

## What did the Commission's review find?

We reviewed 470 complaints about police responding to domestic and family violence incidents that were made between 1 July 2017 and 1 July 2021. Police investigated 222 of these complaints. We did a detailed review of these matters.

The complaints fell into 2 categories:

### 1. Officers being involved in domestic and family violence incidents.

- 70 out of 222 complaint investigations, comprising 60 police, related to officers being involved in domestic and family violence incidents.
- 17 of these officers were charged with offences.
- 11 out of 60 involved officers had been previously investigated for domestic and family violence – in some cases more than once.
- most investigations into police officers involved in domestic and family violence incidents included poor record keeping about the removal of their firearms.

### 2. Inadequate investigations into reported domestic and family violence incidents.

The most concerning issues we saw were:

- a failure to make a record of the reported incident
- victim statements not taken or incomplete
- no witness statements sought
- inadequate supervision of the investigation
- no victim support provided
- failure to collect suitable evidence
- police did not apply for an ADVO.

## Did you know?

NSW police officers respond to nearly 500 domestic and family violence incidents every day. The NSW Police Force estimates that domestic and family violence accounts for up to 40% of police work in NSW.

## Key NSW Police Force strategies to reduce domestic and family violence

- police-issued provisional ADVOs
- targeted checks on high risk defendants' compliance with ADVO conditions
- video and audio recording evidence of domestic and family violence victims
- identifying the threat of future harm to victims
- identifying and targeting repeat offenders.

## What did the Commission recommend?

We made 13 recommendations to strengthen NSW Police Force procedures and the way it investigates complaints.

Our recommendations included taking steps to:

- improve processes for investigating officers who may be involved in domestic and family violence
- provide adequate and mandatory training to all officers in domestic and family violence procedures
- improve record keeping practices in relation to the removal of firearms
- make clear records every time police respond to a domestic and family violence incident.

## What will the NSW Police Force do now?

The NSW Police Force is planning significant changes to the way it manages and investigates domestic and family violence.

They have told us they will address a number of our recommendations under their new model for managing these incidents.

The Commission will continue monitoring the way the NSW Police Force deals with complaints about domestic violence as we independently ensure misconduct matters are dealt with appropriately.