Policing for same sex attracted and sex and gender diverse (SSASGD) young Victorians

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VICTORIA POLICE

Australian Research Centre
in Sex, Health and Society

GLHV
Promoting LGBTI Victorians' health & wellbeing

Acknowledgements

Many thanks to the SSASGD young people and serving Victoria Police officers who participated in our state-wide surveys and those who agreed to share their stories at interview or as part of a focus group. We hope that the data and stories of interactions between young people and police will assist Victoria Police to improve their relationships and engagement with SSASGD young people. We hope it will also increase SSASGD young people's willingness to seek help and report criminal offences to Police.

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STUDY BACKGROUND AND RATIONALE

This project addresses the relationships between same-sex attracted, sex and gender diverse (SSASGD) young people and Victoria Police. Historically, relationships between Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) communities and police have been very poor (Dwyer et al., 2017). In recent years, Victoria Police have taken steps to improve these relationships including providing LGBTIQ+-inclusive diversity training, and introducing and then expanding the GLLO program. However, to date, there has been minimal research exploring the relationships between Victoria Police and SSASGD young people specifically.

In order to address this gap, this project aimed to gain a sense of the relationships and levels of engagement between Victoria Police and SSASGD young people. The project looks at how being both young and LGBTIQ+ affects SSASGD young people's perceptions, interactions and willingness to engage with Victoria Police and how these interactions differ according to differences in sexuality and gender identity *among* SSASGD young people. The project also looks at how differences between local communities can affect the relationships between Police and SSASGD young people and how these differences need to be addressed by Victoria Police in the development of community-based SSASGD youth engagement strategies.

METHODS

In order to examine the policing of young SSASGD Victorians, we sought to include the views of both young SSASGD Victorians and current serving members of Victoria Police. The research was conducted in two phases.

Phase 1: Online Surveys

Two online surveys were run: one survey was targeted towards young SSASGD Victorians aged 16-25 (n=76), and the other towards current serving members of Victoria Police (n=361).

Each survey explored:
- How Police and SSASGD young Victorians perceive one another
- The experiences of these groups in interacting with one another
- Barriers to reporting crime, including prejudice-motivated offences
- Knowledge of, and engagement with, GLLOs
- Strategies to improve relationships and engagement between Victoria Police and SSASGD young people.

Victoria Police members were recruited via an email advertisement distributed by Victoria Police on behalf of the research team. Young SSASGD people were recruited via email advertisements distributed by members of the HEY Project.

Phase 2: Focus Groups and Interviews

Focus groups and interviews were held with SSASGD young Victorians and Victoria Police members at two regional sites. These provided a more in-depth exploration of the topics covered in the survey, while also garnering insight into local differences in SSASGD young people's experiences of policing, and the interactions between police and young SSASGD people.

Two focus groups were held with SSASGD young people, while two focus groups and five one-on-one interviews were conducted with Victoria Police members. Police participants were recruited via the Divisional Commanders at each site, who assisted with the distribution of study advertisements and negotiating appropriate times and locations to conduct the research. SSASGD young people were recruited from local support groups held at each site, with the research team working closely with support staff.

KEY FINDINGS

Phase 1: Surveys

<u>Victoria Police Survey</u>

- Police respondents generally had good knowledge of things that were appropriate or inappropriate to say to SSASGD young people. Nonetheless, there were a substantial number of items for which participants were divided in their responses, or "couldn't say/don't know" whether certain phrases were appropriate or not.

- The vast majority (84%) of respondents said that they would only know if someone was LGBTIQ+ if that person told them. However, almost 1 in 5 participants said they could tell if someone was LGBTIQ+ based on their dress, speech or demeanour.

- Almost 60% of participants said they had not received any training on LGBTIQ+ issues, while a further 10.8% were unsure or could not remember if they had received training.

- Most (78.6%) had never consulted a GLLO on an issue related to LGBTIQ+ communities.

- Half of the police respondents reported that they had contact with an SSASGD young person in their current role, with the most common form of contact involving a young person reporting a crime (16.3%).

- Participants reported generally low levels of knowledge about the needs of SSASGD young people, with a majority of participants rating themselves as 'somewhat' knowledgeable (51.7%).

- GLLOs were consistently viewed as being more knowledgeable about the needs of LGBTIQ+ communities, and as having more positive relationships with members of these communities.

- Respondents lacked knowledge of how comfortable SSASGD young people would be reporting prejudice-related crime. However, participants consistently indicated that SSASGD young people would be more comfortable reporting prejudice-related crimes to GLLOs, rather than general members.

- Over half of participants (54.1%) believed that young SSASGD Victorians respected police only 'somewhat' or 'not at all'. In comparison, 40% of participants believed that SSASGD young people respected GLLOs 'very' or 'extremely'.

- A minority (10.7%) believed that SSASGD young people were more challenging to interact with in comparison to other young people.
- Just under three quarters of participants said they had either not, or somewhat, received adequate training in dealing with LGBTIQ+ communities
- Commonly identified barriers to SSASGD young people reporting offences to Victoria Police included:
  - Previous negative experiences with Victoria Police (84.4%)
  - Fear of being outed (81.6%)
  - Fear of further discrimination (81.1%); and
  - The perceived homo, bi and transphobia of the organisation (80%).
- Common suggestions for improving relationships between Victoria Police and SSASGD young people included further training and education, facilitating better interactions between police and LGBTIQ+ communities, and enhancing the role of GLLOs.

SSASGD Young Victorians Survey

- Participants experienced high levels of mental health issues, with just under 90% of participants reporting that they lived with any mental health problem.
- There were mixed levels of trust in Victoria Police, although 42% of respondents 'agree' or 'strongly agree' that they could trust Victoria Police.
- The majority (58.3%) 'strongly disagree' or 'disagree' that Victorian Police understand SSASGD young people's issues.
- Participants' responses indicated a lack of trust and confidence in Victoria Police. Just over 43% of participants agreed or strongly agreed with the statement that 'Victoria Police treat LGBTIQ+ young people worse than other young people'.
- The major influences on SSASGD young people's perceptions of Victoria Police are other LGBTIQ+ people, their LGBTIQ+ friends, and the queer media.
- Participants reported low levels of comfort, and did not believe they would be treated with respect or taken seriously in reporting offences to Victoria Police, particularly for prejudice-related offences.
- Participants were unlikely to report sexual assault (31.6%) or prejudice-motivated crime (50.8%) to police in the future.

- Over 61% of respondents identified perceived bi, trans and homophobia of Victoria Police as a major disincentive to reporting prejudice-related crime.
- The majority of participants (68%) would prefer to report a crime to GLLOs in the future.
- An overwhelming majority (94.4%) had experienced some form of heterosexist abuse in their lifetime, with verbal abuse (42.1%), harassment (32.9%) and written threats (28.9%) the most commonly experienced.
- Heterosexist abuse was under-reported, with only 12.8% of respondents having reported the most recent incident to Victoria Police.
- Under half of respondents (43%) had heard of the GLLOs.
- Suggestions for improving relations between Victoria Police and SSASGD young people focused on cultural change, education and training, and recruiting more LGBTIQ+ people to the police.

Phase 2: Interviews & focus groups

Victoria Police

- Participants reported receiving limited or no training on LGBTIQ+ issues, or learnt about LGBTIQ+ communities 'on the job'. Those who had received training reported that it was highly beneficial.
- There was mixed knowledge of the role of GLLOs in Victoria Police.
- Most participants had not utilised the services and support provided by the GLLOs.
- Knowledge of and relationships with local LGBTIQ+ support services varied across the two sites, with participants at Site 2 reporting much stronger relationships with services. Participants who were GLLOs had better knowledge of and relationships with these services compared to general members.
- Participants indicated that they had limited engagement with LGBTIQ+ communities, but also acknowledged that they would have interactions with LGBTIQ+ people without their knowing it.
- A majority of participants placed a strong emphasis on 'treating everybody the same', although there was some recognition of the unique needs of LGBTIQ+ communities.
- Recognition of the barriers SSASGD young people might face to reporting crime was mixed, with GLLO participants typically having a more comprehensive understanding

of the roles that stigma, fear of discrimination, and historical relationships between Victoria Police and the LGBTIQ+ communities might play.

- Commonly identified barriers to working effectively with SSASGD young people related to limited time and resources, and particularly a lack of training and education.
- Strategies for improving relationships between Victoria Police and SSASGD young people centred on training and education, working to proactively build relationships, and promoting the work of the GLLOs.

SSASGD Young Victorians

- While participants spoke positively about their experiences of living in a regional area, they also identified experiences of discrimination and abuse because of their gender identity or sexuality.
- Overall, participants held negative attitudes and low levels of trust towards Victoria Police, while nonetheless acknowledging positive experiences with individual members.
- Participants from Site 2 reported experiences of perceived over-policing and harassment of young people, and first-hand experiences of alleged discrimination and abuse from Victoria Police members on the basis of their gender identity or sexual orientation. Trans and gender-diverse participants were particularly likely to report such experiences.
- Participants from both sites had some knowledge of the GLLOs, but those from Site 2 had greater knowledge and stronger relationships with their local GLLOs.
- There was a preference for technologically-facilitated reporting options, such as phone apps or online chat functions.
- Suggestions for improving relationships between Victoria Police and LGBTIQ+ young people again focused on education and training for police, and promoting and expanding the role of the GLLOs.

KEY RECOMMENDATIONS

Based on the findings of this research, four key areas for action have been identified. These recommendations are aimed at improving relationships between Victoria Police and SSASGD young people. Generating substantive change will require sustained, coordinated efforts across each of these areas.

1. Leadership

Senior leadership can promote greater LGBTIQ+-inclusive practice across the organisation and authorise and support initiatives that seek to improve relationships with SSASGD young people. Actions under this area may include the following.

1.1 Policy and procedures

- Processes for reviewing relevant Victoria Police policies and programs to ensure SSASGD young people are acknowledged and their needs addressed including diversity and social inclusion; community policing and engagement; working with marginal communities; youth; and mental health and drug and alcohol
- Consider recruitment and employment strategies targeting LGBTIQ+ communities and individuals as part of ongoing efforts promoting greater diversity within Victoria Police
- Consider new and emerging options for developing and implementing LGBTIQ+-inclusive practice across the organisation.

1.2 Visibility

- Promote greater police visibility (and where, appropriate, visibility of senior police) at LGBTIQ+ and SSASGD young people's events and forums including head office and divisions
- Promote greater representation of:
  - ➢ LGBTIQ+ community and SSASGD youth representatives on relevant police community and other advisory bodies; and
  - ➢ LGBTIQ+ Police on internal committees and reviews as appropriate
- Support collaboration between Victoria Police and SSASGD youth groups and other relevant programs at the local level

2 Capacity building

Two key areas for capacity-building were identified by participants – more LGBTIQ+-inclusive education for Victoria Police and greater LGBTIQ+ community engagement.

2.1 Training

- Increased training within Victoria Police on the issues facing LGBTIQ+ communities and SSASGD young people including:
  - ➢ Diversity training for new recruits (E.g. at the Academy)
  - ➢ Ongoing professional development for existing staff; and
  - ➢ Training and information at senior levels on the implementation of LGBTIQ+ inclusive practice
- Partner or collaborate with external LGBTIQ+ academic/teaching and community organisations to update and develop new LGBTIQ+ and SSASGD youth training and information including:
  - ➢ Diversity and introductory LGBTIQ+ training for new recruits and existing staff
  - ➢ New and emerging issues facing SSASGD young people and how these affect their engagement with Victoria Police (E.g. legislative reform; issues specific to trans, gender diverse and gender-non conforming young people)
  - ➢ New modes of delivering SSASGD youth training to Victoria Police such as on-line interactive training and webinars
- Update training for the GLLO program including:
  - ➢ A **mandatory** LGBTIQ+ training package for new GLLOs
  - ➢ Refresher training for existing GLLOs

  The training could include information on SSASGD young people and ways of improving their engagement with Victoria Police
- In addition, training could include information on issues that have a disproportionate effect on SSASGD young people's wellbeing and their engagement with Victoria Police and the criminal justice system and how these issues vary from one geographic location to another including:
  - ➢ Unemployment
  - ➢ Mental ill-health
  - ➢ Drug and alcohol misuse; and
  - ➢ Family violence.

2.2 Community engagement

- Increase the presence of and access to police (with expertise in working with SSASGD young people) outside formal operational settings including the participation of police at LGBTIQ+ events and collaboration between police and local SSASGD youth groups where appropriate

- Promote greater visibility of the GLLOs within LGBTIQ+ communities and SSASGD youth programs and organisations including:

  ➢ Developing links between the GLLOs and the HEY Project including collaborations between local police and the 10 HEY regional and rural partners across Victoria

  ➢ Profiling the GLLOs, the work they do and the support they can provide through SSASGD youth networks including the HEY Project Partners and on relevant SSASGD youth websites, social media and promotional materials as appropriate

  ➢ Consider including SSASGD youth engagement as part of the GLLO role with clear community engagement activities including developing relationships with local SSASGD youth groups and HEY Project partners, attendance at LGBTIQ+ community events and, where appropriate, work into schools

- Provide opportunities and mechanisms for police in different locations, particularly in different rural and regional locations, to share:

  ➢ Information, resources and strategies for engaging with SSASGD youth groups and individuals; and

  ➢ Make the most of their GLLOs.

3 GLLOs

Both Police and SSASGD young people identified the need to strengthen and broaden the role of the GLLOs within Victoria Police. Key steps that may be taken in this regard include:

- Clarifying the different roles the GLLOs play as:

  ➢ The point of contact between Victoria Police and the LGBTIQ+ community; and

  ➢ The holders of specialist LGBTIQ+ and SSASGD youth knowledge and connections and LGBTIQ+-inclusive practice within Victoria Police

- The development of a Victoria Police communication strategy to promote the GLLOs within:
  - ➢ LGBTIQ+ and SSASGD youth networks including their attendance at key LGBTIQ+ community events (E.g. Pride March, Pride Cup, representation on SSASGD youth program advisory committees as appropriate); and
  - ➢ Victoria Police, raising awareness of the GLLOs function and different roles
- Mandate comprehensive LGBTIQ+ training for new GLLO recruits (induction) and provide GLLOs with ongoing professional development opportunities
- Provide operational support for the GLLOs and the time and resources to carry out their function and roles (including the dedication of at least one full shift per month).

4 Reporting

A significant percentage of SSASGD youth and police respondents believed that SSASGD young people would not feel comfortable reporting crimes, particularly prejudice-motivated crime, to Victoria Police. The following steps may assist in facilitating reporting:

- Consider ways that Victoria Police can address SSASGD young people's perception that police do not understand their identities and needs and/or are likely to subject them to prejudicial or discriminatory treatment. These could include:
  - ➢ Ongoing SSASGD education for Victoria Police
  - ➢ Promoting Victoria Police's LGBTIQ+ and SSASGD young people's inclusive education through LGBTIQ+ community and SSASGD youth networks; and
  - ➢ Promoting Victoria Police's commitment to LGBTIQ+-inclusive practice
- Provide GLLOs with the training and resources needed to be the first point of contact for the reporting of crimes by SSASGD young people who are less likely or unwilling to report crimes to Police; and
- Consider a diversification of reporting mechanisms for SSASGD young people including anonymous on-line and third party reporting.

1. Introduction

[Community policing] is especially challenging when the community is resistant or hostile…or there is a personal or collective history of poor relations.[1]

I think some individual police do [respect SSASGD young people], but I wouldn't, like, put everyone in the same bucket.

Young person, Site 1

In December 2016, the Victorian Government released its *Community Safety Statement 2017.* The Statement reaffirms the Government's commitment to community engagement and includes 'increasing connection to the community' as one of Victoria Police's five priority areas (p.6). Community engagement has been a vital part of the growth of community policing over the past 30 years in Australia (Flemming 2010). Community policing represents a significant shift in policing practice, from an in-house, centralised focus on operations to a more proactive, decentralised engagement with community. Engagement with community is a way of promoting greater understanding between police and the communities they serve and tailoring policing practices to address the needs and situation of the diversity of groups that make up the Victorian population as a whole.

Murphy, Hind and Flemming (2008) argue that engaging with the community is a way of building trust and greater confidence in police over time, particularly among those communities where historically relationships have been marked by misunderstanding, suspicion and in some cases, open hostility. Community policing principles have been applied in Australia to a range of minority and marginal populations, including CALD, youth, and Aboriginal Australians. For example, community policing has been used at the *local level* to promote greater trust between police, and young people and Aboriginal

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[1] Putt, J. (2010)

communities, and relieve some of the misunderstandings and pressures that contribute to higher rates of incarceration among both these groups (Australian Bureau of Statistics 2016; Barcham 2010; Willis 2010).[2]

This project addresses the relationships between same-sex attracted, sex and gender diverse (SSASGD) young people and Victoria Police.[3] SSASGD young people are not only subject to the pressures unique to young people more broadly. They are also part of the LGBTIQ+ community who have had, until recently, very poor relationships with police (Dwyer et al., 2017). A number of Australian studies describe the historically problematic relationship that has existed between police and the LGBTIQ+ community and older LGBTIQ+ people's experiences of victimisation by police and other public agencies (Barrett et al. 2013; Cronin and King 2014; Fredriksen-Goldsen et al. 2015; Leonard et al. 2013). In 2014, Victoria Police publicly apologised for the 1994 Tasty nightclub raid in which 463 LGBTIQ+ people and their friends were strip-searched and detained by police.[4] The apology was an acknowledgement of the role that police had played, historically, in contributing to the social marginalisation and abuse of LGBTIQ+ people. It was also indicative of Victoria Police's commitment, over the past 20 years, to address these failings and improve relationships with Victoria's diverse LGBTIQ+ community.

Victoria Police have undertaken a range of initiatives to improve their relationships and engagement with the Victorian LGBTIQ+ community including LGBTIQ+-inclusive diversity training, the establishment of an LGBTIQ+ community reference group and the expansion of the GLLO program.[5] They have also developed initiatives targeting SSASGD

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[2] When aged standardised, imprisonment rates for Aboriginal and Torres Strat Islander Australians were 13 times the rates for non-Indigenous Australians. At the same time, prisoners under 25 years accounted for 16% of the total Australian adult prisoner population (ABS *Prisoners in Australia* August 2016. Cat. no. 4157.0)

[3] The report uses the term 'SSASGD young people'. However, other researchers quoted in this report and our youth and Victoria Police participants used additional terms including LGBTI, LGBTIQ and LGBTIQ+ (lesbian, gay, bisexual, transgender, intersex, queer, plus). These acronyms do signify significant differences in how this group of young people is defined. However, we have used these different acronyms interchangeably in this report to reflect the terminology used by partcicipants, and in previous studies referred to in the report.

