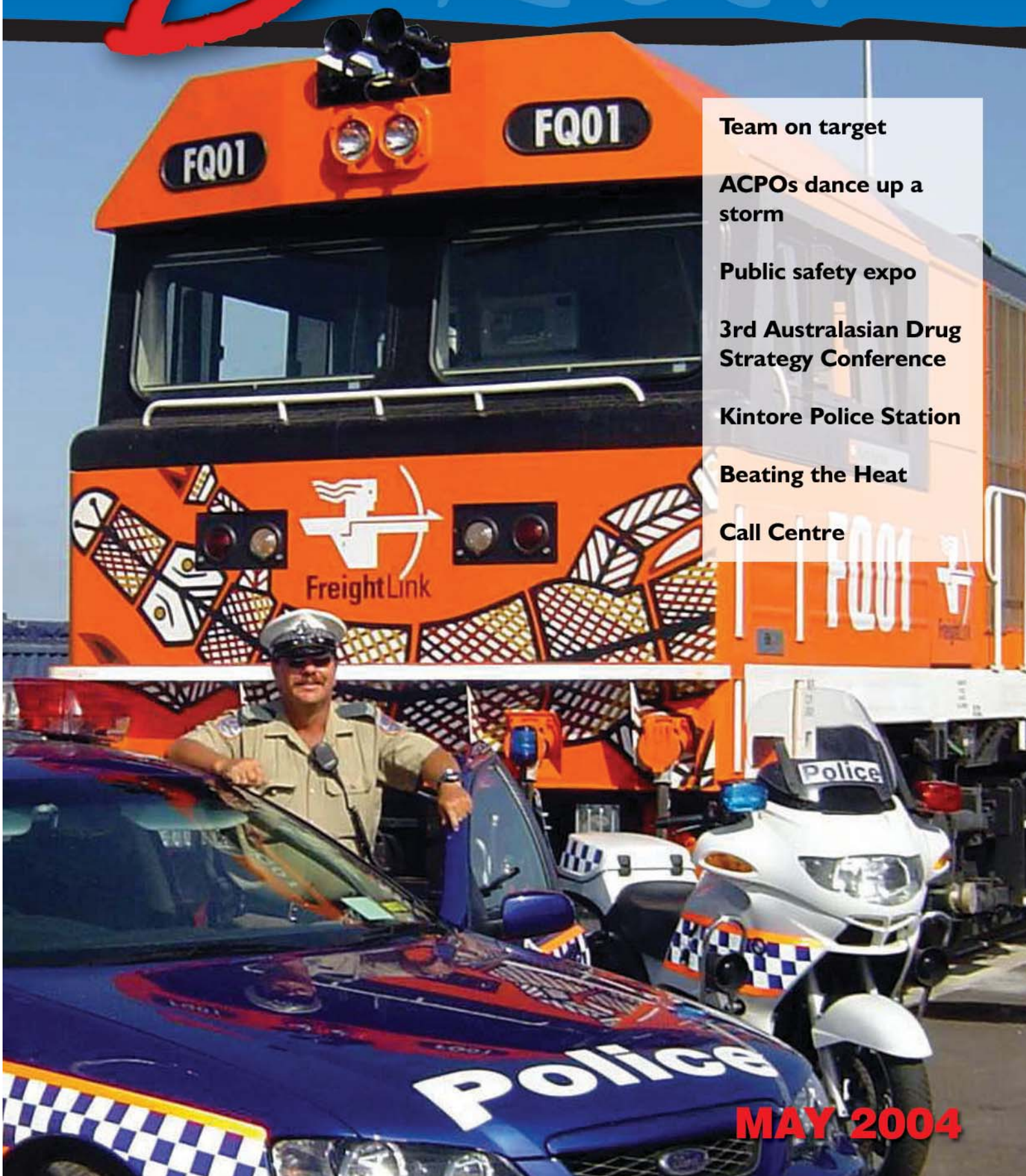


**THE**

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# **D** RUM



**Team on target**

**ACPOs dance up a storm**

**Public safety expo**

**3rd Australasian Drug Strategy Conference**

**Kintore Police Station**

**Beating the Heat**

**Call Centre**

**MAY 2004**

## Commissioner's message

The Tri-Service is again working its way through a challenging and busy year. Credit must go to the Building Our Police Force Program for making considerable progress to date. Recruitment is well under way - Squad 78 commenced on 5 April and Squad 76 will graduate in May. Implementation of the Call Centre is on track, remote area conditions for ACPOs is completed and the purchase of equipment such as satellite phones and road safety equipment is in the final stages. Importantly, housing and death and disability cover are proceeding well, notwithstanding a range of important factors that must be taken into account. Credit is also due to police members for their patience in awaiting the outcome of many of these important projects.

On the fire and rescue side, Mr Bruce Mouatt has settled into the role of Director and is overseeing the implementation of recommendations from the recent independent review. Successful implementation of these recommendations will require support from all quarters of the Fire and Rescue Service. I must say that Bruce and I attended several meetings early in his appointment and were encouraged by the level of interest in the review and a genuine desire to move forward.

Another important event that is almost upon us is the Australasian Drug Strategy Conference in Alice Springs on 4-6 May. Jointly hosted by NT Police and the Australian Federal Police, the conference promises to be a highlight of the national policing calendar this year.

Plans are also well underway for a Tri-Service Expo - the NT Public Safety Expo - to be conducted at the Peter McAulay Centre on Sunday 22 August 2004. I urge all members of the Tri-Service to give their support to this great public event to make it the best it can possibly be.

### **Paul White**

Commissioner of Police and  
CEO of Fire and Emergency Services

## New Superintendents

Congratulations to the 10 police officers promoted from Senior Sergeant to Superintendent in February.

