippet: Too many female recruits hurt the force, says former top cop: The Sunday Age, 24th February 2008, p. 3.

3 I. Warren and S. James. Women and Police Culture in Victoria. Paper presented at the Australian Institute of Criminology Conference First Australasian Women Police Conference. Sydney, 29,30 and 31 July 1996. P. 2

4 S. Martin. Breaking and Entering: Police Women on Patrol. University of California Press: Berkeley. 1980.

5 IBID. P. 4

6 Womens Rights and Equality http://www.humanrightscommission.vic.gov.au/index.php?option=com_k2&view=item&id=574:women-rights-and-equality-report&Itemid=690

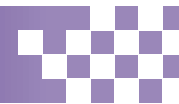
7 In 2006-2007 20.3% of female police worked part time and 1.1% of male police worked part time. Extract from Police Women at Victoria Police.

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