[4] For a full copy of Acting Chief Commissioner, Lucinda Nolan's apology of the 5 August 2014 on behalf of Victoria Police, go to **https://www.vicpolicenews.com.au/cops-and-bloggers/speeches/tasty-nightclub-apology**

[5] The LGBTI Portfolio Reference Group assists Victoria Police engage with Victoria's diverse LGBTI communities and receive advice and information on ongoing and emerging issues. The Reference Group includes representatives from LGBTI Peak Bodies and a wide range of LGBTI community organisations (**http://www.police.vic.gov.au/content.asp?Document_ID=39350**). As of April 2018, Victoria Police had appointed 260 LGBTI Officers (GLLOs) across the state. The GLLO Mission Statement is to contribute to the creation of mutual trust

young people and their representative organisations. Victoria Police have developed relationships with Minus 18 and locally based LGBTIQ+ youth initiatives such as the Diversity Project in Shepparton while the Chief Commissioner and other senior police have been part of programs engaging with young people including SSASGD young people. However, there has been little research done on the relationships between Victoria Police and LGBTIQ+ communities and in particular on Victoria Police's engagement with SSASGD young people. Recent Australian research with adult members of the LGBTIQ+ communities indicated that although participants had high levels of awareness of GLLOs, they remained reluctant to engage with them (Dwyer et al., 2017). An early Victorian study of the underreporting of heterosexist violence and same sex partner abuse found that 100% of LGBTIQ+ respondents aged 60 years and over knew of the GLLOs. However, the percentage fell to 60% of LGBTIQ+ young people aged 14 to 18 years (Leonard et al. 2008).

This project aims to gain a sense of the relationships and levels of engagement between Victoria Police and SSASGD young people. The project looks at how being both young and LGBTIQ+ affects SSASGD young people's perceptions, interactions and willingness to engage with Victoria Police and how these interactions differ according to differences in sexuality and gender identity *among* SSASGD young people. The project also looks at how differences between local communities can affect the relationships between Police and SSASGD young people and how these differences need to be addressed by Victoria Police in the development of community-based SSASGD youth engagement strategies.

1.1 Background

National Australian research shows that SSASGD young people continue to be subject to high levels of prejudice-motivated violence and abuse, with over 80% of that abuse occurring in schools (Hillier et al. 2010; Robinson et al. 2014; Smith et al. 2014). Furthermore, within the LGBTIQ+ community, this age group report the highest levels of psychological distress and self-harm (Leonard et al. 2012; Leonard et al. 2015; Rickwood

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between police and LGBTI persons so that member of Victoria's diverse LGBTI communities can have increasing confidence in police through the provision of fair and equitable policing service (http://www.police.vic.gov.au/content.asp?Document_ID=30300).

et al. 2015). National Australian data also show that SSASGD young people aged 16-24 years are 3 to 5 times more likely than heterosexual and cisgender young people of the same age to report high levels of psychological distress (Leonard et al. 2012, p.36). While SSASGD young people are one of the most vulnerable groups of young people in the Victorian community, the limited research available suggests that they are the least likely age group *within* the LGBTIQ+ community to engage with Victoria Police (Leonard 2008). SSASGD young people's reduced engagement with Victoria Police may reflect:

- Bad experiences with police in the past
- A perception that Police are biased against young people in general and SSASGD young people in particular, and not interested in their issues; and
- A general wariness on the part of SSASGD young people to seek help from people and organisations in positions of power.

This lack of engagement suggests that rates of violence against SSASGD young people are underreported and that many of these young people will feel unsupported by Police (Dwyer et al., 2017; Leonard et al. 2008). In turn, this leaves the underlying processes driving increased rates of violence against SSASGD young people intact, hides the need for greater legal, criminal and social supports for this population, and is likely to be contributing to their poorer mental health outcomes.

1.2   Aims and outcomes

This project aims to improve Victoria Police's engagement and relationships with SSASGD young people. It explores:

- Attitudes within Victoria Police to SSASGD young people and how Police currently engage with this group; and
- SSASGD young people's attitudes toward Victoria Police including:
  - How SSASGD young people currently engage with Police and in particular the GLLOs; and
  - Ways of increasing their willingness to engage with, and report incidents of abuse to, Victoria Police.

Developing strategies for improving Victoria Police's engagement with SSASGD young people will lead to improved policing for the LGBTIQ+ community more broadly. This

project may also be useful in improving relations between Police and other minority and marginal groups and inform the ongoing development of Victoria Police's community policing strategy.

2. Methodology

The project relied on a mix of research methods to explore the relationships between Victoria Police and SSASGD young people. The report concludes with a series of evidence-based recommendations to Victoria Police, Government and LGBTIQ+ community organisations aimed at promoting greater and more productive engagement between Victoria Police and SSASGD young Victorians.

2.1   Project management and design

The project was managed by Dr Bianca Fileborn, School of Social Sciences, UNSW[6] and William Leonard, Director GLHV@ARCSHS, La Trobe University with advice from a project steering committee (Appendix A). The steering committee provided input on the project design, including the two state-based surveys and interview and focus group questions, and assisted in the dissemination of the research findings.

The project relied on:

- A review of Australian policies and research on community policing and police engagement with the LGBTIQ+ community
- Two state-wide, Victorian surveys:
  - ➢ One sent to general Victoria Police officers asking them about their attitudes, knowledge and professional contact and engagement with SSASGD young people; and
  - ➢ The second sent to SSASGD young people asking them about their attitudes, perceptions and levels of engagement with Victoria Police.
- Interviews and focus groups were conducted in 2 rural/regional Victorian sites with:
  - ➢ General Victoria Police officers
  - ➢ SSASGD young people

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[6] Dr. Fileborn was a research fellow, La Trobe University at the commencement of the project but took up a position at UNSW early in 2017.

Ethics approval for the project was granted through La Trobe University Human Ethics Committee on 14 April 2016, application no. HEC 16-003.

2.2 Survey design and distribution

Two on-line surveys were developed: one gauging Victoria Police's attitudes toward, and engagement with, SSASGD young people; and a second gauging SSASGD young people's perceptions and engagement with Victoria Police.

The surveys were developed with advice and input from the project steering committee. Victoria Police, Priority Communities Division provided additional comments out of session on the Victoria Police survey and police interview and focus group questions.

The survey was hosted by Qualtrics (qualtrics.com) and was in English only.[7] The Victoria Police survey was open to currently serving general Victoria Police officers and the SSASGD youth survey was open to young people aged 16-25 years who identified as SSASGD and resided in Victoria at the time of completing the survey.

2.2.1 Content

Both the Victoria Police and SSASGD youth surveys consisted of optional, quantitative questions and included a small number of open-ended or qualitative questions. The surveys went live on 17 October 2016. The Victoria Police survey was live for nearly 8 weeks while the Youth survey was extended until mid January 2017 to accommodate Melbourne's Midsumma festival.[8]

The Victoria Police survey was sent to general officers including serving GLLOs, and asked individuals about:
- Their attitudes and knowledge of LGBTIQ+ people and issues
- Their degree of professional contact and engagement with SSASGD young people

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[7] The addresses of the police and youth surveys were **https://latrobe.co1.qualtrics.com/SE/?SID=SV_000dcNPoGm7y2u9** and **https://latrobe.co1.qualtrics.com/SE/?SID=SV_6mShAtHKaU4pJfD** respectively.
[8] Midsumma is Victoria's annual queer arts and cultural festival that runs for 2 to 3 weeks in January and February. The festival provides an opportunity to promote and recruit participants for LGBTIQ+ surveys.

- The barriers they believe these young people face in engaging with police including reporting incidents of prejudice-motivated abuse; and
- Strategies for improving Victoria Police's engagement with and support of SSASGD young people

The SSASGD youth survey was open to young people aged 16-25 years who were resident in Victoria and identified as SSASGD, and asked them about:

- Their attitudes and perceptions of Victoria Police (including towards LGBTIQ+ people)
- Their level of engagement with Victoria Police
- Barriers to their reporting incidents of transphobic, biphobic and homophobic harassment
- Their knowledge and contact with the GLLOs; and
- What would increase their level of engagement with Victoria Police.

2.2.2 Promotion and distribution

The **Police questionnaire** was promoted and disseminated in collaboration with Victoria Police, Priority Communities Division. The questionnaire was posted on internal Victoria Police communication channels, including Victoria Police's staff website.

The **SSASGD youth questionnaire** was promoted and disseminated through the HEY Project. The HEY Project is a Victorian Government initiative that consists of a network of six state-wide SSASGD youth-related services and 10 place-based SSASGD youth programs delivered across regional and rural Victoria.[9] Four of the six state-wide agencies—Youth Affairs Council of Victoria (YACVic), GLHV, Rainbow Network, and Zoe Belle Gender Collective (ZBGC)— and a number of the HEY place-based agencies promoted the survey on their web sites and e-newsletters. The mix of state-wide and

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[9] For more information on the HEY Project and on the annual HEY Project small grants round go to **http://heyproject.org.au/index.php/where-to-get-help/resources** and **https://www.yacvic.org.au/get-involved/hey-grants/** respectively.

place-based partners meant that the youth survey was widely disseminated across metropolitan, regional and rural Victoria.

The SSASGD youth survey was also promoted by headspace national and by DHHS through its newsletter and Primary Care Partnerships who are responsible for publicly funded community health services.

2.2.3 Data analysis

Quantitative survey data were analysed using SPSS version 16. Qualitative survey data were analysed looking for common, varied and conflicting responses and were compared with responses to similar questions raised in the interviews and focus groups.

2.3   Interviews and focus groups

This phase of the research involved qualitative, semi-structured individual interviews and focus groups with Victoria Police members and SSASGD young people. The qualitative research provided a more nuanced and in-depth understanding of the relationships between Victoria Police and SSASGD young people and how these relationships vary between one location or community and another.

Victoria Police members and SSASGD young people did not have to complete the online survey in order to take part in an interview or focus group. No rewards or incentives were offered in exchange for participation.

2.3.1   Site selection and participation

The online survey component of the project was open to all Victoria Police members and SSASGD young Victorians. However, participation in the interviews and focus groups was limited to two sites in regional/rural Victoria for Victoria Police members and SSASGD young people.

Site selection

The two sites were selected in consultation with HEY Project partners and Victoria Police. They are referred to as Site 1 and Site 2 in this report. Both sites were large regional

centres but had, according to HEY Partner agencies and Victoria Police, very different histories of engagement between police and their respective LGBTIQ+ communities. The sites were also selected because the services they provided to SSASGD young people and the opportunities for community engagement were likely to be considerably less than those provided in metropolitan regions. The sites offered an opportunity to understand how police engagement with SSASGD young people varies between different regional locations and between regional and metropolitan locations, and how these differences need to be addressed in the development of community-based SSASGD youth engagement strategies.

<u>Participation</u>

The HEY Partner agencies in or near the two sites publicised the project through their local youth networks and SSASGD youth support groups. Dr Fileborn worked closely with staff from local SSASGD support groups to contact young people interested in being interviewed or participating in a focus group. Dr Fileborn liaised with support group staff to negotiate a suitable time and place to conduct the focus groups. No young people volunteered to take part in an interview.

Victoria Police, Priority Communities Division, provided the two lead researchers with the contact details of the Divisional Commanders for each of the two sites. Recruitment advertisements were distributed to staff at each relevant police station by key staff contacts, and interested individuals were able to contact the research team directly and indicate their preference to take part in a focus group or interview. Additional participants were recruited on the day of conducting the interviews and focus groups at each site, depending upon staff availability.

As far as possible, the two sites have been de-identified in order to respect the anonymity of all respondents.

2.3.2   Interviews and focus group

Participants could take part in either a focus group or interview, based on their personal preference and availability. A focus group provided an opportunity for discussion and an exchange of views, while an interview provided confidentiality for those who may not want to express their opinions in a group setting.

There was no difference in the question schedule used in the focus groups and interviews. The focus groups did not involve an analysis of interaction dynamics and patterns but functioned more as group interviews. The Victoria Police and SSASGD youth interviews and focus groups examined, in greater depth, key themes raised in the Police and youth online surveys respectively.

All participants were provided with a participant information statement and consent form. The interviews and focus groups typically ran for 45-60 minutes. They were audio-recorded and transcribed by an external service provider with participants' consent. All participants were assigned pseudonyms, and potentially identifying information was redacted from the transcripts.

Victoria Police

Key topics covered for interviews/focus groups with Victoria Police members included:

- Their reasons for joining Victoria Police and current role(s)
- Whether they had received LGBTIQ+ training, including training on working with LGBTIQ+ communities
- Their level of knowledge and experiences interacting with GLLOs
- Their perceptions, experiences and confidence interacting with SSASGD young people, including local support services
- Challenges in working with SSASGD young people; and
- Suggestions for improving relationships between Victoria Police and SSASGD young people.

One focus group (n=3) and three one-on-one interviews were conducted at Site 1. One focus group (n=6) and two one-on-one interviews were conducted at Site 2. Three participants currently held the LGBTI Liaison Officer (GLLO) portfolio, with one participant at Site 1, and two at Site 2 currently occupying this role. The number of participants at Site 2 was larger than that of Site 1. This is reflected in our representation of the qualitative findings, with a heavier weighting afforded to findings from Site 2.

SSASGD young people

Key topics covered for the focus groups with young SSASGD people included their:

- Experiences growing up in their local area
- Perceptions of and experiences interacting with Victoria Police members
- Knowledge of and interactions with GLLOs; and
- Suggestions for improving relationships between Victoria Police and SSASGD young people.

One focus group was held at each site, with 5 participants at Site 1 and 10 participants at Site 2. As with the qualitative police data, due to the greater number of participants from Site 2, findings from this Site are represented in the report more frequently than those from Site 1.

2.3.3   Data analysis

The interviews and focus group transcripts were subject to thematic analyses. Common, different and conflicting themes were identified and some limited comparative analyses was undertaken of the responses of Victoria Police in Sites 1 and 2 and of SSASGD young people in Sites 1 and 2.

3. About our respondents

3.1 Victoria Police

3.1.1 Sex, gender identity and intersex variations

In total, 361 currently serving Police officers completed the online Victoria Police survey. Of those, 77.4 percent identified as male, 21.4 % as female, 0.6% as transgender (n=2, both female) and 0.6% as other. A single respondent reported having an intersex variation with five respondents preferring 'not to say'.

3.1.2 Sexual orientation

Table 1 – Sexual orientation

	% (n)
Straight/Heterosexual	79.2 (266)
Gay	8.9 (30)
Lesbian	6.5 (22)
Bisexual	3.3 (11)
Another term/ Preferred not to say	2.1 (7)

While the majority of respondents identified as heterosexual, nearly 19% identified as LGB. The percentage of respondents who identified as LGB is higher than national population estimates of between 7% and 11% (Richters et al. 2014).[10] This may be due to a selection bias in survey participation toward serving officers who identify as LGB and/or an overrepresentation of LGB people joining Victoria Police.

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[10] Data on the percentage of the Australian population who are LGB (not to mention trans and gender diverse and people with intersex variations) are variable and reflect a number of issues. These include sampling techniques; the lack of inclusion of questions on sexual orientation, attraction and desire in national data sets; how different surveys ask questions about sexuality and sexual identity; and LGB people's willingness to identify as LGB or acknowledge their sexual practices when responding to surveys.

3.1.3   Country of birth

Nearly 80% of Victoria Police respondents were born in Australia. The majority of the 20% who reported being born overseas were from the UK.

3.1.4   Aboriginal and Torres Strait Islander

Three respondents identified as Aboriginal (0.9%) and one as Torres Strait Islander (0.3%).

3.1.5   Religion

Nearly 45% of Victoria Police respondents were atheist or had no religion, followed by 18.8% Catholic, 9.0% Anglican, and 7.7% Agnostic and Christian respectively. Less than 5% reported belonging to any of the other religions taken from the ABS national census.

3.1.6   Employment with Victoria Police

<u>Length of employment and rank</u>

Table 2 – Length of employment

Length of employment	% (n)
More than 20 years	45.2 (146)
2-5 years	17.3 (56)
6-10 years	12.7 (41)
11-15 years	11.1 (36)
16-20 years	9.0 (29)
Less than 1 year	4.6 (15)

Table 3 – Rank

Rank	% (n)
Senior constable/leading senior constable	36.9 (104)
Sergeant	31.9 (90)
Senior Sergeant	17.0 (48)
First constable/constable	7.8 (22)
Inspector	4.3 (12)
Superintendent or higher	1.1 (3)
Protective services officer	0.7 (2)
PSO Supervisor or Senior Supervisor	0.4 (1)

Just over 45% of respondents reported that they had been employed by Victoria Police for over 20 years, followed by 17.3% who had been employed for between 2 and 5 years. The percentage drops to 4.6% for respondents who had been employed for one year of less.

Our respondents come from across the police force, with the majority of respondents senior constable (36.9%) or sergeant (31.9%). Over 5% of respondents were Inspector, Superintendent of higher.

<u>Work location</u>

Table 4 - Location

Location	% (n)
Suburban	41.0 (132)
Urban/Inner city	39.8 (128)
Regional	12.4 (40)
Rural/Remote	6.1 (22)

Over 80% of respondents reported working in suburban and urban and inner city areas, followed 12.4% in regional and 6.1% in rural/remote locations in Victoria.

<u>GLLOs</u>

Five percent (n=18) of Victoria Police respondents were currently serving as GLLOs. Of these, one had been a GLLO for 6-10 years, 7 for between one and five years, and ten had become GLLOs in the 12 months prior to completing the survey. Another 1.4% (n=5) respondents reported that they had been, but no longer were, a GLLO.

3.2   SSASGD young people

3.2.1   Sex, gender identity and intersex variations

In total, 76 SSASGD young people completed the on-line SSASGD youth survey. The median age of respondents was 21 years. Of those, 27.4% identified as female, 26.0% as male, 17.8% preferred another term and 6.5% identified as transgender (n=5, all female). A further three respondents identified as agender (4.1%) and two as bigender (2.7%). None of the young people reported having an intersex variation.

3.2.2   Sexual orientation

Table 5 – Sexual orientation

Sexual orientation	% (n)
Gay	23.7 (18)
Bisexual	23.7 (18)
Lesbian	14.5 (11)
Pansexual	10.5 (8)
Asexual	5.3 (4)
Prefer another term	3.9 (3)
Straight/Heterosexual	2.6 (2)

Nearly a quarter of SSASGD young people identified as gay or bisexual (23.7% for each), followed by 14.5% who identified as lesbian. A small, but substantial number of

respondents identified as pansexual (n=8) and asexual (n=3), identity categories not used by any of the Victoria Police respondents.