Pictured L to R (standing): Del Jones, Jeanette Kerr, Helen Braam, Commissioner Paul White, Bruce Grant, David Pryce, Kristine Leo, and Ian Lea. L to R (kneeling): Wayne Harris, Lane Crews and Rob Farmer.



The Drum is the official magazine of the Northern Territory Police, Fire and Emergency Services. **Copyright:** contents of the Drum must not be copied without the Editor's permission.

Stories and photos by Kerry Sharp, Theresa Kuilboer, James Pratt, Sue Bradley, Di Bowers, Mark Jeffs, Pauline Polychrone and Sandra Mitchell. Front cover: Senior Constable Bob Lovell was one of the many NT Police involved in the operation to manage the arrival of the first freight train in Darwin. Back cover: Firefighters burn a car for the detective's training course. Design and artwork by Kris Lee. Next deadline: 30 June 2004.

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# Team on target to implement O'Sullivan findings

Nine months down the track since Jim O'Sullivan presented the findings of his far-reaching assessment of NT police resources, significant inroads have already been made into positioning our force as a modern, well-equipped employer of choice for personnel at all levels.

Among the initiatives achieved so far, two modern patrol boats were ordered and are due for delivery, new radar equipment has been delivered and satellite phones ordered to greatly enhance communications for police on isolated bush stations. New breath analysis units have also been ordered.

On the human resource front, the first recruits from the recommended increased annual intakes have graduated, and Aboriginal Community Police Officers have won improved employment benefits with agreement reached to give them Fares Out of Isolated Localities (FOILs) and freight allowances. The NT Police Association and police hierarchy are currently negotiating on other big ticket items.

As a direct consequence of the findings, the NT Police has planned five extra intakes of 27 recruits each this year alone, to get police numbers back up to speed after a 1991-94 budget-saving recruitment freeze.

"Many more changes are in progress and, along with those already accomplished under the *Building Our Police Force* implementation program, will be linked with the strategic priorities of the Northern Territory Government and the police force," the program's project manager Foster Stavridis says.

"For example, the initiative to provide more radar and breath analysis equipment for police traffic units ties in directly with the government's policy and priorities of building a safer and more secure community where life and property is protected."

The Northern Territory Government commissioned the O'Sullivan assessment of NT police resources in March last year in response to widespread community concerns about law and order issues and continuing public disquiet about the force's capacity to handle these issues.

The independent assessment team visited 34 of the Territory's 38 police stations and more than 30 Berrimah-based squads and units, and consulted widely with community representatives before bringing down its 112 recommendations in August 2003.

Mr O'Sullivan found that the NT force was staffed by dedicated, highly professional and caring people

committed to delivering services of the highest standard, 'and doing a sometimes thankless task'.

At the same time, he identified a critical shortage of experienced police supervisors and managers at Sergeant and Senior Sergeant level because of a 1991-94 recruitment freeze, and 'seriously depleted' physical resources across the organisation.

In the immediate wake of the O'Sullivan findings, the Northern Territory Government committed \$75 million in funding for the police force to address the identified needs.



L to R: Foster Stavridis (Project Manager), Sue Raeburn (Project Coordinator) and Grahame Waite (Commander, Continuous Improvement Program). Absent is Cassie Harradine (A/Research Officer).

Police Commissioner Paul White set up the *Building Our Police Force* program to undertake what he described as 'the massive task' of implementing the changes within a target two-year timeframe.

The program's key drivers include a five-member steering committee chaired by Commissioner White, and the 10-member implementation management team headed by experienced Queensland Police human resources and management executive Foster Stavridis.

"We see the O'Sullivan report as a roadmap for the police force to follow, for setting out to achieve what needs to be achieved here," Foster says.

"We're very proud of the progress we've made so far. Though it's only been nine months since the recommendations were handed down, considerable initiatives have been put into place in terms of increasing human and physical resources for police stations and units all over the Territory.

"A huge recruitment marketing campaign by the Media Unit has been extremely successful in attracting increasing numbers of applicants, including many from the Territory. But this campaign is not just about increasing police numbers. It is also an exercise in making the NT Police Force an 'employer of choice' for would-be recruits. The goal is to retain recruits for the long term by providing them with a good working environment that makes them want to stay here.

Foster sees exciting times ahead for the NT Police Force because the O'Sullivan report and findings. "It has set benchmarks that other law enforcement agencies around the country can follow," he says. "We have a unique situation here where the government has seized the initiative to implement major changes after a police review which, unlike most other police reviews, has not been a consequence of corruption allegations."

# ACPOs dance up a storm at Police Tattoo

Several Northern Territory Aboriginal Community Police Officers were selected to participate in the International Police Tattoo at the Adelaide Entertainment Centre last September.

The Tattoo is the coming together of all state police bands and other performers for a public musical display.

The invitation for our ACPOs participation extended from their performance and appearance in the 2001 Police Tattoo, also held in Adelaide.

Selecting our 2003 performers was not an easy task. Every ACPO across the Territory was given the opportunity to organise a group and participate, although many were hesitant to perform in front of such a large unknown crowd in another state.

For the ACPO performance at the Tattoo, our troupe decided upon a five-minute performance displaying the ACPO role in policing in the NT. The performance depicted bush tucker gathering in traditional paint and clothing, with the ACPOs going back to the campfire with an evening corroboree. Their evening is then interrupted by a call to duty where the ACPOs make a quick change into uniform and depart the ceremony in a makeshift imitation NT Police caged vehicle under lights and siren.

Due to the distances between each member of the troupe, rehearsals did not occur until the team was together during the week before departure. The Commissioner was invited to a full dress rehearsal and display on the Friday before final departure. (Sorry Sir, that paint gets onto everything.)

After much misadventure in getting everyone and their equipment

onboard a plane for Adelaide, via Sydney, we all eventually arrived at our destination some nine hours after arriving at Darwin's airport.

