

POLICE — FRONTLINE 2020

**373. MR N.W. MORTON to the Minister for Police:**

Before I ask my question, can I just acknowledge the principal and students from Heathridge Primary School in the member for Joondalup's electorate who are in the Speaker's gallery.

Can the minister please provide an update on the effectiveness of the Frontline 2020 reform local policing teams' mobile phone initiative?

**Mrs L.M. HARVEY replied:**

I thank the member for Forrestfield for this question and for his continued interest in policing in his area, and particularly that engagement he has taken up personally with his local policing teams.

Frontline 2020 is our new policing model, and the government and WA Police have been working very effectively together to implement this new model of policing in Western Australia, starting, of course, as we know, in the Perth metropolitan area. We are now rolling out our Frontline 2020 program into regional Western Australia. Part of the new program was to have local policing teams engage more effectively with members of the community. To help facilitate that, we encouraged local policing teams to engage with Facebook and Twitter, and to also advertise their mobile phone numbers. Each of the local policing teams has its own specific mobile phone number that is linked to particular suburbs, so that members of those communities can contact the local policing teams and feed local issues directly to the team responsible for solving them. In response to some issues raised in this house by the member for Mandurah, in fact, who said that these calls were going unanswered and that there was a pending catastrophe with the lack of response from these local policing teams and calls from the community that were not being attended to, we commissioned an audit between 13 and 19 April on our local policing teams. The audit was to have a look at the number of calls received, the volume of calls, the number of calls answered, the number of messages left for calls that were not answered, the time taken to contact the caller after a message was left, and also the suitability of those calls. That was to ensure that people are contacting these local policing teams for matters that are of a local nature and not for other matters. The results of that audit were very interesting. We had 472 calls to our 148 local policing teams over that week from members of the community. Of those calls, 25 per cent that were answered and responded to were not in fact appropriate calls, so we know that we need our local policing teams to engage more proactively with the community and we need to do a little more marketing and a bit more education and push out the information as to which of the calls the local policing teams can appropriately respond to. The really interesting statistic, though, that I am very pleased with—it shows our model is working—is that of the calls not immediately answered, 95 per cent were responded to within 24 hours. When a message was left with the local police around a matter, 95 per cent of those calls when callers had left a message were responded to within 24 hours, and around half of those calls were responded to within two hours. We think that is a success story. We are really pleased with the results of that audit.

**Mr D.A. Templeman** interjected.

**The SPEAKER:** Member for Mandurah!

**Mrs L.M. HARVEY:** We have learned from this that we do need to market the local policing team mobile phone initiative more effectively—probably through Facebook and Twitter—and push that message out. We will maintain an ongoing six-monthly audit of the success of this trial, making sure that we can keep the agency informed and local community informed of this opportunity to connect more effectively with their local policing teams. We will also embark on a mystery shopper program with local policing teams, by which we will have people randomly call the local policing team mobile phone numbers and assess the quality of the response they get from that mobile phone number and the effectiveness of the local policing team. I thank the member for Mandurah for raising that issue. The results of that audit were very informative, and the ongoing audit of this program will continue to improve and perfect the model that we are so proud of and that the community has embraced so warmly in Western Australia.