3.2.3   Country of birth and Aboriginal and Torres Strait Islander

Nearly all the SSASGD young people were born in Australia and no one identified as Aboriginal or as Torres Strait Islander. Just over 10% of respondents spoke a language other than English at home.

3.2.4   Religion

Over 80% of respondents identified as atheist, no religion or as agnostic (31.0%, 26.8% and 25.4% respectively). Just over 8% identified as Christian, 2.8 % (n=2) as Jewish and 5.6% reported belonging to another religion taken from the ABS national census.

3.2.5   Postcode

According to postcode, 44.7% of our young respondents lived in a suburban location, followed by 27.6% in an inner city location, 18.4% in regional Victoria and 9.2% in a rural or remote area.

3.2.6   Highest level of education

Nearly half of our SSASGD young respondents reported completing secondary school as their highest level of education (48.0%), followed by TAFE/Diploma (21.3%), and an undergraduate degree (20.0%). Five respondents reported completing primary school as their highest level of education (6.7%) and three a postgraduate degree (4.0%).

3.2.7   Employment status

Table 6– Employment status[11]

Employment status	% (n)
Student	29.3 (22)
Unemployed	25.3 (19)
Casual	16.0 (12)
Full-time	12.0 (9)
Part-time	12.0 (9)
Something else	4.0 (3)
Carer	1.3 (1)

Nearly 30% of SSASGD young respondents reported being students followed by just over a quarter who were unemployed (25.3%). Forty percent were in employment but nearly two fifths of these were in casual employment. One respondent reported carer as their primary employment.

3.2.8   Do you live with a disability?

Just over 35% of respondents reported living with a disability. Of those SSASGD young people who reported living with a disability (n=25), just over half had a psychiatric disability and 12% a physical/psychiatric disability. One fifth of those young people living with a disability listed 'something else', not identifying any of the categories of disability from the ABS census.

3.2.9   Do you have a learning difficulty

Nearly 17% of SSASGD young respondents reported having a learning difficulty.

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[11] This includes 'student' and 'carer'. This was a single choice option with respondents choosing a term that matched their primary category of employment.

3.2.10 Mental health

Table 7 – Mental health problems[12]

Type of mental health problem	Experience any mental health problems % (n)	Diagnosed or treated for mental health problem % (n)
Depression	65.8 (50)	61.8 (47)
Anxiety disorder	65.8 (50)	53.9 (41)
Stress	42.1 (32)	0
Another mental health problem	17.1 (13)	13.2 (10)
Bipolar or schizophrenia	2.6 (2)	0

Nearly 90% of our SSASGD young respondents reported having ever experienced a mental health problem, with 65.8% of respondents reporting depression and the same percentage an anxiety disorder. Two of our respondents reported being bipolar or experiencing schizophrenia (though neither reported having received treatment or a diagnosis).

Just over 70% of respondents reported that they had been diagnosed or treated for a mental health problem, with nearly 62% of the total sample (n=47) having being diagnosed or treated for depression and 53.9% for an anxiety disorder.

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[12] As identified by participants who had either experienced a mental health problem (self-defined) or been diagnosed/treated for a mental health problem by a health professional.

4 Victoria Police survey results

4.1 Attitudes and knowledge of SSASGD young people

Victoria Police respondents were asked to gauge how appropriate or inappropriate it was to ask or say to SSASGD young people the questions and comments listed in Table 7. Respondents were given the option of 'Couldn't say/don't know'. Approximately 306 of the 361 respondents completed this question.

Table 8 – Is it appropriate or inappropriate to ask or say the following things to SSASGD young people? (% of total respondents)

Question or comment	Very appropriate	Appropriate	Inappropriate	Very inappropriate	Couldn't say/don't know
Are you a man or a woman?	7.5	27.0	35.2	21.8	8.5
What are your preferred pronouns?	16.0	38.6	14.4	8.5	22.5
Referring to someone as 'they' or 'it'	0.7	7.2	35.2	52.4	4.6
What do your genitals look like?	0.3	0.7	8.8	89.2	1.0
Can you tell me your gender identity?	25.1	59.	8.5	5.2	2.3
You're young, you'll make up your mind one day	0.7	5.2	36.6	52.9	4.6
Your sexuality or gender identity isn't important (to me)	10.8	33.0	29.7	19.6	6.9
How would you like me to refer to you?	33.8	55.4	5.2	3.6	2.0
Do your parents know you're gay?	0	18.2	34.9	41.0	5.9
I will have to tell your parents you're gay	0	0.7	18.3	80.1	1.0
Would you be more comfortable being searched by a man or a woman?	27.8	62.1	4.2	3.6	2.3
Is she your flatmate?	3.6	32.9	19.1	15.1	29.3
What did you expect to happen getting around dressed like that?	0	2.0	20.3	75.5	2.3
If you hadn't been holding hands they wouldn't have felt the need to yell at you	0	0.7	21.6	73.5	4.2

A majority of respondents believed it was 'Very inappropriate' to say to an SSASGD young person 'I will have to tell your parents you are gay' (80.1%); 'What did you expect to happen getting around dressed like that?' (76%); and 'If you hadn't been holding hands they wouldn't have felt the need to yell at you' (73.5%). A majority of respondents believed it was 'Very inappropriate' or 'Inappropriate' to say to an SSASGD young person 'You're young, you'll make up your mind one day' (90%); to 'Refer to someone as "they" or It"' (87.7%), or to ask an SSASGD young person 'Do your parents know your gay?' (75.9%)

A majority of Victoria Police respondents believed it was 'Very appropriate' or 'Appropriate' to ask an SSASGD young person 'Would you be more comfortable being searched by a man or a woman?' (89.9%); 'How would you like me to refer to you?' (89.2%); and 'Can you tell me your gender identity?' (84.1%)

The majority of Victoria Police respondents were critical of negative stereotypes and, in principle, supportive of LGBTIQ+-respectful practice.[13] However, it is important to note those questions and comments where respondents were divided or where a significant number answered 'Couldn't say/Don't know'. For example, while 35.2% of respondents believed it was inappropriate to ask an LGBTIQ+ person 'Are you a man or a woman', 27% believed this was an appropriate question. Similarly, while 33.0% of respondents believed it was appropriate to say 'Your sexuality or gender identity isn't important (to me)', 29.7% believed this same comment was inappropriate. These divided responses raise questions about areas for further Victoria Police education including comments such as 'Your gender identity doesn't matter to me' where personal belief and professional practice cross. The divided responses to this option may also reflect a level of ambiguity or difference in interpretation of the statement, and some of this complexity is explored further in our discussion of the qualitative findings.

4.1.1   How do you know if someone is LGBTIQ+?

Only 146 participants provided a free text response to the question 'How do you know if someone is LGBTIQ+?' The responses were grouped into a number of themes. Nearly 84% of respondents said they'd know if a person was LGBTIQ+ 'If the individual or

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[13] This includes practice respectful of young LGBTIQ+ people (SSASGD young people).

someone else told them', followed by 18% who said 'It didn't matter or they treat everyone the same', and a further 18% who said 'I don't know unless they tell me or I ask them or if it is important to the crime'. One in five respondents said they could tell by 'a person's dress, speech or demeanor'.

4.1.2   LGBTIQ+ Training

Nearly 85% of respondents (n=305) provided an answer to the question 'Have you ever undertaken training on LGBTIQ+ communities'. Just over 30% (n=92) said 'yes' they had received training, 59% 'no', and 10.8% were 'not sure or couldn't remember'.

Of the 92 respondents who answered yes, 67 provided a free text commentary on what they thought of that training. Just over half said the training was 'Appropriate, Informative, Useful, Helpful or Improved their understanding of LGBTIQ+ communities', followed by 9% who commented positively on the LGBTIQ+ training they had received at the Academy and another 9% who said the training they received had been 'Basic, Brief, Not adequate or Narrow in focus'. Four respondents commented that 'people should already know the stuff they'd received at training', two that it was 'reverse discrimination and pandering to minorities' and a further two that the training was 'dated'.

4.1.3   Have you ever consulted a GLLO officer on an issue related to LGBTIQ+ communities?

In response to the question 'Have you ever consulted a GLLO officer on an issue related to LGBTIQ+ communities?' 18.7% of respondents answered 'yes', 78.6% 'no', and 2.7% that they were 'currently a GLLO'.

4.2   Professional contact and engagement

4.2.1   How often do you come in contact with SSASGD young people (16-25 yrs) as part of your current role?

Just over a quarter of the 302 Victoria Police officers who answered this question reported that they 'Never' or 'Rarely' had contact with an SSASGD young person in their current role, and 24.5% that they were 'Not sure' or 'Can't say/Don't know'. Of the remaining 50% (n= 152) who answered 'Yes' to this question, 40.1% (n= 61) said they

had contact with an SSASGD young person weekly, followed by 38.1% who reported monthly contact, 14.5% yearly and 7.2% daily contact.

4.2.2   Contact with SSASGD young people

Table 9 - In what capacity have you had contact with SSASGD young people?

Nature of contact	% (n)
Reporting a crime they were a victim of	16.3 (59)
Reported a crime as a witness	15.5 (56)
Visiting a police station for an administrative matter or to make an enquiry	12.5 (45)
Questioned or apprehended on the street for committing an alleged offence	10.5 (38)
Questioned or apprehended in a car for committing an alleged offence	7.5 (27)
At an LGBTIQ+ community event (e.g., Mardi Gras, Midsumma)	6.9 (25)
Questioned or apprehended at a police station for committing an alleged offence	6.9 (25)
Other	4.2 (15)
None of the above	3.6 (13)
Reported a crime they were a victim of on the basis of their sexuality, gender identity, or sex	3.3 (12)
Police visit to school	3.0 (11)

Victoria Police respondents were asked in what capacity they had had contact with SSASGD young people. The question was open to all respondents and not only those who answered yes to the question 'Have you had contact with SSASGD young people?' Respondents could answer yes to more than one type of contact.

The most common contact between individual police officers and SSASGD young people related to what might be called operational policing matters. The most common contact was 'Reporting a crime where they [the young person] were a victim' (16.3%), followed by; 'Reported a crime as a witness' (15.5%); 'Visiting a police station for an

administrative matter or to make and enquiry' (12.5%); and 'Questioned or apprehended on the street for committing an alleged offence' (10.5%). Seven and half percent and 6.9% of respondents reported that they had contact with SSASGD young people when 'Questioned or apprehended in a car for committing an alleged offence' or 'at a police station', respectively. Twelve reported they had contact with SSASGD young people when they 'Reported a crime they were a victim of on the basis of their sexuality, gender identity or sex'.

A smaller number of police reported contact with SSASGD young people as part of what might be called community-policing activities. Nearly 7% reported contact 'At an LGBTIQ+ community event ' and 3% during a 'Police visit to a school'.

4.2.3   Knowledge of and interactions with SSASGD young people

Respondents were asked questions about how knowledgeable they believed Victoria Police and the GLLOs were about SSASGD young people (Table 9). Questions were answered on a four-point scale, from 'Not at all' to 'Extremely', and included a fifth option 'Couldn't say/Don't know'. Approximately 302 people provided a response to each of the questions.

Table 10 – Victoria Police's knowledge of and interactions with SSASGD young people

Perceived level of knowledge of SSASGD young people	Not at all	Somewhat	Very	Extremely	Couldn't say/don't know
To what extent do you feel you are personally knowledgeable of the needs of LGBTIQ+ young people?	9.3 (28)	51.7 (156)	25.5 (77)	9.6 (29)	4.0 (12)
To what extent do you feel that members of Victoria Police in general are knowledgeable of the needs of LGBTIQ+ young people?	15.3 (46)	59.8 (180)	15.9 (48)	1.3 (4)	7.6 (23)
To what extent do you feel that GLLOs are knowledgeable of the needs of LGBTIQ+ young people?	1.0 (3)	17.5 (53)	37.7 (114)	19.2 (58)	74 (24.5)
To what extent do you think that the current relationship between Victoria Police and LGBTIQ+ young people is a positive one?	3.6 (11)	44.7 (135)	28.8 (87)	4.0 (12)	18.9 (57)
To what extent do you think that the current relationship between GLLOs and LGBTIQ+ young people is a positive one?	1.0 (3)	16.6 (50)	36.8 (111)	10.9 (33)	34.8 (105)

Only 35.1% respondents said they were 'Very' or 'Extremely' knowledgeable of the needs of SSASGD young people, while over 60% said 'Not at all' or 'Somewhat'. When the same question was asked of 'Victoria Police in general' the percentage of respondents who answered 'Very' and 'Extremely' drops to 17.2% while the percentage who answered 'Not at all' and 'Somewhat' jumps to 75.1%.

When respondents were asked the same question about the GLLOs' level of knowledge of the needs of SSASGD young people, nearly 57% answered 'Very' and 'Extremely' and only 18.5% 'Not at all' and 'Somewhat'. That a majority of respondents believed the GLLOs were knowledgeable about the needs of SSAGD young people is perhaps not surprising given the GLLOs' brief. However, this percentage drops to a third for respondents' estimation of their own personal level of knowledge and to only 17.2% for respondents' estimation of the level of knowledge of SSASGD young peoples' needs among Victoria Police.

Again, a much smaller percentage of respondents believe that Victoria Police's current relationship with SSASGD young people was positive compared with that of the GLLOs (32.8% answering 'Very' and 'Extremely' for Victoria Police and 47.7% for the GLLOs).

Table 11 - Perceptions of how likely SSASGD young people are to report offenses to Victoria Police

Perceived level of knowledge of SSASGD young people	Not at all	Somewhat	Very	Extremely	Couldn't say/don't know
How comfortable do you believe LGBTIQ+ young people are reporting property offences to Victoria Police?	2.4 (7)	34.3 (102)	30.0 (89)	6.7 (20)	26.6 (79)
How comfortable do you believe LGBTIQ+ young people are reporting physical assaults to Victoria Police?	8.4 (25)	39.9 (118)	20.3 (60)	3.7 (11)	27.7 (82)
How comfortable do you believe LGBTIQ+ young people are reporting sexual assaults to Victoria Police?	19.6 (58)	38.5 (114)	10.1 (30)	1.7 (5)	30.1 (89)
How comfortable do you believe LGBTIQ+ young people are reporting prejudice-motivated offences to Victoria Police?	18.3 (54)	36.9 (109)	14.9 (44)	2.0 (6)	27.8 (82)
How comfortable do you believe LGBTIQ+ young people are reporting property offences to GLLOs?	0.7 (2)	20.3 (60)	33.4 (99)	8.1 (24)	37.5 (111)
How comfortable do you believe LGBTIQ+ young people are reporting physical assaults to GLLOs?	1.0 (3)	22.3 (66)	30.4 (90)	7.4 (22)	38.9 (115)
How comfortable do you believe LGBTIQ+ young people are reporting sexual assaults to GLLOs?	1.7 (5)	25.0 (74)	27.0 (80)	6.1 (18)	40.2 (119)
How comfortable do you believe LGBTIQ+ young people are reporting prejudice-motivated offences GLLOs?	2.0 (6)	25.1 (74)	27.5 (81)	6.8 (20)	38.6 (114)

Respondents were asked related questions about how comfortable they believed SSASGD young people were in reporting different types of offenses to Victoria Police, including the GLLOs (Table 10). Approximately 296 Victoria Police provided an answer to each of the questions.

Across all types of offenses, a greater number of respondents believed that SSASGD young people would prefer reporting the offense to the GLLOs than to Victoria Police. For example, while only 16.9% of respondents believed SSASGD young people would be 'Very' or 'Extremely' comfortable in reporting prejudice-motivated offenses to Victoria Police the percentage jumps to 34.2% for SSASGD young people reporting the same

offenses to the GLLOs. Overall, however, the percentage of respondents who believed that SSASGD young people would not be comfortable reporting a range of different types of offenses to Victoria Police and the GLLOs is high. For example, nearly 60% of respondents answered 'Not at all' or 'Somewhat' to the question 'Would SSASGD young people feel comfortable reporting sexual assaults to Victoria Police?' compared with 26.7% who believed SSASGD young people would feel comfortable reporting sexual assaults to the GLLOs. Police perceptions that SSASGD young people are much less likely to report sexual offences than other offenses to general duty officers or GLLOs may in part reflect the well-documented personal costs of taking allegations of sexual assault through the courts, regardless of sex, gender identity or sexuality (see, for example, Henry, Powell & Flynn, 2015). Nonetheless, these findings suggest the need for Victoria Police to address perceptions among serving officers that SSASGD young people are still not comfortable in engaging with and reporting a range of offenses.

The large percentage of respondents who answered 'Couldn't say/Don't know' to all these questions, ranging from 26.6% who didn't know if SSASGD young people would be comfortable reporting property offenses, to 40.2% who didn't know if they would be comfortable reporting sexual assaults, points towards a notable gap in police knowledge. More education on SSASGD young people's needs and data on the likelihood of their reporting different types of offenses to Victoria Police are two ways of addressing these concerns.

4.3   Perceptions of SSASGD young people

4.3.1   To what degree do you agree or disagree with the following questions?

Table 12- To what extent do you agree/disagree with the following statements

	Not at all	Somewhat	Very	Extremely	Couldn't say/don't know
LGBTIQ+ young people respect members of Victoria Police	3.9 (11)	50.2 (141)	28.8 (81)	16.4 (46)	0.7 (2)
LGBTIQ+ young people respect GLLOs	1.8 (5)	21.0 (59)	36.3 (102)	35.6 (100)	5.3 (15)
Victoria Police is respectful towards LGBTIQ+ young people	2.9 (8)	36.7 (102)	8.3 (23)	41.0 (114)	11.2 (31)
GLLOs are respectful towards LGBTIQ+ young people	0	9.6 (27)	19.3 (54)	42.1 (118)	28.9 (81)
Victoria Police is respectful towards young people in general	1.1 (3)	34.5 (97)	6.0 (17)	41.6 (117)	16.7 (47)
GLLOs are respectful towards young people in general	0	12.5 (35)	20.6 (58)	47.0 (132)	19.9 (56)
Victoria Police is supportive of LGBTIQ+ young people	2.5 (7)	28.8 (81)	9.6 (27)	37.4 (105)	21.7 (61)
GLLOs are supportive of LGBTIQ+ young people	0	9.3 (27)	17.4 (49)	39.9 (112)	33.5 (94)
Victoria Police hold homophobic/biphobic/transphobic attitudes	31.7 (89)	44.5 (125)	12.8 (36)	6.4 (18)	4.6 (13)
GLLOs hold homophobic/biphobic/transphobic attitudes	68.9 (193)	5.4 (15)	22.1 (62)	2.9 (8)	0.7 (2)
LGBTIQ+ young people perceive Victoria Police as a homophobic/biphobic/transphobic organisation	8.9 (25)	45.4 (127)	27.1 (76)	12.1 (34)	6.4 (18)
LGBTIQ+ young people perceive GLLOs as being homophobic/biphobic/transphobic	48.4 (135)	14.7 (41)	34.1 (95)	2.5 (7)	0.4 (1)

Victoria Police respondents were asked to what degree they agreed or disagreed with statements regarding SSASGD young people's view of Victoria Police in general and the GLLOs and then, in 'reverse', Victoria Police's and the GLLOs view of SSASGD young

people. Each statement was ranked on a five-point scale from 'Not at all' to 'Extremely' with approximately 281 people providing a response to each statement.