Our performances at the Tattoo got off to a shaky start through no fault of our own, however the hired help was quickly sorted out and the rest of the performance went off extremely well. The NT's ACPOs were the only performance at the Tattoo to receive a standing ovation from the spectators, while the use of a solo didgeridoo at the opening and closing ceremony also brought rave reviews.

Wearing just traditional dress saw our ACPOs affected by the cool weather in September, but they braved the conditions. In the end

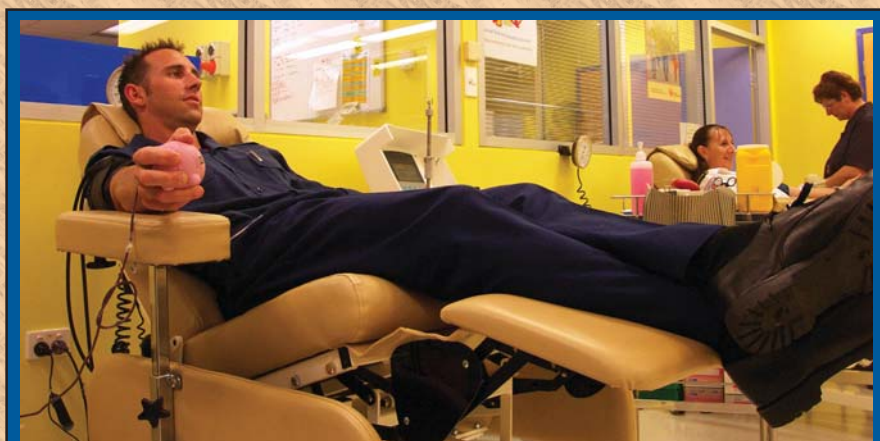


Photo L to R: ACPO 1/C Graham Turner (Ngukurr), ACPO 1/C Lorraine Jones (Timber Creek), Commissioner Paul White, ACPO 1/C Garry Munungurritj (Nhulunbuy) and ACPO Nathaniel Miller (Maranboy)

the 18-hour days during the Tattoo was worth the effort with the group ecstatic with their performance and the reception given by the crowd.

And the after party...well that's another story.

*The Channel 7 video does nothing to reflect the true atmosphere of the Tattoo, but a copy is available for viewing at IPDU or the Police Library.*



*Nerves of steel and veins pulsating with blood was the order of the day when members of PFES attended the Australian Red Cross Blood Bank late last year to donate some much-needed blood. Consisting mostly of members from JESCC, along with Phil Karlhuber (pictured above) and Peter van Boxtel from the Furies, the group travelled by bus from PMC to Casuarina thanks to the auspicious driving skills of A/Snr Sgt Danny Bacon, who after several attempts at trying to park the 20 seat vehicle, finally managed to do so.*

*While several 'first-timers' were briefed on the process of giving blood, those who had done so before were quickly strapped into their chairs, their veins pricked with needles as blood was slowly extracted from their bodies. All in a day's work as they say.*

# New Police Station at Kintore



Work on the \$2 million police station complex at Kintore was completed late last year and the station opened its doors for business on 19 December.

The Territory's newest police station opened its doors for business in December and was officially opened in a joint ceremony in April.

Kintore, situated 585 kilometres north-west of Alice Springs is one of the most remote communities in the Territory. The nearest police station used to be Papunya, three hours drive away, which meant a great deal of responsibility was left to Kintore's resident Senior Aboriginal Community Police Officer (ACPO), Andrew Spencer.

Last year, Police Ministers from Western Australia and the Northern Territory flew to Kintore to meet with members of the community and sign off on a Statement of Intent. The new police station and three houses were duly completed, to be staffed by two members from Northern Territory Police and one from Western Australia Police. Brevet Sergeant Ben Doman left Western Australia in January to take part in familiarisation training with NT Police at Alice Springs prior to him taking up his permanent position at Kintore. He was sworn in as a special constable with NT Police, giving him extraordinary powers outside his own jurisdiction.

While special constables have been around for many years at border stations, this will be the first time in Australia that a police officer from one jurisdiction has

been permanently posted to a police station in another jurisdiction.

Superintendent Southern Division Colin Smith said the arrangement was in response to a unique situation at Kintore.

"This arrangement provides a more effective and timely police response across two jurisdictions, regardless of State or Territory borders," Supt Smith said. "After much negotiation, this is a unique solution for an obvious problem.

"With Kintore being so close to the Western Australian border, offenders easily escaped detection by fleeing into Western Australia. There, the closest WA police station was about a three hour flight away, making the timely apprehension of offenders very difficult.

"Although there is still some work to be done on the legislation, the intent of this multi-jurisdictional police station is to allow greater powers of arrest and processing of offenders in either jurisdiction."

The new complex was built at a cost of almost \$2 million. Officer in Charge of Kintore Police is Brevet Sergeant Steve Hall. He is supported by Constable Libby Andrews and Senior ACPO Andrew Spencer, as well as Western Australian officer, Brevet Sergeant Ben Doman.



The official opening also provided an opportunity for the Commissioner to present Senior ACPO Andrew Spencer with an NT Police Service Medal. Andrew has worked as an ACPO for many years and is a respected elder and lawman in his community.

*Pictured are Kintore police members (front, from left) Const Libby Andrew, Brevet Sgt Ben Doman, Brevet Sgt Steve Hall and Aboriginal Community Police Officer Andrew Spencer with senior police from both NT and WA. NT Police Commissioner Paul White (third from right) and WA Police Commissioner Barry Matthews (second from right) were on hand, together with WA Commander Murray Lampard, (far right) NT Commander Gary Manison, NT Assistant Commissioner Mark Payne and Supt Colin Smith (partly obscured).*

# Public safety EXPO

22 August 2004 - mark it in your calendar now. That's the day of the Public Safety Expo to be staged at the Peter McAulay Centre.