Only 17.1% of respondents believed that SSASGD young people were 'Very' or 'Extremely' likely to respect Victoria Police while 54.1% believe they respect police 'Somewhat' or 'Not at all'. The order is reversed for the GLLOs with nearly 40% of police respondents believing that SSASGD young people were 'Very' or 'Extremely' likely to respect the GLLOs and 22.8% believing they respect the GLLOs 'Somewhat' or 'Not at all'.

When asked the same question, but in this case about Victoria Police and the GLLOs attitudes toward SSAGSD young people, 52.2% of respondents believed that Victoria Police were 'Very' or 'Extremely' respectful of SSASGD young people and 71.0% of respondents the GLLOs. It is worth noting that there was also a marked difference in respondents' estimation of the level of respect for young people in general between Victoria Police and the GLLOs. Nearly 36% of respondents believed that Victoria Police were 'Somewhat' or 'Not at all' respectful towards young people, but this percentage fell to 12.5% for the GLLOs.

Nearly 60% of respondents believed that Victoria Police were 'Very' or 'Extremely' likely to be supportive of SSASGD young people and 72.4% of respondents the GLLOs.

Nearly 69% of respondents believed that the GLLOs do not hold homophobic, biphobic or transphobic attitudes. However, the percentage of respondents who believe that Victoria Police in general do not hold such attitudes drops to 31.7% with a further 44.5% believing Victoria Police 'Somewhat' hold these attitudes. Notably, 22.1% of participants thought that GLLOs were 'very' likely to hold homophobic, biphobic or transphobic attitudes, in comparison to 12.8% of participants responding that Victoria Police members were 'very' likely to hold such attitudes. Certainly, GLLOs were perceived as being less likely to hold these attitudes overall, so the reasons for the apparent inconsistency in responses to this particular option are unclear. When asked to comment on their sense of SSASGD young people's perceptions of whether or not Victoria Police and the GLLOs hold homophobic, biphobic or transphobic attitudes, 8.9% answered 'Not at all' and 44.5% 'Somewhat' for SSASGD young people's perceptions of Victoria Police, and 48.4% 'Not at all' and 14.7% 'Somewhat' for their perceptions of the GLLOs.

4.3.2 How challenging are SSASGD young people to interact with?

The majority of Victoria Police believed that SSASGD young people were no more challenging than other young people to interact with (68.2%), while 17.5% 'Didn't know/Couldn't say'. Nonetheless, over one in ten respondents (10.7%) did believe that SSASGD young people were more challenging to interact with than other young people.

Of the 10.7% of respondents who found interactions with SSASGD young people to be more challenging, 10 people said this was due to SSASGD young people's expectation that they would not be taken seriously including past bad experiences with Victoria Police; 7 respondents because SSASGD young people believed they would be treated differently or discriminated against because they were SSASGD; and 6 because SSASGD young people expected to be treated better by police to compensate for their experiences of homo, bi and transphobic discrimination. A further two respondents said that difficulties in using preferred pronouns made interactions with SSASGD young people more challenging and another two said 'Not wanting to offend'.

4.3.3 Level of training and expertise in SSASGD young peoples' issues

Victoria Police respondents were asked to comment on their level of training and expertise on SSASGD young people's issues. Comments were ranked on a four-point scale from 'Not at all' to 'Extremely' and included a fifth option 'Couldn't say/Don't know'. Approximately 273 people provided a response to each of the questions.

Table 13 - To what extent do you agree with the following statements?

	Not at all	Somewhat	Very	Extremely	Can't say/don't know
I have received adequate training to interact appropriately with LGBTIQ+ young people	34.6 (94)	37.9 (103)	16.9 (46)	4.0 (11)	6.6 (18)
I am confident that I know the correct language to use when talking to LGBTIQ+ young people	12.8 (35)	41.2 (113)	32.1 (88)	9.5 (26)	4.4 (12)
I know where to go for advice about issues relating to LGBTIQ+ young people	10.6 (29)	31.8 (87)	42.7 (117)	10.6 (29)	4.4 (12)
I feel comfortable interacting with LGBTIQ+ young people	1.5 (4)	12.8 (35)	57.7 (158)	25.5 (70)	2.6 (7)
LGBTIQ+ young people are trustworthy	1.5 (4)	15.4 (42)	40.1 (109)	7.7 (21)	35.3 (96)
I consciously consider whether someone might be LGBTIQ+	32.8 (90)	31.0 (85)	24.8 (68)	4.4 (12)	6.9 (19)
LGBTIQ+ young people have different needs to other young people	13.9 (38)	50.9 (139)	17.9 (49)	2.6 (7)	14.7 (40)
I treat LGBTIQ+ young people the same as everyone else	2.9 (8)	12.5 (34)	38.5 (105)	43.2 (118)	2.9 (8)
LGBTIQ+ young people engage in more criminal behaviour than other young people	66.8 (183)	3.6 (10)	1.1 (3)	0	28.5 (78)
Overall, Victoria Police do a good job interacting with LGBTIQ+ young people	5.1 (14)	44.5 (122)	27.0 (74)	9.1 (25)	14.2 (39)
Overall, GLLOs do a good job interacting with LGBTIQ+ young people	0.4 (1)	13.9 (38)	38.1(104)	19.0 (52)	28.6 (78)

Nearly 73% of respondents said their training on how to interact with SSASGD young people was 'Not at all' or 'Somewhat' adequate. Over half of respondents (54%) said they were 'Not at all' or 'Somewhat' confident in using the correct language when talking to LGBTIQ+ young people. However, a significant percentage of respondents said they were 'Very' or 'Extremely' confident in using the correct language. Furthermore, a majority of respondents said they were 'Very' or 'Extremely' confident in knowing where

to go for advice about issues relating to SSASGD young people and 83.2% that they felt 'Very' or 'Extremely' comfortable in interacting with them.

Despite a majority of respondents believing that SSASGD young people's needs are 'Somewhat' or 'Very' different to those of other young people (50.9% and 17.9% respectively), 81.7% said that were 'Very' or 'Extremely' likely to treat SSASGD young people 'the same as everyone else' (38.5% and 43.2% respectively).

While 40.1% of respondents answered 'Very' to the statement 'LGBTIQ+ young people are trustworthy', the second largest response was 'Can't say/Don't know' (35.3%).

Almost half our respondents believed Victoria Police were only 'Somewhat' (44.5%) or 'Not at all' (5.1%) doing a good job interacting with SSASGD young people. In contrast, more than 57% believed that, overall, the GLLOs were doing a good job (38.1% 'Very' and 19.0% 'Extremely').

4.4 Improving relationships

4.4.1 Barriers to SSAGSD young people to reporting offenses and engaging with Victoria Police

Table 14 - To what extent do you think the following would encourage or discourage SSASGD young people reporting offences to Victoria Police?

	Strongly discourage	Somewhat discourage	No impact/not relevant	Somewhat encourage	Strongly encourage
Fear of being outed	35.7 (101)	45.9 (130)	16.6 (47)	0.7 (2)	1.1 (3)
Concern that they would not be taken seriously	23.0 (65)	53.5 (151)	18.4 (52)	4.3 (12)	0.7 (2)
Being unsure of where to go to report	8.9 (25)	40.4 (113)	43.6 (122)	6.1 (17)	1.1 (3)
Perceived seriousness of the incident	11.4 (32)	44.6 (125)	26.8 (75)	16.1 (45)	1.1 (3)
Concern that they would be treated unfairly	23.5 (66)	50.2 (141)	19.9 (56)	5.3 (15)	1.1 (3)
Not having a GLLO available to report to	10.7 (30)	42.0 (118)	39.9 (112)	6.4 (18)	1.1 (3)
Belief that nothing could be done about it	17.1 (48)	58.6 (164)	18.2 (51)	4.6 (13)	1.4 (4)
Fear of further discrimination	27.5 (77)	53.6 (150)	13.9 (39)	3.9 (11)	1.1 (3)
Perceived homophobia/biphobia/transphobia of the organisation	32.7 (92)	47.3 (133)	16.0 (45)	2.1 (6)	1.8 (5)
Previous negative experience	38.7 (109)	45.7 (129)	10.6 (30)	2.8 (8)	2.1 (6)

Nearly 84.4% of respondents believed that a 'Previous negative experience' with Victoria Police would discourage SSASGD young people from reporting offenses followed by: 'Fear of being outed' (81.6%); 'Fear of further discrimination' (81.1%); and 'Perceived homo, bi and transphobia of the organisation' (80%). While nearly 50% believed 'Being unsure of where to go' would 'Strongly' or 'Somewhat' discourage reporting of offenses, nearly 44% believed this would have 'No impact/Not relevant'. Similarly, while 52.7% of respondents believed 'Not having a GLLO available' would 'Strongly' or 'Somewhat' discourage reporting, a smaller but significant percentage of respondents believed that

this would have 'No impact/Not relevant' on SSASGD young people reporting offences to Victoria Police

4.4.2 Improving relationships between Victoria Police and SSASGD young people

Respondents were asked 'What steps do you think could be taken (if any) to improve the relationship between Victoria Police and LGBTIQ+ young people?' This was a free text response and individuals could provide more than one suggestion. There were 204 responses and these were grouped thematically.

The most common response was 'Greater training/Education of police around LGBTIQ+ issues and LGBTIQ+ inclusion' (n=47); followed by 'Better/Continued interaction between Victoria Police and LGBTIQ+ communities including young people (E.g. LGBTIQ+ community events)' (n=30); 'Treat everyone with respect/fairly/equality regardless of sexuality or gender identity/don't use labels' (n=24); 'Victoria Police are doing a good job/no need to improve anything' (n=21); and 'More GLLOs/Broader GLLO training/Greater promotion of the GLLOs/Improve the GLLO's role' (n=17).

Thirteen respondents said 'Don't know/Unsure'. Eleven said 'Better education for both Police and SSASGD young people' and seven, 'Greater tolerance/respect from Victoria Police and SSASGD young people'. Five respondents suggested 'Increase diversity within Victoria Police (including sexuality)'.

5 SSASGD young people's survey results

5.1 Attitudes and perceptions of Victoria Police

5.1.1 Trust, understanding and respect

SSASGD young people were asked to gauge how trustworthy, supportive and respectful they believed Victoria Police were towards them. Responses to each of the statements in Table 14 were ranked on a five-point scale from 'Strongly disagree' to 'Strongly agree'. Response rates for each of the statements varied between 72 and 76.

Table 15 - How much do you agree or disagree with the following statements?

Perceptions	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I can trust Victoria Police	23.6 (17)	13.9 (10)	20.8 (15)	34.7 (25)	6.9 (5)
I don't trust anyone in a Police uniform	11.1 (8)	37.5 (27)	15.3 (11)	19.4 (14)	16.7 (12)
Victoria Police will treat me unfairly because I am LGBTIQ+	6.9 (5)	23.6 (17)	22.2 (16)	36.1 (26)	11.1 (8)
Victoria Police are supportive of LGBTIQ+ young people	19.4 (14)	22.2 (16)	30.6 (22)	26.4 (19)	1.4 (1)
Victoria Police understand LGBTIQ+ young people's issues	33.3 (24)	25.0 (18)	31.9 (23)	8.3 (6)	1.4 (1)
Victoria Police respect LGBTIQ+ young people	20.8 (15)	25.0 (18)	30.6 (22)	22.2 (16)	1.4 (1)
Victoria Police treat LGBTIQ+ young people worse than other young people	5.6 (4)	18.1 (13)	33.3 (24)	29.2 (21)	13.9 (10)
Victoria Police discriminated against LGBTIQ+ people in the past	2.8 (2)	4.2 (3)	16.7 (12)	36.1 (26)	40.3 (29)
Victoria Police are doing a lot to improve their relationship with LGBTIQ+ people	6.9 (5)	26.4 (19)	33.3 (24)	29.2 (21)	4.1 (3)

Nearly 42% or respondents 'Agree' or 'Strongly Agree' that they could trust Victoria Police, while a slightly lower percentage 'Disagreed' or 'Strongly disagreed' (37.5%). Nearly 50% of respondents 'Disagreed' or 'Strongly disagreed' with the statement 'I don't' trust anyone in a police uniform', while 36.1% 'Agreed' or 'Strongly agreed'.

Nearly 58.3% of SSASGD young people 'Strongly disagree' or 'Disagree' that Victoria Police 'Understand SSASGD young people's issues' followed by 45.8% who 'Strongly disagree' or 'Disagree' that they 'Respect' SSASGD young people, and 42% that Victoria Police were 'Supportive' of them. For each of these statements—support, understanding and respect—the percentage of respondents who 'Strongly agree' or 'Agree' is significantly less than those who 'Strongly disagree' or 'disagree' (from 27.8% who believe Victoria Police are supportive to only 9.7% who believe they understand SSASGD young people's issues). This lack of confidence in Victoria Police is reflected in the larger percentage of respondents who 'Agree' or 'Strongly agree' with the statement 'Victoria Police treat LGBTIQ+ young people worse than other young people' compared with those who 'Disagree' or 'Strongly disagree' (43.1% versus 23.7%).

This lack of confidence is also reflected in SSASGD young people's perception that 'Victoria Police discriminated against LGBTIQ+ people in the past', with over 76% of respondents 'Agreeing' or 'Strongly agreeing' with this statement. Despite these findings, our SSASGD young respondents were equally divided regarding their belief that 'Victoria Police are doing a lot to improve their relationship with LGBTIQ+ people' with 33% answering 'Agree' or 'Strongly agree' and the same percentage, 'Disagree' or 'Strongly disagree'.

It is worth noting that for four of the nine statements the single largest response was 'Neutral'.

5.1.2   Perceptions of Victoria Police

Respondents were asked what (or who) had informed their perceptions of Victoria Police. They could choose one of more of the options listed in Table 15, with 92.1% of respondents (n=70) listing at least one.

Table 16 - What has informed your perceptions of Victoria Police?

Perceptions	% (n)
I hear other LGBTIQ+ people say these things about the police	55.3 (42)
I hear my LGBTIQ+ friends say these things about the police	53.9 (41)
I read about police in queer media	53.9 (41)
I hear other young people say these things about the police	51.3 (39)
I have had previous experiences with police	47.4 (36)
I hear things about police from other Indigenous people/people from other cultural backgrounds	35.5 (27)
I hear my family say these things about the police	15.8 (12)
Something else	14.5 (11)
I hear my school friends say these things about the police	13.2 (10)

A significant number of respondents reported that their perceptions of Victoria Police were based on 'previous experiences with police' (n=36). However, the major influences on SSASGD young people's perceptions of Victoria Police were what they had heard about police from a variety of sources: 'other LGBTIQ+ people' (n=42); followed by 'my LGBTIQ+ friends' (n=41) and 'the queer media' (n=41); and 'other young people' (n=39). Clearly, there are opportunities for Victoria Police to work with youth groups, queer media and LGBTIQ+ community organisations to challenge negative stereotypes and increase the likelihood that SSASGD young people will be encouraged by friends and community to engage with and report crimes to police.

5.1.3 Additional comments

Respondents were asked if they would like to make any additional comments about their perceptions of Victoria Police. Seven reported that they or their friends had experienced discrimination by police, six that their perceptions were influenced by mainstream media and TV and three that Police didn't take seriously reporting of crimes (by SSASGD young people). Two respondents had experienced discrimination as sex workers from police and two said police 'mostly do a good job but occasionally not'.[14]

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[14] There were a further 11 single responses.

5.2 Reporting offences

5.2.1 Comfort, respect and taken seriously

Table 17 – Levels of comfort, respect and being taken seriously

TYPE OF OFFENCE	Perceived response	Not at all	Somewhat	Very	Extremely
Property Crime	Comfort	7.1 (5)	35.7 (25)	27.1 (19)	30.0 (21)
	Respect	10.1 (7)	42.0 (29)	29.0 (20)	18.8 (13)
	Taken seriously	12.3 (8)	41.5 (27)	29.2 (19)	16.9 (11)
Offence against the person	Comfort	19.7 (14)	28.2 (20)	28.2 (20)	23.9 (17)
	Respect	21.7 (15)	31.9 (22)	27.5 (19)	18.8 (13)
	Taken seriously	16.9 (11)	33.8 (22)	27.7 (18)	21.5 (14)
Sexual assault	Comfort	45.7 (32)	22.9 (16)	14.3 (10)	17.1 (12)
	Respect	41.2 (28)	27.9 (19)	16.2 (11)	14.7 (10)
	Taken seriously	40.0 (26)	27.7 (18)	13.8 (9)	18.5 (12)
Prejudice crime perpetrated by a stranger	Comfort	38.0 (27)	23.9 (17)	21.1 (15)	16.9 (12)
	Respect	32.4 (22)	41.2 (28)	17.6 (12)	8.8 (6)
	Taken seriously	35.4 (23)	43.1 (28)	13.8 (9)	7.7 (5)
Prejudice crime perpetrated by a friend	Comfort	46.5 (33)	29.6 (21)	18.3 (13)	5.6 (4)
	Respect	40.6 (28)	37.7 (26)	10.1 (7)	11.6 (8)
	Taken seriously	43.1 (28)	40.0 (26)	9.2 (6)	7.7 (5)
Prejudice crime perpetrated by a family member	Comfort	53.5 (38)	26.8 (19)	11.3 (8)	8.5 (6)
	Respect	49.3 (34)	26.1 (18)	11.6 (8)	13.0 (9)
	Taken seriously	50.0 (32)	32.8 (21)	9.4 (6)	7.8 (5)
Prejudice motivated incident	Comfort	52.9 (37)	27.1 (19)	7.1 (5)	12.9 (9)
	Respect	56.5 (39)	27.5 (19)	7.2 (5)	8.7 (6)
	Taken seriously	70.3 (44)	18.8 (25)	3.1 (2)	7.8 (5)

For each of the offences listed in Table 16 respondents were asked to comment on: how comfortable/likely they would be to report the offence to Victoria Police; how respectful they believed Victoria Police would be towards them; and how seriously they would be taken in reporting each offence. Responses were ranked on a four-point scale from 'Not at all' to 'Extremely'. Response rates varied between 64 and 76.

For 'Property Crime' and 'Offence against the person' respondents were divided evenly between those who reported 'Not at all' and 'Somewhat' and those who reported 'Very' or 'Extremely' for feeling comfortable reporting an offence, being respected, and being taken seriously by Victoria Police.[15] For 'Property Crime' a similar percentage of respondents answered 'Not at all' or 'Somewhat' as answered 'Very' or 'Extremely' for being treated with respect (52.1% and 47.8%) and for being taken seriously (53.8% and 46.1%). There was a similar, even division in the percentage of respondents who believed they would be taken seriously by Victoria Police and those who believed they wouldn't, when reporting an 'Offence against the person' (49.2% 'Very' and 'Extremely' versus 50.75 'Not at all' or 'Somewhat').

Respondents were much less likely to believe that they would feel comfortable, be treated with respect, or be taken seriously when reporting each of the remaining five offences listed in Table 16. For example, 45.7% of respondents answered 'Not at all' to the question 'Would you feel comfortable or be likely to report sexual assault to Victoria Police?' and 69.6% 'Not at all' or 'Somewhat'.

The picture is more complex for SSASGD young people's perceptions of how comfortable and how respected they would be, and whether they would be taken seriously in reporting prejudice-motivated crime to Victoria Police; that is, crimes committed against them because of bi, trans or homophobic prejudice. Respondents would be more comfortable reporting a prejudice-motivated crime committed by a stranger than by someone they know. While 38.0% of respondents said they would feel 'Very' or 'Extremely' comfortable reporting a prejudice-motivated crime committed by a stranger,

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[15] The exception was feeling comfortable reporting a property crime where 42.8% or respondents answered 'Not at all' or 'Somewhat' versus 57.1% who answered 'Very' or 'Extremely'.

the percentage drops to 23.9% for reporting a crime committed by a friend and to 19.8% for a crime committed by a family member.

There was little variation in respondent's perceptions of being 'treated with respect' or 'taken seriously' by Victoria Police for prejudice-motivated crime committed by a stranger, friend or family member. However, as with the reporting of sexual assault, the majority of respondents reported that they would not feel comfortable and did not believe they would be treated with respect or taken seriously when reporting prejudice-motivated crime committed by a stranger, friend or family member. For example, when asked their comfort/likelihood of reporting prejudice-motivated crime committed by a friend, 76.1% answered 'Not at all' or 'Somewhat', and 78.3% 'Not at all' or 'Somewhat' to the question 'How respectfully would you be treated?' For the reporting of prejudice-motivated crime committed by a family member the figures are even more alarming. The majority of respondents answered 'Not at all' to feeling comfortable/likely (53.5%) and 50% 'Not at all' to being taken seriously. If 'Somewhat' is added, the percentages jump to 80.3% and 82.8% respectively.

SSASGD young people's lack of confidence in Victoria Police's capacity to understand and respond respectfully to their reporting of crime and in particular incidents that relate to their sexual of gender diverse identities needs addressing. This need is perhaps best captured by the 70.3% of respondents who answered 'Not at all' to the question 'How seriously do you think you would be taken if you reported a prejudice-motivated incident to Police?'

5.2.2   Future reporting

When asked how likely they would be to report each of the offences listed in Table 18 to Victoria Police *in the future*, again respondents are more likely to report 'property crime' and 'offences against the person' than 'sexual assault' of 'prejudice-motivated crime'. For example, 54% of respondents were 'Very' or 'Extremely' likely to report a property crime and 49.2% an offence against the person in the future. The percentages drop to 31.6% for sexual assault and to 20.6% for future reporting of prejudice-motivated crime by a family member. Again, a majority of respondents answered 'Not at all' to their likelihood of reporting 'A prejudice-motivated crime committed by a family member' and 'A prejudice-motivated incident' to Victoria Police in the future (50.8% and 58.7% respectively).

5.3 Incentives and barriers to engaging with Victoria Police

5.3.1 Different types of offence

Respondents were asked to comment on the degree to which the concerns listed in Table 18 would encourage or discourage their reporting of property crime, crimes against the person, or prejudice-motivate crime to Victoria Police. Responses were ranked on five-point scale from 'Strongly discourage' to 'Strongly encourage'. Table 18 includes responses for crimes against the person and prejudice-motivated crime.

Reporting Property crime

Nearly 63% of respondents said that 'Fear of being outed' would have 'No impact/Not relevant' to their willingness to report property crime to Police. Nearly 50% said that 'Not having a GLLO available' would have 'No impact/Not relevant' on their reporting property crime and 30.2% that it would 'Somewhat discourage' them.

For all the remaining concerns listed in Table 18, a majority of respondents reported that they would 'Strongly' or 'Somewhat' discourage them from reporting a property crime to Victoria Police. Nearly 81% reported a 'Concern that they would be not be taken seriously' would 'Strongly' or 'Somewhat' discourage them from reporting a property crime, followed by 79.4% 'Perceived homo, bi or transphobia', 74.6% 'Belief that nothing could be done about it', 73.1% 'Fear of further discrimination, and 55.6% 'Being unsure of where to go.

Reporting crimes against the person and prejudice-motivated crime

Fifty percent of our SSASGD young respondents said that 'Fear of being outed' would have 'No impact/Not relevant' on their likelihood of reporting 'Prejudice-motivated crime' to Victoria Police and 53.1% 'Crime against the person'. Nearly 41% said that 'Not having a GLLO' would have 'No impact/Not relevant' on their likelihood of reporting crime 'Against the person'. Nonetheless, a majority of respondents said that 'Not having a GLLO' would 'Strongly discourage' or 'Somewhat discourage' their reporting crime 'Against the person' (53.1%) and 'Prejudice-motivated crime' (61.3%).

Table 18 – To what extent would the following encourage your reporting to crime against the person or prejudice-motived crime to Victoria Police?

CONCERN	Type of offence	Strongly discourage	Somewhat discourage	No impact/ Not relevant	Somewhat encourage	Strongly encourage
Fear of being outed	Against the person	20.4 (10)	20.4 (10)	53.1 (26)	6.1 (3)	0
	Prejudice-motivated	27.3 (12)	22.7 (10)	50.0 (22)	0	0
Concern they would not be taken seriously	Against the person	44.9 (22)	40.8 (20)	4.1 (2)	6.1 (3)	4.1 (2)
	Prejudice-motivated	58.1 (25)	37.2 (16)	0	2.3 (1)	2.3 (1)
Being unsure of where to go	Against the person	20.4 (10)	36.7 (18)	32.7 (16)	8.2 (4)	2.0 (1)
	Prejudice-motivated	25.0 (11)	40.9 (18)	27.3 (12)	2.3 (1)	4.5 (2)
Perceived seriousness of the incident	Against the person	38.8 (19)	36.7 (18)	4.1 (2)	12.2 (6)	8.2 (4)
	Prejudice-motivated	47.7 (21)	34.1 (15)	2.3 (1)	11.4 (5)	4.5 (2)
Concern they would be treated unfairly	Against the person	38.8 (19)	38.8 (19)	14.3 (7)	4.1 (2)	4.1 (2)
	Prejudice-motivated	52.3 (23)	31.8 (14)	6.8 (3)	6.8 (3)	2.3 (1)
Not having a GLLO available to report to	Against the person	24.5 (12)	28.6 (14)	40.8 (20)	2.0 (1)	4.1 (2)
	Prejudice-motivated	38.6 (17)	22.7 (10)	36.4 (16)		2.3 (1)
Belief that nothing could be done about it	Against the person	36.7 (18)	42.9 (21)	10.2 (5)	6.1 (3)	4.1 (2)
	Prejudice-motivated	54.5 (24)	29.5 (13)	9.1 (4)	4.5 (2)	2.3 (1)
Fear of further discrimination	Against the person	44.9 (22)	36.7 (18)	12.2 (6)	2.0 (1)	4.1 (2)
	Prejudice-motivated	54.5 (24)	36.4 (16)	0	6.8 (3)	2.3 (1)
Perceived bi/trans/homophobia of the organisation	Against the person	49.0 (24)	30.6 (15)	14.3 (7)	2.0 (1)	4.1 (2)
	Prejudice-motivated	61.4 (27)	27.3 (12)	6.8 (3)	2.3 (1)	2.3 (1)
Previous negative experience	Against the person	43.5 (20)	30.4 (14)	21.7 (10)	2.2 (1)	2.2 (1)
	Prejudice-motivated	51.2 (22)	30.2 (13)	18.6 (8)	0	0

A majority of respondents reported that concerns over what might be characterised as biased or prejudicial treatment related to their LGBTIQ+ identity by Victoria Police would 'Strongly discourage' them reporting 'Prejudice-motivated' crime. Over 61% of respondents said that 'Perceived bi, trans or homophobia of the organisation' would 'Strongly discourage' them reporting 'Prejudice-motivated crime', followed by 54.5% 'Fear of further discrimination', 52.3% 'Concern they would be treated unfairly', and 51.2% a 'Previous negative experience'. A smaller percentage said that concerns about prejudicial treatment related to their identity would 'Strongly discourage' them reporting crimes 'Against the person'. Nonetheless, a significant majority reported that such prejudicial treatment would 'Strongly discourage' or 'Somewhat discourage' them reporting crime 'Against the person' to Victoria Police, from 73.9% for 'Previous negative experience' to 81.6% for 'Fear of further discrimination'.

The findings are similar for concerns relating to inaction on the part of Victoria Police. Over 58% of respondents said that 'Concern they would not be taken seriously' would 'Strongly discourage' them reporting 'Prejudice-motivated' crime; 54.4% a 'Belief that nothing would be done'; and 47.7% 'Perceived seriousness of the incident'. Again, a majority of respondents said that concerns about police inaction would 'Strongly discourage' or 'Somewhat discourage' them reporting crime 'Against the person', from 75.5% for 'Perceived seriousness of the incident' to 85.7% for 'Concern they would not be taken seriously'.

Nearly 66% of respondents said that 'Being unsure of where to go' would 'Strongly discourage' or 'Somewhat discourage' their reporting 'Prejudice-motivated' crime to Victoria Police and 57.1% that it would Strongly discourage' or 'Somewhat discourage' their reporting crime 'Against the person'.

5.3.2   Preferred contact

Respondents were asked their preferred way of contacting police if they were to report a crime in the future. Respondents could choose more than one mode of contact. Twenty-seven SSASGD young respondents said by phone, followed by 22 to an LGBTIQ+ organisation and 21 in person. A smaller, but substantial number said by phone app (n=17), email (n=16) and family friend (n=14).

Table 19 – Preferred way of contacting police

Preferred contact	% (n)
Phone	35.5 (27)
LGBTIQ+ organisation	28.9 (22)
In person	27.6 (21)
Phone app	22.4 (17)
Email	21.1 (16)
Family friend	18.4 (14)
Website	17.1 (13)
Other	1.3 (1)

Just over 68% of respondents said 'Yes' they would prefer to report a crime to a GLLO, 6.8% 'No' and nearly 26% said they weren't sure.

5.3.3   Increasing contact and reporting of offences

Respondents were asked to comment on anything that would make them more likely to report something to Victoria Police in the future. Fifteen people provided comments and suggestions and they were grouped thematically. Six SSASGD young people said 'Being treated with respect', followed by 2 who said 'Improved responses to discriminatory behaviour among police' and 2 'Knowing a police officer/GLLO'. There were 5 single responses including 'Improved interactions with the LGBTIQ+ community' and 'Police receiving proper training on diverse people'.

5.3.4 Additional comments

Respondents were asked to provide any additional comments (free text) on whether they would report anything to Victoria Police. Nine people responded, with 3 saying 'Won't report anything as the police are homophobic and won't believe, trust or take you seriously', and six single responses including 'The criminal justice process is stressful and the outcome is not worth it, so no point in reporting sexual assault', 'They don't know how to communicate with deaf people' and 'Police need to show that they are changing'.

5.4 Interactions with Victoria Police

5.4.1 Most recent interaction with Victoria Police

<u>Type of interaction</u>

Table 20 – Which of the following best describes your most recent interaction with Victoria Police?

Type of most recent interaction	% (n)
I reported a crime that happened to me	21.3 (10)
I talked with Police at an LGBTIQ+ community event	14.9 (7)
I attended a police station for an administrative matter or to make an enquiry	12.8 (6)
I have never interacted with Victoria Police	10.6 (5)
Something else	10.6 (5)
I was questioned on the street	8.5 (4)
Prefer not to say	8.5 (4)
I was questioned at a police station	6.4 (3)
The Police visited my school	6.4 (3)
I reported a crime I witnessed	4.3 (2)
None of the above	2.1 (1)
I was questioned or apprehended in a car	0

Nearly 66% (n=50) of our 76 SSASGD young respondents provided a response to the question 'Which of the following best describes your most recent interaction with Victoria Police?' (Table 19). Respondents were provided with a list of interactions with nearly 11% (n=5) saying they had 'never interacted with Victoria Police'.

Nearly 26% said their most recent contact with Victoria Police was when reporting a crime (21.3% as a victim and 4.3% as a witness); 21.3% at a community policing activity (14.9% talking with police at an LGBTIQ+ event and 6.4% a police visit to their school); nearly 16% being questioned by police; and 12.8% attending a police station for an administrative matter or to make an enquiry.

Forty-two of the 45 respondents who commented on their most recent interaction with Victoria Police also commented on where that interaction had occurred and whether they had been treated with respect. Nearly 74% reported the interaction had occurred in a metropolitan location and the remaining 26.2% in a rural one. Over 53% answered 'Not at all' or 'Somewhat' to the question 'Were you treated with respect?' while only 36.6% answered 'Very' or 'Extremely'.

Was your sexuality, gender identity or intersex variation discussed?

Just over 76% of the 42 respondents who answered this question said that their sexuality, gender identity of intersex variation was not discussed in their most recent interaction with Victoria Police. The remaining 23.8% (n=10) said that their LGBTIQ+ identity was discussed.

Of the 10 SSASGD young people who answered 'Yes', 3 said the Police were 'Extremely' or 'Very' understanding of their sexuality and 2 'Very of 'Extremely' understanding of their gender identity. However, at the other end of the scale, 6 said the police were 'Somewhat' or 'Not at all' understanding of their sexuality and 8 'Not at all' or 'Somewhat' understanding of their gender identity.

5.4.2   Interactions with other Victoria Police Support Officers

Respondents were asked if they had ever had an interaction with any of Victoria Police's 9 other types support officers (other than the GLLOs).[16] The numbers of SSASGD young respondents who answered 'Yes' was very low (n=9) and included contact with only three other types of support officers; five with the Family Violence Liaison Officers, and 2 with the Youth Resource Officers and with the Mental Health Liaison Officers. Thirty-three respondents said they had contact with 'None of these'.

5.4.3   Reporting incidents of abuse to Victoria Police

Respondents were asked if they had ever experienced one or more of the forms of abuse or assault listed in Table 21 on the basis of their sex, sexuality, or gender identity.

Table 21 – Ever experienced heterosexist abuse or assault

Type of abuse	% (n)
Verbal abuse	42.1 (32)
Harassment	32.9 (25)
Received written threats of abuse	28.9 (22)
Threats of physical violence	27.6 (21)
Physical attack or assault	17.1 (13)
Sexual assault	11.8 (9)
Deliberate damage to property or vandalism	7.9 (6)
None of the above	6.6 (5)
Prefer not to say	2.6 (2)
Theft	1.3 (1)
Something else	1.3 (1)
House – Break in	0

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[16] The full list of the other types of support officers: Family Violence Liaison Officers; Youth Resource Officers; Multicultural Liaison Officers; Mental Health Liaison Officers; New and Emerging Community Liaison Officers; Aboriginal Cultural Liaison Officers; Police Aboriginal Liaison Officers; Disability Liaison Officers; and Crime Prevention Officers.

Only 6.6 % (n=5) of respondents said they had never experienced any of the types of abuse listed Table 21 and 2.6 % that they would 'Prefer not to say'. The most common type of heterosexist abuse experienced ever in their lifetime by our SSASGD young respondents were non-physical forms: 42.1% having been subject to verbal abuse, 32.9% to harassment and 28.9% had received written threats of abuse. The next most common forms of abuse were physical violence of the threat of physical violence with nearly 28% of respondents having ever experienced 'Threats of physical violence', 17.1% 'Physical attack or assault' and 11.8% 'Sexual assault'. The least common experiences of heterosexist abuse were those related to property, including vandalism and theft.

Most recent incident of heterosexist abuse

Only 12.8% of those SSASGD young people who said they had experienced abuse on the basis of their sex, sexuality or gender identity had reported the most recent incident to Victoria Police. Five of these respondents commented on: the experience of reporting their most recent abusive incident to police; whether the police response was useful; and whether they felt they had been treated with respect.

Three said their experience was 'Very bad' and another 'Bad'; one said the police response was 'Extremely' useful and 3 'Not at all'; and 1 answered 'Extremely' to the question 'Did you feel you were treated with respect by Victoria police?' and Three 'Not at all'.

The majority of respondents who had not reported their most recent incident of heterosexist abuse to Victoria Police were asked why they had made that decision. Respondents could choose one of more of the options listed in Table 22.

Table 22 – Reasons for not reporting most recent experience of heterosexist abuse

Reason for not reporting	% (n)
Concern that you would not be taken seriously	28.9 (22)
Belief that nothing could be done about it	26.3 (20)
Perceived seriousness of the incident	18.4 (14)
Concern that you would be treated unfairly	15.8 (12)
Previous negative experience	14.5 (11)
Fear of further discrimination	13.2 (10)
Perceived homophobia/transphobia of the organisation	11.8 (9)
Being unsure of where to go to report	9.2 (7)
Something else	5.3 (4)
Fear of being outed	3.9 (3)
Not having a GLLO available to report to	1.3 (1)
None of these reasons	0
Prefer not to say	0

Our respondents' three most common reasons for not reporting their most recent experience of heterosexist abuse to Victoria Police were related to whether or not they believed that police would act on their report. Fourteen respondents were 'Concern[ed] that [they] would not be taken seriously' (n=22), followed by 'Belief that nothing could be done about it' (n=20), and 'Perceived seriousness of the incident' (not sufficiently serious) (n=14). The next four most common reasons for not reporting were actual or anticipated discrimination from Victoria Police. Twelve respondents were 'Concern[ed] that [they] would be treated unfairly', 11 reported a 'Previous bad experience', 10 'Fear of further discrimination', and 9 'Perceived homophobia/transphobia' of the organisation'. Only three respondents said that 'Fear of being outed' was a barrier to their not reporting their most recent incident of heterosexist abuse to Victoria Police.