Under a theme of 'Together protecting our community', the NT Police, Fire and Emergency Services will showcase the work we all do to help keep our community safe.

The idea is to show the public the variety of work carried out by our members, the skills needed to perform these tasks and highlight the variety of career paths available within our organisation. With a number of hands-on activities and action-packed displays, the day promises to be a 'not-to-be-missed' affair.

**Expo Coordinator,  
Sharon Hutton**



The Expo will be put together by a highly skilled Project Team. Chaired by Superintendent John Emery (Crime Prevention Unit), other members of the team include Ian Lockley (Commander Darwin Fire Station), Sandra Mitchell (Media Manager PFES), Senior Sergeant Dean Moloney (Crime Prevention Unit), Patrick Horner (Public Education Development Officer, Emergency Services) and Stephen

Farrwell (Office of Crime Prevention).

Sharon Hutton (pictured below left) has been employed as Project Co-ordinator and comes to us with a background in managing major events. Sharon will be the primary contact for all Expo inquiries, but feel free to discuss any suggestions you may have for the Expo with any member of the team.

Keeping with the free family fun day format, local service clubs and community groups will be engaged to assist on the day. Any money raised will go straight back into the community and their involvement will further emphasise the strong relationship the Tri-Service enjoys with many local organisations.

If you're involved with a service group that may be interested in providing catering or managing car parking, cleaning or rubbish at the Public Safety Expo, please contact Sharon on ext 23545.

The 2001 NT Safe Expo was a huge success with more than 11 000 people through the gates. We hope to draw upon the

positives of the previous expo and refine our product to provide a bigger and better experience for the public. You'll see some changes and a few surprises, but it will certainly be a day for the whole family.

Further information can be found on our website [www.pfes.nt.gov.au](http://www.pfes.nt.gov.au).



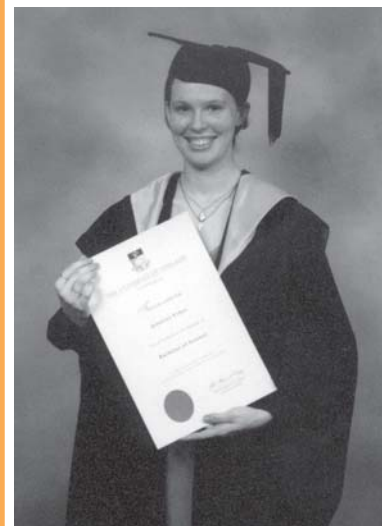
***The work of Police Legacy has been recognised by one recipient's family in a letter of thanks to the Deputy Commissioner of Police.***

Ms Hilde Usher took time out to thank all members of Police Legacy for the help and support provided to her daughter, Jennifer, who recently graduated from Adelaide University with an Honours degree in Science, after completing her Bachelor of Science Degree.

Ms Usher wrote, in part: "Police Legacy have helped her tremendously by giving her an education grant every year and a grant which enabled her to buy a computer to help her in her studies. They have also paid her HECS fees, which has taken a load off our shoulders."

Jennifer (below) is the daughter of Superintendent Tom Usher, who served in NT Police for many years until his death in April 1997.

Mr Wernham thanked Ms Usher for her letter and provided congratulations on Jennifer's achievements.



# Interpreters a vital cog in solving crime

History has shown that inadequate use of skilled language interpreters by police investigators to extract and present vital court evidence can make or break a case.

But the damage can be done long before any court appearance. Unsuspecting police who don't understand a non-English speaking person's cultural sensitivities and who fail to win their trust can unwittingly botch investigations from the start.

Local police officers are trained to be conscious of the Territory's broad ethnic and Indigenous language challenges – and the reasons behind former Chief Justice William Forster's ground-breaking 'Anungu Rules', a set of guidelines for interviewing Aboriginal people. Police investigators don't hesitate to call in an interpreter if they have the slightest doubt about a person's ability to understand English.

To further enhance understanding of this valuable policing tool, the Berrimah Police College has recently introduced skilled NT Interpreter Training Service (NTITS) practitioners to help train detectives and emphasise the scope and importance of interpreters for police work.

Sergeant Steve Martin, of the Criminal Investigation Development Unit, says detective training now focuses heavily on the critical need to use both Indigenous and ethnic language interpreters for a whole range of police investigative work.

He says the college has been fortunate to have access to top-level NTITS people with extensive practical experience, to assist with recent training courses, and their input and feedback has been invaluable.

"We've been using pairs of interpreters from different language groups, in scenario based training and it's been a very positive, two-way learning experience.

"These people have been teaching us how best to extract important information from both victims and offenders who don't speak or understand English. They stress, for example, that we should keep well away from using police jargon and stick with simple language.

"But as well as the actual language aspect, they've been able to assist us in understanding the cultural sensitivities of the different ethnic groups.

"They emphasise that effective communications is very much about body language and that body language can be vitally important to the way people respond to questioning. For

example, police investigators should always address questions directly to the person being interviewed, even though that person can't understand a word of what they are saying and has an interpreter present. It's very easy for us to talk to an attending interpreter rather than the offender, victim or witness being interviewed.

Sgt Martin says a police investigator's ability to gain trust is an important skill, particularly when the interviewee comes from a country where he or she has had a bad experience with the police. "In a lot of cases, we need to build up a rapport with people who fear or don't trust the police," he says.

## Darryl Pepper retires

Chief Fire Officer and Director of the Northern Territory Fire and Emergency Services, Darryl Pepper, hung up his helmet in January after a two year stint with NTPFES.

Mr Pepper had many years of distinguished service in the delivery and management of fire and emergency services in Australia, including 28 years with the Queensland Fire Service before moving to the Territory.

Commissioner Paul White, on announcing Mr Pepper's retirement, thanked him for his valued service during his two-year tenure.

"The service is going through a process of change that is challenging and rewarding and I personally wish to thank

Darryl Pepper for his dedication and commitment," Mr White said.

Mr Pepper was presented with a gift of appreciation by Deputy Commissioner Bruce Wernham (below) before his departure, on behalf of the Commissioner.

He and his wife intend to spend their time travelling Australia.



# New Police and Fire facility at Humpty Doo

Police, Fire and Emergency Services Minister Paul Henderson recently announced the new rural \$2M Police and Fire Services facility will be built in the Humpty Doo Village Centre.

"By having police and fire officers working from Humpty Doo, the new facility will see an improved level of service for the residents of the rural area, and will also ease the workload on the Palmerston police and fire stations which currently serve the area," Mr Henderson said.

In addition to the geographic advantages of the Humpty Doo Centre, the new site will make construction quicker and more efficient.

The old proposed site on the Arnhem Highway would have needed between \$220 000 and \$290 000 in site works before building could begin whereas the Humpty Doo Village Centre site is ready for construction. The original site would have also needed services and some road-work installed but the new site is serviced and has roads already in place.

The new facility will incorporate a fire service area and a general police reception area, interview rooms, a muster room and a holding cell.

Initially, the police station component of the facility will operate from 10 am to 6 pm each weekday and 8am to 4pm on weekends. Services to the public will encompass a shop-front and a police General Duties patrol, which will supplement the existing service from Palmerston. The extended hours on week days will allow day workers to more easily access this service.

The fire station component will, in the first instance, be manned five days a week on a day shift basis between 8 am and 6 pm. An after hours response service will be provided from Palmerston and the five local volunteer brigades.

Tenders for the facility will be called for in April this year with work to commence in June and completion expected by January 2005.



## 3rd AUSTRALASIAN DRUG STRATEGY CONFERENCE

Alice Springs is the venue for the third Australasian Drug Strategy Conference, to be held from 4-6 May.

The conference has drawn top class speakers from around the world, including Deputy Commissioner Garry Loeppky, of the Royal Canadian Mounted Police, who will speak on Canada's approach to drug supply and demand reduction.

Mr Chartchai Suthiklom, from Thailand's Narcotic Control Board and Professor Richard F Catalano, of Washington – a man with wide-ranging experience and who has conducted a raft of research into drug-related issues – will also provide keynote addresses, along with Alistair MacGibbon, the Director of the Australian High Tech Crime Centre.

The conference is being jointly hosted by NT Police and AFP. It will be conducted in four streams relating to illicit drugs, licit drugs, drugs and information technology as a tool and indigenous substance abuse.

One of the highlights of the conference will be the official dinner at Ooraminna Cattle Station on the evening of 5 May. The station offers a spectacular backdrop for a Central Australian sunset and an opportunity for networking by delegates.

Another feature will be the option for delegates to participate in a one-day workshop at Ntaria on the final day of the conference. The workshop will cover a range of indigenous drug topics and is restricted to 50 participants.

Commissioner Paul White said the conference would be of direct benefit to those within the fields of health, education and training, welfare, corrections and justice, law enforcement, research, policy, youth work and all levels of government.

"I also see it as a great opportunity for members of NT Police to network with and learn from counterparts throughout Australia and also from overseas."



## Foster a force in his own right

The NT Police Force has lured a high calibre catch in Queensland's Foster Stavridis who is introducing change through the *Building Our Police Force* program.

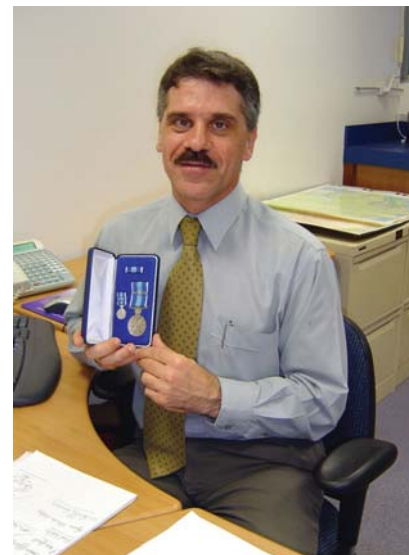
Foster comes with a human resource management, industrial relations and corporate strategy background on two years unpaid leave from the Queensland Police Force, has some impressive accolades and achievements to his name.

In December, he was awarded the Queensland Police Force medal for 17 years of diligent and ethical service, an honour more commonly bestowed on a police officer than a public servant.

He has also been nominated twice – in 1999 and 2002 – for the Prime

Minister's Employer of the Year Award for initiating a nationally recognised Queensland Police Force work experience and training program for disabled students. This program entailed visiting high schools to encourage mainly hearing and sight-impaired students to take up work experience with the police force, with a view to possible future employment.

"We have put 18 or so students through the program and I am proud of what this achieved," he says. "As well as helping the students develop valuable skills, it broke down barriers for people already in the force. When the idea was first introduced, we had to allay the fears of protective parents by



stressing that these kids were going into a safe office environment.

Foster says he's been given a warm welcome to the NT Police Force and is excited at the prospect of helping to bring positive changes through his new project management role. His significant past experience in introducing change and organizational restructuring as a consequence of internal and external reviews stands him in good stead for the position.

His career highlights include leading strategic programs resulting from the recommendations of the 1989 Fitzgerald Report into police corruption, the 1993 Queensland Public Sector Management Commission (PSMC) review into work practices, Sir Max Bingham's review of regionalisation efficiencies and, more recently, the Queensland Government's *Aligning Services and Priorities* Initiative dealing with restructuring of financial and human resource services throughout the public sector.