5.5   Interactions with the GLLOs

5.5.1   Knowledge

Only 47 respondents answered the question 'Have you heard of Victoria Police's GLLOs? Nearly 43% said they had heard of the GLLOs. Those who answered 'Yes' were asked how they had heard of the GLLOs. Three respondents said through police sources, three the gay media and three through friends. One respondent said they had heard of the GLLOs from family and another from a non-LGBTIQ+ web site. Nine respondents had heard from a source not listed in the response options provided.

5.5.2   Interactions with the GLLOs

Type of interaction

Respondents were asked 'What happened the last time you interacted with a GLLO?'

Table 23 – Most recent interaction with a GLLO

Interaction	% (n)
I have never interacted with a GLLO	65.2 (30)
I talked with Police at an LGBTIQ+ community event	21.7 (10)
Something else	6.5 (3)
I reported a crime I witnessed	2.2 (1)
I reported a crime that happened to me	2.2 (1)
None of the above	2.3 (1)
I was questioned on the street	0
I was questioned at a police station	0
I was questioned or apprehended in a car	0
The Police visited my school	0
I attended a police station for an administrative matter or to make an enquiry	0

Over 65% of respondents had never interacted with a GLLO.

The most common interaction was talking with police at an LGBTIQ+ community event 21.7% (n=10), followed by 'Something else' (6.5%), and 'I reported a crime I witnessed' and 'I reported a crime that happened to me' (1 respondent each).

Where did it happen?

Thirteen respondents said their most recent interaction occurred in a metropolitan location and two in a rural location.

How were you treated by the GLLOs?

Respondents who had interacted with a GLLO were asked if they had been treated with respect in their most recent interaction. Five answered 'Extremely' and 10 'Very' or 'Somewhat'. None answered 'Not at all'.

Was your sexuality, gender identity or intersex variation discussed?

Just over 66% of the 15 respondents who answered this question said that their sexuality, gender identity of intersex variation was not discussed in their most recent interaction with the GLLOs. The remaining 33% (n=5) said that their LGBTIQ+ identity was discussed.

Of the 5 SSASGD young people who answered 'Yes', 2 said that the Police were 'Somewhat' understanding, a further 2 'Very', and 1 'Extremely' of their sexuality. Two said the GLLOs were 'Very' understanding of their gender identity, one 'Extremely' and two 'Not at all'.

5.6   Improving relationships

Respondents were asked to provide a free text response to the question 'What do you think could be done (if anything) to improve the relationship between Victoria Police and LGBTIQ+ young people? The responses were grouped thematically.

Table 24 – Improving relations with Police

Comment/Suggestion	N
Cultural/demographic change within the police	5
Greater training/education of police	4
Recruit more LGBTIQ+ to the force and employ only SSA as GLLOs	4
Police do not care about young people/negative comments about police	4
Be more supportive to LGBTIQ+ communities, more visible at LGBTIQ+ events	3
Change the name of GLLOs so that it is more clear that they are there to support the LGBTIQ+ community, make them more visible and promote them to the LGBTIQ+ community	3
Use more inclusive language	1
Greater discussion of sexual diversity in schools	1
More involvement of police in schools	1
Make it possible to contact GLLOs directly	1
Increase accountability of police	1

The majority of suggestions for improving relations between SSASGD young people and Victoria Police related to cultural change (n = 5). This was followed by: more education and training (n=4); recruiting more LGBTIQ+ people to the police and limiting the GLLOs to people who are same sex attracted (n=4); efforts to increase the GLLOs visibility at LGBTIQ+ community events (n=3); and change their name to be more representative of the LGBTIQ+ community and better promote their supportive role within that community (n=3). In many ways, LGBTIQ+ training, targeted LGBTIQ+ staff recruitment, increasing the GLLOs' visibility and their presence at LGBTIQ+ community events could all be understood as concrete examples of culture change.

6 Victoria Police interviews and focus groups

The Victoria Police interviews and focus groups provided a more detailed picture of the relationships and interactions between Police and SSASGD young people in two Victorian rural/regional locations (referred to as Site 1 and Site 2). The Police interviews and focus groups dealt primarily with serving officers' professional knowledge of and engagement with SSASGD young people. The police's stories added to the survey data and showed how the attitudes and practices of police toward SSASGD young people varied between one rural/regional culture and another.

6.1 LGBTIQ+ training

6.1.1 Formal training

The majority of participants at Sites 1 and 2 said that they had received limited (n=6) or no (n=3) training on how to work with SSASGD communities. 'At any point, I've done none' said a focus group participant at Site 1, confirmed by a colleague who replied 'As in police training provided by Victoria Police, nil'.

A number of the more recent recruits had received some diversity training at the Academy that included LGBTIQ+ issues, but there had been no follow-up or further SSASGD training since then. As one participant put it

> At the Academy they touched on it, on LGBTIQ+ stuff through the new and emerging…parts of community, but yeah since then nothing really (Focus Group, Site 2)

An interview participant at Site 1 was unsure whether or not they had received SSASGD training.

> …from memory there was some online, it's very minor online courses or maybe parts of a particular course…unless there was possibly something

at the Academy, but again it would've been only a short section of something.

This same participant was also unsure where they could go to receive SSASGD training or whether such training was even available to Victoria Police officers.

Participants who currently held the GLLO portfolio also reported receiving only limited training.

> My training as far as that GLLO role [is concerned] has been very minimal, very minimal, I went to a meeting down in Melbourne, where we spoke about terminology, identification and how people identify (Interview, Site 1)

However, this participant had only been in the GLLO role for a short time and said that they anticipated being involved in more extensive training in the near future.

6.1.2   Learning on the job

A number of participants reported that they had learnt about working with LGBTIQ+ communities 'on-the-job', or through proactively seeking information. For example, one participant discussed the educational opportunities provided through attendance at local SSASGD community events.

> We've got a number of different events here that I've been to or I've gone to with other members, and it's all about just increasing your knowledge and showing that we're here for them, creating more awareness for us as well so I guess that's the providing your own education in that sense (Focus Group, Site 2)

Another described how being a member of an LGBTIQ+ liaison committee 'mid-career when I was a…senior sergeant' had given them 'a bit of a picture'. The committee, they recalled, was

> where Victoria Police engage with…LGBTI…so if issues were happening in the community…it was a forum where it could be discussed, we as police would discuss our role and how we could better deal with it from a more informed position. (Interview, Site 2)

6.1.3   Value of SSASGD training

Four of the participants who had received training said it helped them work with SSASGD communities. Training was highly valued by participants for a range of reasons. Once participant said it was important in raising awareness about the specificities of working with SSASGD communities.

> I think at least having it acknowledged that it was something that we
> needed to train, I think that was good, so getting your mind to thinking
> about it is good (Focus Group, Site 2).

Another participant valued training because it helped police avoid reproducing existing inequalities and discrimination in their professional interactions with SSASGD young people and communities.

> The thing for me that has come over time has been the absolute
> struggle for some of these poor people...I hate to think that I could've
> contributed today to anyone feeling poorly about themselves, even
> through ignorance…I don't want them to feel that I'm reacting
> differently to them, I don't want them to feel that I think that I'm in any
> way different in that respect, but sometimes we do that through
> ignorance (Focus Group, Site 2)

While no participants said the SSASGD training they had received was not useful, some were less enthusiastic about the need or professional benefits of such training (particularly from Site 1). These participants believed that there was no need for differential treatment of SSASGD community members and that good policing practice consisted of 'treating everybody the same'. As one Focus Group participant at Site 1 put it

> Yeah in my experience, we treat people and interact with people as the
> way you find them, well I don't put labels on them. So I haven't found,
> and that's probably why I don't know about the training, because I
> haven't found a need to go and source training.

6.2   Knowledge of the GLLOs[17]

Apart from those officers who currently held the GLLO portfolio, our participants' knowledge of GLLOs and understanding of their role was mixed. Most commonly, participants (n=5) were aware that GLLOs served as a point of contact between Victoria Police and the SSASGD communities. 'Just a liaison, [a] friendly face' said one interview participant at Site 1,

> because a lot of the I guess gays have been mistreated by police in the
> past, and it's just a good way of you know having that face and a bit
> more an interaction

An interview participant at Site 2 said that the roles of the GLLOs are

> predominantly to be a contact person for the communities, the first
> point of contact, somebody who has training, who understands issues in
> the community, understands how to engage with the community.

Four participants, all of whom currently held the GLLO portfolio or were in senior management positions, believed that the GLLOs also played a role in supporting their colleagues to work with SSASGD communities, or in supporting colleagues who are SSASGD. As one Focus Group participant at Site 2, who currently held the GLLO portfolio, commented

> I thought a GLLO was just about community, but it's about community
> and the police. It's about helping members as well, whether it's they
> want to come out or they want to work in the community or if they want
> to engage somehow with that community I can help with that (Focus
> Group, Site 2).

Participants who currently held the GLLO portfolio also tended to discuss their role as involving *proactive* interaction and relationship building with SSASGD communities, as opposed to only providing support to SSASGD individuals who had come in contact with

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[17] The officers are now referred to as LGBTIQ+ Liaison Officers.

police. For example, one participant discussed the perceived importance of attending SSASGD community events.

> As a GLLO attending these events, I've had a bit of negative pressure from bosses about why I would want to…waste my time or I could be doing other things rather than attending those events. And I see sort of where they're coming from, but I see that Victoria Police has had a negative history with these communities and we need to build some bridges, so I want to be part of that (Focus Group, Site 1)

Other participants, particularly at Site 1, were less certain about the role of the GLLOs or whether they were even needed. 'I don't really know what the GLLO's do' said one focus group participant at Site 1,

> Maybe members of that [LGBTIQ+] community if they want to talk to a police officer they may be more inclined to ask to speak to the GLLO compared to just speaking to any random police officer at the station.

Despite having outlined a community engagement role for the GLLOs the participant finished by reiterating their opening comment, 'I don't know why we have them to be honest...'

A Focus Group participant from Site 2 indicated they had never heard of GLLOs before, despite being employed by Victoria Police for over 2 years. Similarly, some participants reported that they were aware of GLLOs and had some understanding of their role, but were unable to name the GLLOs in their area.

6.2.1   Utilisation of LGBTIQ+ Liaison Officers

The majority of participants saw no need to engage with GLLOs and this was consistent their belief that they rarely interacted with SSASGD young people. As one participant explained

> I haven't felt that I've had any issues dealing with any gay or lesbian people that I've come across. Obviously, not obviously, but I feel like

we're not coming across as many out here as are prevalent in the city I suppose (Interview, Site 1).

Another Focus Group participant from Site 2 was less certain of their reasons for not utilising GLLOs. This participant had some contact with SSASGD young people when responding to family violence incidents, and with parents whose children were grappling with their sexual or gender identity. Yet, they had 'not thought to engage them with our GLLOs, or get that advice'. The reasons for this were unclear, but may reflect a belief among some serving officers that contacting GLLOs for advice is not part of their established working routines or practices: it is not part of their working 'muscle memory'. Some participants, who had not contacted a GLLO, nonetheless said they knew who their local GLLO was and could contact them if they needed their assistance.

One participant, who held a senior role, felt that GLLOs were under-utilised in a broader sense. '[W]hilst we might give them some training' he said,

> We don't provide them with the space to actively perform that role.
> They're there when they're called on, but the…proactively going out
> engaging I think is where we fall over – and that is [what] we really
> need, for those roles to work the way they should work we have to be
> out and engaging with those communities. (Interview, Site 2)

One participant reported having contacted a GLLO in order to support an SSASGD colleague:

> That was a really good experience, because we were going to lose
> someone from the police force because of the way they felt they were
> being treated and also the way they would've been treated you know
> and that to me is just, that can't happen. And that GLLO was fantastic,
> she was absolutely fantastic. (Focus Group, Site 2)

This participant also noted that the GLLO appeared to be highly practiced at responding to this type of issue (which occurred over a decade ago), and speculated that such experiences of discrimination were not uncommon within Victoria Police. This participant felt that the GLLO responded in a highly professional and effective manner, and was able

to work to support this colleague, as well as work to educate members of the force who had been responsible for the bullying and abuse.

6.3 Knowledge and engagement with local SSASGD youth groups

6.3.1 Knowledge of local support services

Knowledge of local support services for SSASGD young people was highly varied among our participants with those who currently held the GLLO portfolio having greater knowledge of the services available. This was particularly true for participants at Site 1. As a non-GLLO Focus group participant put it, 'Specifically for [SSASGD young people], no, I can't think of any'. Nonetheless, nearly all the participants at Site 1 discussed ways of engaging appropriate support services for SSASGD young people if needed, including consulting a GLLO or making enquiries with mainstream local health services. Participants from Site 2 were aware of services for SSASGD young people, but said they would require the support of a GLLO in making appropriate referrals.

6.3.2 Relationships with local support services

Relationships with local support services were largely limited to participants who currently held the GLLO portfolio, or those in senior roles. Again, the strength of these relationships varied substantially across the two sites. GLLO-participants at Sites 1 and 2 had a good working knowledge of the specific services available for SSASGD young people, and both sites had active community support groups for SSASGD young people.

It is worth noting that participants at both sites discussed a perceived lack of services in regional areas compared with metropolitan locations. That said one participant believed that living in a regional area greatly strengthened relationships between Police and local SSASGD services, 'because it's such a small community you do get known by face or name' (Interview, Site 2).

While the GLLO participant from Site 1 was aware of the local SSASGD support group, attempts to build a working relationship with this group had met with resistance.

We were starting to reach out to build some rapport with [a local support group]…pop our heads in; introduce ourselves…so they have a face to the [GLLO] role. We got sort of politely knocked back…"Look we don't have the trust in police yet…We'll approach you when we want you to come to us"…I was a little bit taken aback by that, but that's coming from what the kids have said apparently.

In contrast, participants from Site 2 described much stronger and positive relationships with local SSASGD services. This was largely attributed to the individual responsible for running the main local support group, as well as the proactive efforts of management and GLLOs in this region. One participant, who held a senior role, described their relationship with the manager of the local SSASGD service:

[The manager's] put a lot of time and a lot of work into it over the years, and does a great job…And they were the discussions I had with [the manager]: what does he need from police; where does he feel the gaps are for us; and starting that work about connecting, ensuring that we're really well connected. (Interview, Site 2)

This participant also believed that it was important to have a high police visibility and presence to foster positive relationships between Victoria Police and the local SSASGD community and was supportive of staff attending local SSASGD events. This stands in stark contrast to the experience of the GLLO participant from Site 1, who felt discouraged from attending SSASGD community events by senior staff. This suggests that there may be substantial organisational and cultural differences between Police stations at different rural and regional locations leading to very different relationships and levels of engagement between police and the local SSASGD community.

The Interview participant at Site 2 also said that they actively approached the local SSASGD services to develop relationships and get a better understanding of the SSASGD community's needs. 'I do this community engagement in all these communities', they said

but…I haven't got that level of understanding and what leadership goes into the LGBTI community…I made contact with [the manager of LGBTIQ+ service] and sort of organised…a meeting…"We need to, I

need to know how we can assist you better, and I need to get a better understanding of what we are actually doing"

Another participant from Site 2, who had recently come into the GLLO portfolio, said that they wanted to do more in the community but that 'there's still a stigma attached as far as the community goes, but we are working sort of quietly just being out there'. The participant said they were also working

> with the local hospital. I've attended a meeting recently that was actually the hospital's seeing how they were engaging members of the LGBTI community, so I've then since met a couple of others, local students and stuff, so I've introduced myself and said look this is my role, if you need anything. So just sort of quietly chipping away I think is the way to go.

Another more established GLLO in this region reported attending the local PFLAG[18] group meetings and co-delivering high school sexuality education with the manager of the local SSASGD youth support service. They also reported attending meetings of other local support groups and services, and being a guest speaker at local community events to promote the work of the GLLOs and establish connections with the SSASGD community.

6.4   Working with SSASGD communities

Most participants indicated that they had limited experience in working with SSASGD young people as part of their role. Some attributed this to working in a regional location, with one Interview participant at Site 1 commenting 'I feel like we're not coming across as many out here as are prevalent in the city'. Another participant from Site 1 said they'd had contact with 2 members of the SSASGD communities over the past 7 years. 'You could do years here' they continued, without knowingly encountering an SSASGD person. For participants who did report interactions with SSASGD community members, this most commonly occurred in the context of responding to family violence incidents, or attending community events such as Pride.

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[18] Parents and Friends of Gays and Lesbians

A newly appointed GLLO at Site 2 said during an interview that they'd only had limited contact with SSASGD people but that this could be due to their short time in the role. However, they also noted that they might have encountered SSASGD people without knowing their gender identity or sexuality. 'I know there will be more in the community I work in' they said '…I may have dealt with them and not known, and I think that comes…that rural community stigma'.

An interviewee at Site 2 stressed the importance of police engagement with SSASGD individuals and communities in building not only trust but also empathy and with that better policing practice.

> I'm very conscious of trying to be empathetic too, of trying to understand, and it's really hard when you're not in the community, understand how they're feeling and thinking, and bringing that back into the conversation and how you deal with things- and I think that level of understanding comes with experience, comes with interaction …

This participant also stressed the importance of police using their personal connections and relationship with SSASGD people and communities to help them keep up-to-date on local issues and work effectively with these communities.

6.4.1   We treat everyone the same

Focus Group Participants from Site 1 also commented that they might have interacted with SSASGD individuals without realising it, particularly if that individual's sexuality or gender identity was unrelated to their reasons for contacting police. '[Y]ou know we probably come across them' said one participant, 'and dealt with them and not even know they were gay or lesbian'. Other participants agreed saying, 'Because it's not an issue, it's not…Why we are there' and '[W]e wouldn't have even known and we've sorted out and helped them with their, whatever it is …'

A number of participants suggested that when working with SSASGD young people, whether or not police acknowledged their identity depended on the individual and the nature of the incident or complaint. As a Focus Group participant at Site 2 remarked,

[their identity] is not a factor—they've had their car stolen, they've been robbed at the service station, some of those things you know, they're lost in the street—it doesn't have a bearing. But yes when it comes down to it could be a crime related to something along that, whether it's bullying…it probably would be quite handy to have an understanding about what some of these different things [SSASGD terminology] mean, if we were to be approached on "oh well this is why it's offensive to me".