He has also been a key member of the law enforcement team detailed to set up the Queensland Crime Commission, and has led negotiations to establish a School of Business Forensics at the University of Queensland for the purpose of recruiting future professional personnel for the police force in the fields of forensic information technology and investigation accounting.

## Commendation for Furies

Two members of the NT Fire and Rescue Service have received formal recognition of their valiant efforts in attempting to save the life of a woman while off duty.

Firefighter Stephen Curry and Senior Firefighter Qualified Terry Trewin (pictured right with former Chief Fire Officer Darryl Pepper) were both presented with the Chief Fire Officer's commendation at the Darwin Fire Station late last year.

Sadly, the two Furies' efforts in trying to revive the well-known Darwin woman until St John Ambulance members arrived at the scene proved unsuccessful.

Both Stephen and Terry kept the incident to themselves in the months following the event, so much so that most of their workmates at the presentation were unaware of their colleagues' experience during a social event of the Darwin Cup Carnival in August.



The two men were attending the Darwin Turf Club's Gala Ball at the MGM Grand Casino when the middle-aged woman collapsed unexpectedly and later died as a result of a heart attack.

Instinct took over for both Stephen and Terry with both performing CPR on the woman until ambulance members arrived.

(Former) Chief Fire Officer, Darryl Pepper, commended the two officers on their efforts, adding their actions on the night, without personal protective equipment and in testing conditions, was extremely admirable.

## Ocker retires

After 21 years in the NT Police Force, Senior Constable Neil Galloway (Ocker) has handed in his badge.

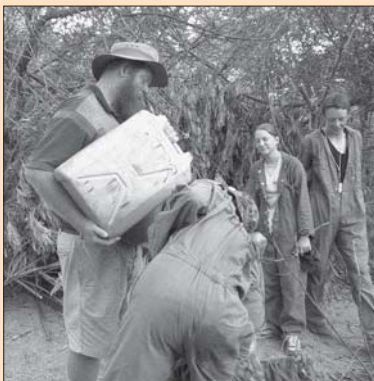
There wouldn't be too many people in the NT who haven't come across Neil – the gentle giant with the fiery red beard has served at Tennant Creek, Ali Curung, Groote Eylandt, Avon Downs, Warrego and in Palmerston.

He worked as a school-based constable for Palmerston High School and Palmerston's primary schools, where he dealt with about 2500 children a week – a job he described as rewarding.

Neil and his wife Sharron moved to Bethanga in Victoria in December last year to be closer to their families.

"I've met some really wonderful people here – not just people I've worked with but people I've met while I've been out doing the job. I'll miss that mateship," he said.

Neil was encouraged to join up by officers who visited Kirby's hotel at Katherine where he was working as a chef in 1981. It was at his first job at Tennant Creek where he earned the nickname "Ocker" because of his love of Aussie slang.



Ocker serves refreshments at survival camp

## Call Centre duties in the JESCC

By the end of this financial year, the role of the JESCC will be expanded markedly to include a greater provision of service to both the members of the public and operational members on the road.

The Call Centre - a recommendation of the O'Sullivan Review conducted last year - calls for a dedicated call centre staffed by Police Auxiliaries. The total allocation of staff is expected to be 14 additional Auxiliaries and four supervisory Sergeants who will work with other JESCC supervisors.

The Call Centre will be designed to answer calls from the public and assist in the appropriate provision of information and tasking of police resources to calls for assistance. It will not replace the emergency responses elicited through use of the 000 number.

The police assistance number to be implemented will be based on what is beginning to be seen as a national number - 131444. Territory-wide this means a member of the public will reach their local police station to make reports of a non-urgent nature.

It will not do away with local police telephone numbers, but aims to provide a simple alternative method for people to speak with police. First level response and referrals for Victims of Crime will be also be provided through the Call Centre.

For the Darwin region, the Call Centre will be located in the JESCC at Berrimah. A refit of the existing JESCC facility will take place during May and June, along with the installation of additional radio and IT infrastructure.

A major aim of the Call Centre is to relieve members entering individual jobs on the PROMIS

system and making them more available for patrols, which is what they are highly trained for. This means Darwin radio operators will take job results and the Call Centre will ensure relevant PROMIS information is updated.

As such, there will be a close working relationship between the PROMIS Support Unit and the JESCC to help operational officers. This is likely to include the updating of long property lists for members in remote areas.

An extensive set of business practices will be developed to ensure the efficiency of the Call Centre and more information on those will be provided prior to the 'roll-out' date.

The NT model for the Call Centre is based on a hybrid of 'best-practices' from other jurisdictions, including NSW and South Australia.

One of the key areas to be addressed through the project is the provision of formal qualifications for new and existing staff.

In conjunction with the Optus College and external consultants, four JESCC qualified trainers and HRD staff from the PFES College Curriculum Development unit will develop a package to provide nationally recognised certification for operators in Contact Centre management.

Part of this training will also use an "E-Learn" package to allow operators to complete work at their own pace and from home.

The recruitment process has taken place for the first batch of operators for the Call Centre.

# Community thanks the force

Arranging the Blue Light Disco, helping run the Tournament of the Minds Australian final, providing valuable experience for Aboriginal Sea Rangers and compassionate, professional service to the wider public were some of the issues that inspired letters of thanks to Commissioner Paul White in recent months.

A good example came from a 68-year-old Palmerston man who awoke at 3am to discover an intruder in his bedroom.

He wrote that after contacting 000 the response from the police was excellent and did much to alleviate the shock.

"It was very much appreciated to have police of this calibre attend a distressing crime like this," he said.

Commissioner White was able to pass on the praise to the three officers involved but also inform the man that the perpetrator had already been arrested.

Simple courtesy by Police Auxiliary, Catherine Martin, won praise from a member of the public who needed to report "an unpleasant incident" to the Mitchell Centre front counter.