Nearly all our focus group and interview participants shared this sentiment: unless an incident related directly to an individual's sexuality or gender identity (E.g. hate crime, or family violence matters) their identity was not important or relevant. 'I've never had to resolve a job based on their gender' said one participant, '…I just can't think of one incident in 22 years'.

A Focus Group participant at Site 1 said

Deal with that assault or that whatever it is. I've never had any, the actual fact that they're gay or lesbian or transgender hasn't been the issue we've been called to. That's in my experience.

Another gave the example of a domestic violence incident

…you get called to like domestics, domestic disputes, and maybe 2 males and maybe 2 females, but they're arguing over things that everyone argues about, whether it's finances or relationships, and you just deal with it

This final participant suggests that there are everyday things that couples argue over that have nothing to do with their sexuality or gender identity. This implies, once again, that unless the incident directly relates to the participants being SSASGD the police response does not need to consider their sexuality or gender identity.

This attitude was consistent with the belief, shared by most of our participants, that good policing practice involves 'treating everyone the same'. Many (but not all) our participants expressed, in various ways, a belief that there was no need to interact differently with SSASGD communities. Rather, these participants tended to stress the

importance of treating everyone with respect, as if respect does not involve acknowledging an individual's sense of personal and collective identity.

> I've dealt with some [SSASGD family violence incidents]…and didn't find any issues, and obviously they've previously been reported as one name and then they might now identify as another name, and I'd speak to them and find out what they wanted to be kind of identified as, and then just stick with that, yeah and just deal with them as I normally would (Interview, Site 1)

There is an unacknowledged tension if not contradiction here, between treating SSASGD people 'normally' in a domestic violence situation, while at the same time responding in an SSASGD appropriate and respectful way– in this case, using the correct name and pronouns of a transgender person. This suggests that some Victoria Police officers do take steps to work respectfully with SSASGD community members without overtly considering this as doing anything 'differently'. Indeed, this appears to be common practice with a number of participants who said they 'treat everyone the same' nonetheless detailing how they often adapt their communication and practice to suit the particular individual they were interacting with.

For example, in an exchange between Focus Group participants at Site 2 regarding how police work with 'people that don't like us', one participant remarked that their communication has to change according to 'the circumstances'.

> …I mean that we do get training in and certainly on the job training every day, so again it shouldn't be the sexuality of the person…It's just what the situation requires, we should be the ones that change our communication skill to every event, to optimise a positive result…

Some participants argued that there were aspects of SSASGD people's experiences, and the historical relationship between Victoria Police and SSASGD communities, that they needed to consider in order to work respectfully with SSASGD young people. These participants typically held the GLLO portfolio, or discussed having family members or close friends who were members of SSASGD communities. These participants tended to have a much stronger appreciation of some of the needs of SSASGD communities than officers who had no professional or personal SSASGD connection.

I think because I've done a lot of training and a lot of talking and a lot of involvement with the queer community, I understand a little bit more of the issues…I think yeah maybe some police don't realise that there are other issues where [SSASGD people] might not feel comfortable disclosing to police because of a whole range of issues as well (Focus Group, Site 1).

6.4.2 Disclosure and Coming out

Participants at Site 2 discussed the reluctance of public figures and in particular sport stars, to publicly come out and how this undermines SSASGD young people's confidence in their own sexuality or gender identity and ability to be 'out and proud'.

…it's a really sad indictment isn't it that they [sports stars] can't feel that they can just be whoever they want to be. I mean maybe…they don't need to say that we are this or we are that, but then when you see the influence on young kids … to go "I can feel better about myself sooner"

Nearly all participants believed that disclosure was a matter of individual choice and immediate context. Only the GLLOs considered the impact of historical and ongoing heterosexist discrimination, including discrimination and abuse by Victoria Police, on SSASGD young people's willingness or ability to disclose.

Three participants believed that SSASGD young people *would* disclose their identity if they felt it was important for Police to know.

Yeah, they're generally pretty open with telling you anyway, or just in general conversation says oh my girlfriend this or my girlfriend…the one yesterday she's 17, yeah so she's very open with letting you know, and most of them are. (Interview, Site 1)

However, as one GLLO participant commented after discussing a young gay man who had disclosed his sexuality:

I know that there will be more out there in the community that identify LGBTI, but for whatever reason, either feel comfortable in their own skin

and don't need to ask for any support or help, or again, being that rural community, you know they're not prepared to as yet. (Interview, Site 2).

These comments highlight the range of different and sometimes conflicting reasons behind an SSASGD young person's decision not to disclose their identity to police and that non-disclosure is not necessarily a negative thing. However, they also illustrate how heterosexist stigma and discrimination affect young people's willingness and ability to be open about their identity with police, even in those circumstances where this is directly relevant to the matter at hand.

6.5   Reporting offences to Victoria Police

A number of participants believed that given SSASGD young people's experience of stigma, discrimination and abuse they might prefer reporting to a Police officer who identifies as SSASGD. Several participants highlighted the importance of affirming and appropriate terminology and language when interacting with SSASGD young people. As an interview participant at Site 2 put it

> I think my language, it's one of the key things, I've got to think about
> the language I use.

A Focus Group participant at Site 2 considered whether police should ask SSASGD people at community events 'would it be easier to approach…a police officer who identifies [as SSASGD], would it make it easier for somebody to come in and…report it'. 'Or just talk to them' said another participant.

Participants were asked if they had ever experienced third-party reporting on behalf of an SSASGD young person. 'Third-party reporting' refers to another individual or official representative reporting an offence to police on behalf of someone else, in this case an SSASGD person.[19] No participants had experienced someone making a third-party report

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[19] This could be a friend, parent, support worker or representative from a group or organisation such as the Anti-Violence Project. Third party reporting allows SSASGD young people to have offences against them reported, in particular prejudice-motivated crimes, without them having to meet with Police in person.

in this way. An Interview participant at Site 1 said that third-party reports were difficult 'to act' on.

> [W]e need to get a statement off them. If we don't have a victim we
> don't have an offence really, so we do need to speak to them at some
> stage. And even…to do referrals we need their permission…so there's
> not a lot we can do until we speak to them.

However, this participant acknowledged that third-party reporting could be helpful to 'get the ball rolling', and assist in providing a GLLO as the young person's contact and support.

Participants were asked to identify any potential barriers that SSASGD young people might face in reporting crime or otherwise interacting with Victoria Police. A majority of participants had some limited awareness of the unique barriers faced by SSASGD young people. Once again, however, the GLLOs had a greater awareness of the complex forces at play in SSASGD young people's interactions with Police.

Fear of discrimination and stigma were the two most commonly identified barriers to reporting. For example, Focus Group participants at Site 2 discussed why SSASGD people might be reluctant to report family violence incidents.

> The family violence side of things I think they mightn't want to report,
> not because of the police factor, but bringing shame on the LGBTI
> community, that you know they're in a family violence situation.

Not wanting to 'air your dirty laundry' in public and draw further negative attention to an already-marginalised community is well documented in the research literature as a barrier to reporting SSASGD family or intimate partner violence (Gehring and Vaske 2015; Horsley et al. 2016). Participants suggested that not knowing how you would be treated when reporting an incident to police or fear that you would be subject to further homophobic or transphobic abuse were significant barriers for SSASGD young people. An interview participant at Site 1 suggested that

> Under reporting is no doubt an issue, you know assaults, prejudicially
> motivated assaults and that not getting reported because they don't feel
> comfortable coming…family violence issues. So [Police] getting out there

so that they do feel comfortable reporting it, so they do know what is
going to happen if they do report it – not the unknown, not that they'll
get treated differently, that they'll be singled out… (Interview, Site 1).

An interview participant at Site 2 said

I could see that a young person [who] may have been the victim of a
hate crime like that because they identify as LGBTI, may be too
frightened to come forward and report it for fear of further fallout and
further abuse.

The nature of small towns, where everyone knows everyone else, was considered a
potential barrier to reporting for individuals who were not 'out' in the community. Focus
group participants at Site 2 discussed how this lack of privacy operated in rural and
regional locations. '[I]f they haven't reached that stage…where they're comfortable to tell
people that are close to them' said one participant 'how are they going to report something
to us as well'. 'And even in this town', as two participants discussed,

It's fairly small, you walk into a police station, someone might see you

Yeah or you're standing outside the court house you know, on those
sitting days there's lots of people there…

A third participant concluded, 'So there's not as much privacy as there might be in
the metropolitan region'.

However, this was not a view shared by all. A focus group participant at Site 2 felt that
changing attitudes over the past 20 years had reduced the barriers to SSASGD people
reporting crime and prejudice-motivated offences to police

I just think if you look back from the 90s now to 2017, just for mine,
there's no…no one's really ashamed of it, not that we'd say, whereas I
would say in the 90s there was no way known they'd disclose, it'd be
the last thing they'd try and disclose.

A minority of participants argued that whether SSASGD young people experienced barriers
to reporting was dependent upon the individual.

There's no answer saying yes they would or not they won't, because people are all different and some would be comfortable coming in and reporting it, and others wouldn't. (Focus Group, Site 1)

Another participant believed that an individual's experiences with the police were likely to have a major impact on their likelihood of reporting incidents in the future.

If they've had a bad experience they're going to be less likely to come in and report, so things are going to go…unreported. If they've had a good interaction then they might just want to stick with that one person and say "Oh is that copper on today", or "Can he or she call me back?" you know, and then they'll just report to that person. (Interview, Site 1)

This participant also felt there was a strong anti-police sentiment within segments of their local community, and that this was also likely to act as a significant barrier to SSASGD young people engaging with the police.

Finally, a minority of participants did not believe that young SSASGD people encountered any specific barriers to reporting to police. As one participant put it,

I can't see why they wouldn't [report something] if it's a crime…I'd assume they would.

6.6   Challenges and barriers

6.6.1   Challenges working with SSASGD communities

By far, the most common challenges raised by participants in working effectively with SSASGD young people related to limited time and resources. Participants said these constraints restricted their ability to undertake education and training activities that would enhance their knowledge of SSASGD policing-related issues and were key to improving relationships between police and SSASGD young people. According to Focus Group participants at Site 1, training and professional development opportunities were very limited and in particular for lower-ranking police officers. 'One person might be able to', one participant remarked

but there's no way known…that 100 coppers downstairs driving around
a divvy van here, to give them 5 days each to go to a training course,
not a hope in hell

Other participants responded, saying that 'Most stations will have a training day a year', 'One training a year' and 'Somebody chooses what that's about' and the 'Station set the agenda'.

A number of participants stressed the importance of community engagement as a way of forging positive relationships between Police and SSASGD communities. They talked about being able to engage with SSASGD people and communities at social gatherings and events, and not only in the context of reporting offences. For example, one participant discussed his own intense dislike of police when he was growing up, and how that shifted after an officer took the time to play a game of football with him on the street as a young boy. These organic interactions were viewed as vital for breaking down barriers and misperceptions between police and the communities they serve. For SSASGD community relationships, this involved Police attending events such as Pride to show their support for SSASGD people. However, the opportunities for doing this were sometimes limited or discouraged.

I don't think we have enough chance to kind of interact in, not a social
setting, but just have some kind of other interaction rather than being
called to specific jobs. We might drive around and have a chat every
now and then, to whoever's floating around, but yeah that's few and far
between (Interview, Site 1)

At interview, a senior participant from Site 2 lamented the under-utilisation of GLLOs in comparison to other liaison roles within Victoria Police.

I think the challenge for me is creating the space for my liaison officers
to get out there, because the roll on effect of my liaison officers being
out there and being quite proactive is that they come back and better
educate my workforce and the community.

Again, a key issue was the lack of time and resources for GLLOs to undertake more proactive SSASGD community engagement. This participant felt that enabling GLLOs to undertake their role in a full-time capacity would go some way to alleviating this problem.

This same participant had been part of an SSASGD police liaison unit earlier in their career. They talked about the ongoing legacy and effects of police's historically poor treatment of SSASGD communities, such as the Tasty nightclub raid.

> I think they are still there, and if they're not real they're perceived that
> they're there, both by the community and some police I would imagine…
> there's still feelings in the community that police don't treat them
> equally, and that's what we've really got to overcome.

A number of participants suggested that there was a lack of awareness of the needs and experiences of SSASGD young people by segments of the Victoria Police force. Others suggested that a lack of diversity *within* Victoria Police created additional challenges in working with diverse community members. As one participant put it, '[I]f we don't have a diverse workforce then how do we treat a diverse community' (Interview, Site 2).

Participants were asked to comment on the challenges they faced in policing in their local area. Domestic and family violence, drug use (especially Ice), and mental health were the most commonly mentioned. Notably, several participants also discussed 'young people' in general as a problem or challenge.

> It's almost the culture now of the young kids you know, they walk the
> streets at 1am, 14, 13, 14, 15 year olds. They're out walking the streets
> and they're bored, they've got nothing to do. I don't know why they're
> out at that time of night…they're out damaging stuff or throwing things
> through windows or fences, it's just boredom, bad influences.
> (Interview, Site 1).
>
> Youth crime is out of control. (Focus Group, Site 1)

These comments may reflect the effects of increasing social dislocation and high unemployment in Site 1 on young people. They may also draw on well-worn stereotypes of young people as posing a risk to society at large, warranting their increased surveillance and control. They highlight the already complex relationships between police

and young people and how these relationships vary between one location and another. They also highlight the need to consider how sexual and gender diversity further complicate Police engagement with SSASGD young people.

6.6.2 Improving relations with SSASGD young people

Finally, we asked Victoria Police participants to identify potential strategies for improving relationships between police and SSASGD communities. Suggestions centred on the need for education, proactively building relationships, and promoting the work of the GLLOs. Education and further training was by far the most common suggestion. There were many reasons for the perceived need for further education. For example, one GLLO participant felt that general members of the force did not necessarily have a firm understanding of best-practice principles for working with the SSASGD community.

> …the more that the general police can at least understand the difference
> between intersex and trans…or the terminology, I think…they might be
> a little bit willing to, if they see someone that looks a little bit different
> maybe ask that question how do I identify, rather than are you a he or
> a she or an it…I think that's what some police would do in some way
> shape or form, yeah, or have done. (Focus Group 1, Site 1)

Other participants expressed the need for 'refresher' training, in order to revise and consolidate training received at the Academy. Participants at Site 2 requested training and education relating to the role that GLLOs play within Victoria Police, and greater promotion of this portfolio both within Victoria Police and SSASGD communities. However, there is a tension between participants' desire for training, and the resources available to achieve this.

Again, proactively building relationships with SSASGD services and communities was viewed as an essential step in improving relationships.

> For me I'd say 100%, you've got to build those, as an organisation
> we've got to build those relationships with all those communities. (Focus
> Group, Site 1).

7 SSASGD young people's focus groups

The focus groups with SSASGD young people dealt with their interactions with Police and what it is was like being an SSASGD young person in their town. Their stories of growing up or living in rural and regional Victoria gave depth and lived experience to the youth survey data. They also showed how SSASGD young people's sense of belonging and identity vary between one rural/regional location and another, and how these variations affect their perceptions and interactions with local police.

7.1 Being an SSASGD young person in rural/regional Victoria

Participants' experiences and perceptions of their towns were mixed, and varied between the two sites. That said overall participants framed their experiences in fairly positive terms. The provision of general services and amenities, such as public transport and libraries, was mentioned as a positive in the two regional towns. Participants also discussed the ready availability of SSASGD services in their area. For example, a participant from Site 2 said

> As much as the shitty stuff we'd like to say about this town, it's an alright town, I mean we do have you know this group, we've got [local SSASGD group], we've got a whole heap of places that people can go and see if they need help.

Overall, participants reported that their local area was accepting of SSASGD people. Participants at Site 2 suggested that the availability of support services and the staging of public pride events were both signs of this acceptance. A participant at Site 1 said

> Yeah, it's pretty good, haven't had any like really blatant problems of like abuse or harassment or anything, thankfully.

It's worth noting that this participant defined 'pretty good' in very minimal terms as the absence of 'abuse or harassment' and not as something positive such as feeling valued and embraced as SSASGD by the local community.

While participants from Site 2 initially presented their local area as accepting of sexual and gender identity diversity, as the discussion progressed this picture became more complicated and somewhat contradictory.

All the participants at Site 2 opened the discussion by answering yes to the question 'Is your town inclusive of LGBTIQ+ plus communities or people generally?' 'Yeah' they said, all talking at once. But this was followed by a number of qualifications. 'In general yeah' said one participant,

> [but] I've found in the clubs and things you've got to be fairly careful of who you talk to and what about and that sort of goes anywhere with anything...

And another participant replied

> You'll get some who are oh yeah cool whatever, you're whoever you are sort of thing, and then you've got, get the others who will tell you very much what they think.

Participants at Site 2 indicated that experiences of abuse and discrimination were 'common' in their town, and they discussed a range of negative experiences of varying levels of perceived severity. This was particularly the case for trans and gender non-conforming participants, and for those who were more 'visibly' SSASGD. Participants from both Sites typically believed that their town was less supportive of SSASGD people than large metropolitan regions such as Melbourne.

> I think generally, generally speaking Melbourne seems a lot more diverse and therefore sort of accepting, it's more normalised to not fit, like people's ideal gender and sexuality and stuff (Site 1)

> I think in Melbourne there's possibly more for them to experience and it's more out there in Melbourne, it's more neutralised. (Site 2)

However, other participants suggested that acceptance levels also varied within Melbourne. 'Depends what parts of Melbourne' said one participant, '…if you go somewhere like Fitzroy of course they're going to be more responsive than say…' 'Frankston or something', replied another participant.

Participants from Site 2 believed that their town was comparatively more accepting than other rural and regional locations. For instance, one participant had moved there from another regional centre, and found that in comparison, Site 2 was

> Quite big compared to [old town], there's a lot of services…if you have to go elsewhere it's a lot closer to other things, and yeah [Site 2's] pretty good, even though a lot of people tell you it's pretty shit.

7.2   Perceptions and experiences of Victoria Police

Participants from Site 1 had limited or no first-hand experience of interacting with Victoria Police, and so were more likely to share their perceptions only. In contrast, many participants from Site 2 had direct interactions with Victoria Police members, and drew on these experiences as well as their perceptions in the focus group discussion.

Despite having had minimal first-hand interactions with police members, participants from Site 1 held mixed perceptions of Victoria Police. Overall, these perceptions were negative. Participants who held 'mixed' perceptions reported that these were shaped by the attitudes of individual police members. For example, participants suggested that whether they could trust Victoria Police, or felt respected, was likely to shift according to individual officers' views and understanding of sexual and gender identity diversity.