"It is always pleasing to hear about the professional approach to customer service by members of Northern Territory Police," said the Commissioner.

But there was also lots of bouquets from school principals and students alike for supervising Blue Light discos. The Holy Family School, in Karama, thanked police for providing "a very positive, friendly environment" that by way of a bonus also raised \$400 for the Student Presentative Council, which was destined to the Red Cross and a sister school in East Timor!

The Principal of Wagaman Primary School thought Blue Light engendered "a true sense of student well being." While a student at Woolaning Primary School assured the Commissioner that "everything ran smoothly and we had a lot of fun."

Then there was the contribution of Sgt Des Blanch, of the Drug Enforcement Unit, who was guest speaker at a conference organised the Brothers Rugby League Football Club, Darwin.

"Nearly 100 delegates were very impressed with his presentation, sincerity and humour," wrote Brother's CEO, Neil Watson.

Similar praise for Senior Constable Peter Russell for his work at the Sea Ranger Training Workshop organised by the Northern Land Council.

And commended was help provided to run the Tournament of Minds Australian Final at Charles Darwin University. Special thanks came from NT Director, Nicky Honan, who congratulated Senior Constable Joe Linco and the Junior Police Rangers.

Also mentioned were:

- ☺ Sgt Andrew Hocking's timely, efficient and professional dealings in relation to a formal complaint.
- ☺ Praise for Constables Ben Martin and Martin Tindal in removing a net strung across a waterway at Stuart Park.
- ☺ Positive comments regarding work by Katherine Police in addressing anti-social behaviour, with special mention of A/Supt David Pryce, A/Snr Sgt Dale

Campbell, S/Const Brett Wenn and ACPO Baden Alley.

- ☺ Sgt Rob Jordan and Constable Chris Galati's handling of a break in reported in the Casuarina area.
- ☺ Work by Constable Paul Blackburn at an accident scene near Ali Curung.
- ☺ Congratulations for Sgt Noel Gokel's successful bid for a grant from the Multicultural Advisory Bureau's MOSIAC fund.

## Changes to Media Unit

Mr Andrew Cummins has joined the NTPFES as the Director, Media, following the resignation of John McCourt.

Media Manager, Sandra Mitchell is about to go on maternity leave and her replacement will be announced shortly.

Staff are reminded that members of the Media Unit in Darwin and Alice Springs are available to assist and provide advice in relation to all media enquiries. Training is also available for staff who deal with the media as part of their roles.

For any assistance, call 8922 3535.

# BEATING THE HEAT

From the outside it looks like any one of a number of police vehicles that can be seen throughout the Territory.

But inside and more importantly where it counts, under the bonnet, this baby is different.

With eight cylinders and more horsepower than the stables at Fannie Bay racecourse, The Heat - a 2003 VYSS Gen 111 Commodore - is the star recruit of The Heat racing team, a policing initiative aimed at promoting road safety.

Beat the Heat (NT) is an extension of the US based 'Beat the Heat' program that is designed to educate young drivers about the dangers of involvement with drugs and alcohol while driving through police involvement in the adrenaline-charged sport of drag racing. Whilst the NT program continues to uphold the goals and objectives of its US-based cousin, it is primarily geared towards combating the growing incidence of hooning and anti social driving in the community.

Staffed by a crew of off duty police officers, consisting of seven men and one woman, The Heat has pedigree that any racing enthusiast would be proud

of. It is powered by an engine that was once used by Australia's own king of the Mountain, Peter Brock during his recent foray into Targa Tasmania racing - the car is producing times in the high 13 second mark on the 'quarter mile' at Hidden Valley.

"While fast times and speed is all part of racing over the 'quarter mile', The Heat has more importantly been put in place as an initiative to encourage young drivers to race their cars legally and safely on the track against us, rather than on the street," said Superintendent Mark Jeffs, the main instigator of NT's The Heat.

"Our goal is to break down the barriers between young drivers and the police. We want to humanise what we do and attract street racers to the track to take us on and as such, we have to gain their trust.



"We need to relate to these young drivers if we hope to influence them and as such we are appealing to them through the common interest in motor sport."

The aim is to reduce and prevent hooning behaviour on the streets and put it in a controlled and safe environment of the racetrack.

The Heat was launched by the Commissioner in November. The car has been fully sponsored via 'in kind support' from local businesses.

News of 'The Heat' is spreading fast both nationally and internationally. The NT Program has already featured twice in Automotive Performance News, the official magazine of Beat the Heat USA – it made the front page in January.

Supt Jeffs said he was really excited about the promotional aspects of the car and the team.

Aside from racing, The Heat will be used at

public displays, promotional activities such as recruiting, the NT Public Safety Expo and will be featured at the V8 Supercars.

"I am also exploring opportunities for us to be involved with Camp Quality. A lot of people have backed us and that's a great opportunity for us to give something back and make a few wishes come true," Supt Jeffs said.

"Whilst the team is getting pretty settled now, we are always looking for people interested in helping out.

"We have a very valuable asset and we have to learn how to drive it and look after it. It takes a lot of commitment by the members involved. But if you are committed to road safety, interested in getting your hands dirty and have an interest in motorsport, we'd love to hear from you."

Members interested in finding out more about Beat the Heat can contact Supt Jeffs on 8922 3273

Team (Drivers): Supt Mark Jeffs (PFES College), Sgt Kerry James (Recruitment), S/Const Ross Bohlin (Palmerston), S/Const Dean Barrett (Speed Camera Office), S/Const Steve Hazel (Palmerston), S/Const Phil Palmer (AIU), S/Const Meghan Funnell (CIB), Const Shane Humphreys (AIU).

Pit Crew: Dave Cunnington (Fleet), John Sorrenson (Kerry Holden), 1/C Constable John Gregory (AIU), Damon Jeffs, Michael Humphreys, Adrian James, Kurt Barrett.



# Ian Bradford memorial

By Di (Bradford) Bowers

**An article on former member, Ian Bradford, marking the 20th anniversary of his death on 28 January.**

Ian Bradford would be 57 now, probably still keen on keeping fit, definitely grey and would love being a grandfather.

Ian spent his first seven years in NSW then moved to Darwin with his family - he was one of the first children enrolled at Parap Primary school.

His parents' car was the 25th registered in the NT (No 25 is still in the family). Ian loved the Territory, in the 50s nobody locked their doors or cars, everyone knew everyone and children knew a freedom we will never know again.

After high school Ian joined the RAAF, spent time in Sale and Wagga, then got a posting back to Darwin. I met him at a "late night" at the Hot Cold in the Darwin Hotel in 1966. In 1969 he spent 12 months in Vietnam and we were married within weeks of his return. After three years in Kingswood NSW, Ian left the RAAF and joined the NT Police Force - he was 27. We had some great times, although I do remember finding some things a little hard to get used to - shift work, call outs etc and "choir practice". We spent three years on Groote Eylandt in the late 70s, it was an amazing experience, and one I will never forget or regret - we had a busy and unique few years.

Ian loved being in the Police Force and he loved the people he worked with. He was big, cheerful, loved a joke, a laugh and the odd drink or two.

Those of you who remember him will know you either really liked Ian or not! He was kind-hearted, loyal,

honest and always right! He never backed down from his beliefs and convictions. Ian was a great friend, a wonderful father and the best husband.

We had 14 years together and not one was boring - we missed him terribly.

Twenty years on, I remarried in 1990, our children are all successful in their chosen careers, Philip is married to Belinda. They have a son, Will Ian Bradford, and live on Hamilton Island. Graham is overseas and has been for the past six years, while Paula lives in Darwin.

Throughout the last 20 years, the NT Police Force personnel have



Commissioner Paul White lays a wreath with Ian Bradford's daughter Paula

provided great support to myself and my family. I especially thank Gowan Carter, Lynnette Balchin and Anne-Marie Murphy who helped me many times in the first few years and remain close friends. The Police Association and NT Police Legacy are wonderful organisations - your members can be proud and confident of their care and consideration when needed.

My best wishes to all the NT Police Members and may 2004 be kind to you all.

## GWYNNIE'S GIRLS

Superintendent Colleen Gwynne is well known for her sporting abilities, but she is not so well-known for the time and effort she puts in behind the scenes to help others attain their goals.

Late last year, Supt Gwynne took a team of indigenous girls to a national netball carnival in Canberra. The Charles Perkins National Indigenous Netball Carnival attracted teams from throughout Australia, and Central Australia contributed two netball teams - one open team and an under 17 development squad.

Northern Territory Police were well-represented with Jennifer Nixon from the Juvenile Diversion Unit attending as a national delegate and Kim Woosnam (wife of Constable Brad Woosnam) selected as sports trainer.

Supt Gwynne said the weekend was a huge success with both teams finishing third and two members of the open team being selected in the All Australian Indigenous team. She was thrilled with her team's performance and attributed their success to an intensive fitness training program prior to the carnival.

"The training obviously paid off with the girls being able to play up to four games a day and still maintain their skill level throughout the entire carnival," Supt Gwynne said.

# Women in Policing

By Sgt Pauline Polychrone

Detective S/C Kerry Legg and I attended the International Association of Women Police Training Conference in San Francisco during September. Kerry and I were nominated to attend the conference in order to investigate the requirements of the NT Police bidding to host the 2007 International Association of Women Police Training Conference in the Northern Territory.

Both Kerry and I felt the conference covered a diverse range of topics including Australian Federal Police International Liaison Network; linking law enforcement globally; have guns, will travel; firearms trafficking and investigations; bombs and other prohibited material in the mail; mentoring; police response to victims of sexual assault; child internet crime; terrorism; and weapons of mass destructions.

Kerry was particularly interested in the criminal investigation training whilst I attended more policy orientated training, Internet Crime and Terrorism information sessions.

The training conference gave us an insight into how well our department deals with issues and what problems other jurisdictions face or have faced and solutions they have used to deal with certain

issues. We were surprised and pleased to find that we do things relatively well in most areas.

It was great to network with women in law enforcement from all over the world including, Spain, England, Wales, Canada, USA, Bosnia, Uganda, Jamaica, Argentina and Singapore.

We also attended a meeting with the executive board members of the IAWP regarding our interest in bidding to host the 2007 conference and have provided a report to Commissioner White regarding this.

Also attending the conference from Australia were three representatives from Victoria (two of whom had been sent to the conference to accept an award on behalf of Commissioner Christine Nixon) and a member of the Australian Protective Services.

I was also given a tour of the SFPD training academy. It is situated in an old primary school. The trainees have to do their PT outside of the grounds and drill in the car park. Overall, our facilities are much better.

Feel free to come and ask Kerry and I about the conference and the information we received during the training sessions.



Detective S/C Kerry Legg and Sgt Pauline Polychrone (second and third from left respectively) with fellow delegates



Supt Colleen Gwynne with the U 17 development squad from Central Australia at last year's Charles Perkins National Indigenous Netball Carnival. Team Manager Yasmin Watts (pictured right) was also there to support the girls.

"Their attitude and enthusiasm was commendable and reflected well on Central Australia."

Supt Gwynne said her involvement as a netball coach of an indigenous team had provided some unexpected additional benefits as well.

"It seems as if sport crosses all boundaries. When they see you as a coach, they stop seeing you as just a police officer and really begin to establish trust. In our job, that can be a very valuable thing."



Northern Territory Government