> [T]here are times where officers do make me feel safe because it's like if some sort of violence does happen I feel like I am covered, there's someone that can protect me and has the authority. But at the same time I feel like their personal views and who they are as people could come into play with it, so I sort of feel unsafe with that (Site 1).

Participants didn't view Victoria Police as having different views of SSASGD people compared those of the general community. They suggested that the negative or ill-

informed views of individual police officers reflected their own personal beliefs and biases, rather than issues systemic to Victoria Police as a whole. Nonetheless, the impact of individual police member's negative views of SSASGD people was seen as problematic because of the power afforded to police. One participant said that while police were no more or less likely to discriminate against sexual and gender diverse people than the community at large,

> I feel they have more likely…to abuse the power they have so they
> are…or more dangerous…They have more potential to do more harm.

Another participant reported feeling 'nervous' about the police because of the power differential between police and citizens. However, this participant did not explicitly relate feeling nervous to their sexual or gender diverse identity.

> They can like make you feel nervous when you do have to talk to the
> police, because they want to know your name and address and all
> that, which is like fair enough if you're reporting something, but it can
> make you feel like they have all this information about you now, that
> they're like have the imbalance, like they're more in control (Site 1).

There was some variation in the level of trust of Victoria police among participants in Site 1. One participant expressed very low levels of trust, and indicated that this was based on their own negative experiences with police and those of their friends. However, this participant did not elaborate on the nature of those experiences.

> I don't think they've ever really done anything for me, they haven't
> done anything for my friends and me…on some occasions have actually
> caused some pretty serious problems for people I know, so I just yeah I
> don't think they would actually better to be…helping me at all, so why
> bother, I'd rather just avoid them (Site 1).

This participant's comments highlight not only how their perceptions of Victoria Police as a whole were influenced by their interactions with individual officers. They also highlight the ways in which SSASGD young people's perceptions are influenced by the stories that circulate among their friends and peers. In this instance, the negative experiences of this participant's friends have fundamentally shifted their perceptions and willingness to

interact with the police. While this participant did not elaborate on the particular incident(s) underpinning their comments, they did indicate that they would not contact police for offences or matters related to their sexual or gender diverse identity.

> [If] it's…completely unrelated to my identity and stuff, then maybe they would be able to help, but I absolutely do not trust them with anything even slightly personal (Site 1).

Other participants in this group indicated that they did not have strong feelings towards police either way, as they lacked first-hand experience of interacting with police.

7.2.1   Positive

A small number of participants from each site reported having had positive experiences on at least one occasion with Victoria Police members. A participant from Site 1 had contacted the police in their current work role, where they had mandatory reporting responsibilities, and was happy with the response. Another participant from Site 1 needed to contact the police after having difficulties with the landlord of a property they were renting. 'I went to the police station to get advice', they commented

> and they said they can't do anything but they told me exactly what to do, so that was good that they told me what to do instead of just leaving me to my own devices (Site 1).

This participant felt that, in this instance, the police had treated them respectfully. However, neither of these participants recounted interactions with Victoria Police that related to their sexual or gender diverse identity, or that included a discussion of their identity.

A participant from Site 2 reported both negative and positive interactions with Victoria Police. While this participant said that 'They [Victoria Police] treat me like shit' they recalled

> one sheila in the police force that I'll go to any time, because she is just so nice to me, and treats me like an actual person (Site 2).

Another participant from Site 2 recalled a positive experience after they reported an incident (the specifics of which were not discussed) to local police.

> Well, they acted on it straight away, they got straight onto it and dealt
> with it and called the person in for questioning…it all went really quick,
> and they know about me being trans too, so he made it happen a lot
> quicker because having the mental state of mind I did at the time, they
> wanted it done quickly (Site 2)

This participant said that the police member they dealt with was respectful and used their correct pronouns.

While only a small number of positive encounters were discussed, the experiences of participants suggest that being taken seriously, treated with respect and courtesy, and the use of correct names and pronouns are important, but by no means exhaustive, features of positive interactions.

7.2.2   Negative

Participants from Site 2 talked in some detail of their negative interactions with Victoria Police. The major issues they raised related to what they believed to be 'over-policing' and harassment of young people by local police. For example, a number of participants felt that police targeted young adults who congregated in a local shopping area. 'They really enjoy picking on the teenagers that sit down at the mall' said one participant. Another responded, 'They're [young people] doing nothing' and a third said police were doing this 'Every day'.

The discussion continued, 'They're just sitting there and talking and…' and finally, '[They] get kicked out of the mall for doing nothing' (Site 2).

These participants believed that young people were being asked to 'move on' from the mall because of complaints from shopkeepers and parents whose children used a playground in the vicinity. They believed the police intervention was because these people were 'young' and not because of their sexual or gender diverse identities.

Another participant said that they had been harassed by police because of their association with family and friends who had been involved in criminal activity and were known to the local police.

[I] lived in a house with…drug dealers, so the police know me from then, from before I came out and they still refuse to call me by my name…even though I've brought it up many times that I'm a man…because they still associate me as their kid…they target me because they think I'm from the same…lifestyle.

This account, if accurate, represents police behaviour that is potentially discriminatory, including the refusal to use a young person's correct name and pronoun. Other participants said that they had experienced harassment and prejudicial treatment from local police based on their class, geographical location, and family histories. For example, one participant commented that they were targeted by police, and treated in a disrespectful manner, because 'I've been in DHS, I still…live down one of the worst streets in [Site 2]'.

A small number of participants recounted experiences of overt discrimination and abuse from Victoria Police members related to their sexual or gender diverse identity. One participant described repeat incidents of transphobic abuse.

The amount of times I've been accused of being a prostitute [by police] because I'm trans. They call me the T word ['trannie'] and start asking me to show my papers, if I'm a sex worker or not. We know you're like the T word and then they start questioning my partner and I've been arrested before (Site 2).

This participant's experiences suggest that some members of Victoria Police may be subjecting young trans and gender diverse people to overt discrimination and harassment.

Another participant expressed frustration at the perceived unwillingness or inability of police to provide protection in response to an incident of stalking experienced by a friend.

Thursday night after karaoke cruising around with a mate who was being stalked by a couple of guys, she called the cops and…[they] said they can't do anything because they haven't touched her…They said just go home and if they keep following you home then maybe we'll be able to do something, but she didn't want to go home while there's a bunch of guys following her (Site 2).

7.3 Perceptions and knowledge of the GLLOs

Participants at both sites had some knowledge of the GLLOs. However, those at Site 2 had a stronger understanding of the GLLOs role within Victoria Police. Participants at this site were also more aware of who their local GLLOs were, and had greater interaction with the local GLLOs than participants at Site 1. For example, participants at Site 2 were able to name individual GLLOs in their local area, and had directly interacted with GLLOs at school and local SSASGD community events. This may, in part, reflect the strong and supportive relationships between the individual who managed this local support group and police at Site 2 (as discussed earlier). In comparison, the relationship between the police and local SSASGD groups in Site 1 were comparatively under-developed, and characterised by a wariness or lack of trust of the police.

Participants at both sites identified GLLOs as a key point of contact for members of SSASGD communities who needed police assistance or direction.

> There's all sorts of different liaison officers in the police, like there's ones for people with disabilities, ones for all sorts of people…if you are a gender or sexually diverse person, you can approach them if you feel that you need somebody who you know is like informed about issues related to our community (Site 1).

> Well if we need someone to go to for any sort of police matter…we can go to them and know that they're going to support us and respect us (Site 2).

And a third participant concluded

> Say something happened to you, or you know with a…same sex partner or abusive relationship, you'd go to the GLLO officers and you'd feel more, yeah you'd feel more accepted and all that…(Site 2).

Participants did not explicitly discuss the role that the GLLOs play in supporting SSASGD people *within* Victoria Police. However, it is possible that this internal GLLO portfolio support role is less visible or immediately relevant to those outside Victoria Police.

The young people in Group 2 spoke highly of the local GLLOs but the discussion was at a very general level. In both groups, participants expressed a preference for interacting with or reporting to GLLOs compared with other Victoria Police members. For example, one participant commented that they would prefer to report to a GLLO because

> I've had more positive experiences with them like at events and stuff. They'll joke around and they generally seem nice, and like [another participant] said earlier [this] comes with their job…there's more of a chance of them that they're accepting and stuff (Site 1)

Such comments highlight the importance of GLLOs being visible at community events and having the opportunity, time and resources to interact with SSASGD communities outside of more formal policing activities. In light of these comments, it is worth recalling that police participants from Site 1 found it difficult to attend SSASGD community events in their capacity as a GLLO.

7.4   Improving relationships with Victoria Police

7.4.1   Preferred mode of contact and reporting

Participants expressed a clear preference for engaging with a GLLO should they need to engage with or report a possible offence to Victoria Police. Participants were asked if there were other avenues for reporting or contacting police that they would prefer. The most common suggestion was technologically-mediated options for communicating with police and for reporting of criminal and prejudice-motivated incidents. Participants in both groups expressed a preference for a messaging app or chat message/instant messaging function as a means of communication and reporting.[20] However, as one participant from Site 1 pointed out, a young person's preferred method of contact can shift, depending on the particular context and reasons for contacting police. For situations where 'you're just scared and you need…protection or something' they said, 'then it's probably best to go there in person'. This suggests that there isn't one, 'ideal'

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[20] Where an online conversation can take place in real time between the young person and Victoria Police.

method of contacting police. It might be worthwhile Victoria Police considering a range of different reporting and contact options, that best suit the needs and circumstances of individual SSASGD young people.

7.4.2   Further police training and community engagement

Finally, participants were asked to reflect on what they thought could be done to improve and support relationships between Victoria Police and SSASGD young people. Their responses were very similar to those of our Victoria Police participants, and focused on the need for education and expanding the role of GLLOs. One participant from Site 1 commented that they would like GLLOs to be more visible and accessible, and to have a presence across a broader range of social locations.

> I think it would be good if like GLLO officers…spread out a lot, so then like in certain areas for example that you would feel unsafe…like a train station or something, you know that they were there. So then if there was someone that was going to do some sort of hate crime or something, you feel more safe.

Participants identified the need for further police training around SSASGD issues, and how to interact with these communities in an inclusive and respectful way. One participant from Site 2 felt that such training was particularly important because of the broader educative role that police can play within the community. Training police was important, they argued, so they can 'educate other people, because they enforce the law so why can't they enforce this?' Participants in this group also expressed the need for broader community education—particularly targeting younger people—and education across a range of professional groups. This was seen as important because the attitudes and actions of police cannot be separated from those of the wider community. 'It'd just be so much better' said one of our participants, 'just for everyone to feel accepted' (Site 2).

8 Recommendations

Do the police get any kind of training around working with LGBTI people?

<div align="right">Young person, Site 1</div>

[A]s a GLLO, it's reaching out to the communities that probably would struggle with us…so it's providing that contact or providing that avenue so that they can make contact with us.

<div align="right">Police respondent, Focus Group Site 2</div>

'Reaching out', 'more training', 'being who I am' were recurrent themes in the surveys and face-to-face discussions with both SSASGD young people and police. For the young people in our project, being recognised, acknowledged and valued as SSASGD was vital to their sense of self-worth and their willingness to engage with Victoria Police. For Victoria Police, the degree to which individual officers understood the forces at play in SSASGD young people's lives had a direct influence on their willingness and ability to engage with SSASGD young people in respectful and positive ways.

The following recommendations are aimed at improving relationships between Victoria Police and SSASGD young people. The recommendations reflect a commitment to the principles of justice, equity and diversity and are evidence-based, drawing on the findings of this report and research on the benefits of community policing. They build on the work that Victoria Police has undertaken over the past 15 years to improve relationships with and better serve LGBTIQ+ communities in general and SSASGD young people in particular. The recommendations are divided into four separate but overlapping areas: Leadership; Capacity building; GLLOs; and Reporting. While interventions at one or more of these levels is likely to improve relationships between Victoria Police and SSASGD young people, maximising their impact depends on a coordinated effort across all four.

8.1 Leadership

It is important that Victoria Police have the capacity to name and address the needs of SSASGD young people in the ongoing development of relevant police policies and programs. At the same time, it is important that Victoria Police can respond to social changes within mainstream and LGBTIQ+ communities that impact on SSASGD young people's social engagement and, where appropriate, collaborate with other organisations to engage and improve relations with SSASGD young people. This requires leadership at the most senior levels of Victoria Police, from head office to individual stations. Senior leadership can promote greater LGBTIQ+-inclusive practice across the organisation and authorise and support initiatives that seek to improve relationships with SSASGD young people.

8.1.1   Policy and procedures

- Processes for reviewing relevant Victoria Police policies and programs to ensure SSASGD young people are acknowledged and their needs addressed including diversity and social inclusion; community policing and engagement; working with marginal communities; youth; and mental health and drug and alcohol
- Consider recruitment and employment strategies targeting LGBTIQ+ communities and individuals as part of ongoing efforts promoting greater diversity within Victoria Police
- Keep up-to-date with the latest developments in LGBTIQ+-inclusive practice and, where appropriate, include these as part of Victoria Police's review of its own inclusive systems and procedures

8.1.2   Visibility

- Promote greater police visibility (and where, appropriate, visibility of senior police) at LGBTIQ+ and SSASGD young people's events and forums including head office and divisions
- Promote greater representation of:
  - ➤ LGBTIQ+ community and SSASGD youth representatives on relevant police community and other advisory bodies; and
  - ➤ LGBTIQ+ Police on internal committees and reviews as appropriate

- Support collaboration between Victoria Police and SSASGD youth groups and other relevant programs at the local level

8.2 Capacity building

Capacity building can include almost all aspects of police policies, programs and procedures. However, both our SSASGD youth and police participants identified two key areas: more LGBTIQ+-inclusive education for Victoria Police and greater LGBTIQ+ community engagement.

8.2.1 Training

- Increased training within Victoria Police on the issues facing LGBTIQ+ communities and SSASGD young people including:
  - ➢ Diversity training for new recruits (E.g. at the Academy)
  - ➢ Ongoing professional development for existing staff; and
  - ➢ Training and information at senior levels on the implementation of LGBTIQ+ inclusive practice
- Partner or collaborate with external LGBTIQ+ academic/teaching and community organisations to update and develop new LGBTIQ+ and SSASGD youth training and information including:
  - ➢ Diversity and introductory LGBTIQ+ training for new recruits and existing staff
  - ➢ New and emerging issues facing SSASGD young people and how these affect their engagement with Victoria Police (E.g. legislative reform; issues specific to trans, gender diverse and gender-non conforming young people)
  - ➢ New modes of delivering SSASGD youth training to Victoria Police such as on-line interactive training and webinars
- Update training for the GLLO program including:
  - ➢ A **mandatory** LGBTIQ+ training package for new GLLOs
  - ➢ Refresher training for existing GLLOs

  The training could include information on SSASGD young people and ways of improving their engagement with Victoria Police

- In addition, training could include information on issues that have a disproportionate effect on SSASGD young people's wellbeing and their engagement with Victoria Police and the criminal justice system and how these issues vary from one geographic location to another including:
  - ➢ Unemployment
  - ➢ Mental ill-health[21]
  - ➢ Drug and alcohol misuse; and
  - ➢ Family violence.

8.2.2   Community engagement

What is also clear from our data and the literature on community policing are the ways in which relations between young people and police benefit from community engagement outside the context of reporting and other operational procedures. SSASGD young people's perceptions of Victoria Police are likely to be similar to those of young people more broadly. However, SSASGD young people's experiences of heterosexist discrimination from both individuals and institutions also shape their perceptions and interactions with Victoria Police. Increased LGBTIQ+ community engagement will help break down stereotypes held by police of SSASGD young people and, for some SSASGD young people, humanise individual police and the organisation. Community engagement provides common ground where personal and professional differences are no longer divisive and oppositional but rather opportunities to promote greater understanding, connection and productive engagement.

- Consider ways in which Victoria Police can work with youth groups, queer media, and LGBTIQ+ community organisations and networks to challenge negative stereotypes of Police and create a culture where SSASGD young people are encouraged to engage with and report crime to Victoria Police

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[21] This is particularly important given the alarmingly high percentage of SSASGD young people who reported experiencing and being treated or diagnosed for a mental health problem (p.25).

- Increase the presence of and access to police (with expertise in working with SSASGD young people) outside formal operational settings including the participation of police at LGBTIQ+ events and collaboration between police and local SSASGD youth groups where appropriate
- Promote greater visibility of the GLLOs within LGBTIQ+ communities and SSASGD youth programs and organisations including:
  - Developing links between the GLLOs and the HEY Project including collaborations between local police and the 10 HEY regional and rural partners across Victoria
  - Profiling the GLLOs, the work they do and the support they can provide through SSASGD youth networks including the HEY Project Partners and on relevant SSASGD youth websites, social media and promotional materials as appropriate
  - Consider including SSASGD youth engagement as part of the GLLO role with clear community engagement activities including developing relationships with local SSASGD youth groups and HEY Project partners, attendance at LGBTIQ+ community events and, where appropriate, work into schools
- Provide opportunities and mechanisms for police in different locations, particularly in different rural and regional locations, to share:
  - Information, resources and strategies for engaging with SSASGD youth groups and individuals; and
  - Make the most of their GLLOs.

8.3 GLLOs

Both police and SSASGD young people talked of the need to consolidate and broaden the role of the GLLOs. This included their role as the interface *between* Victoria Police and SSASGD young people in their local communities and promoting diverse and LGBTIQ+-inclusive professional practice *within* Victoria Police.

- Clarifying the different roles the GLLOs play as:
  - ➢ The point of contact between Victoria Police and the LGBTIQ+ community; and
  - ➢ The holders of specialist LGBTIQ+ and SSASGD youth knowledge and connections and LGBTIQ+-inclusive practice within Victoria Police
- The development of a Victoria Police communication strategy to promote the GLLOs within:
  - ➢ LGBTIQ+ and SSASGD youth networks including their attendance at key LGBTIQ+ community events (E.g. Pride March, Pride Cup, representation on SSASGD youth program advisory committees as appropriate); and
  - ➢ Victoria Police, raising awareness of the GLLOs function and different roles
- Mandate comprehensive LGBTIQ+ training for new GLLO recruits (induction) and provide GLLOs with ongoing professional development opportunities (see Rec. 8.2.1)
- Provide operational support for the GLLOs and the time and resources to carry out their function and roles (including the dedication of at least one full shift per month).

8.4 Reporting

A significant percentage of SSASGD youth and police respondents believed that SSASGD young people would not feel comfortable reporting crimes to Victoria Police. SSASGD young people lacked confidence in Victoria Police's capacity to understand, take seriously and respond in an appropriate manner to their reporting of crime, in particular crimes committed against them motivated by heterosexist prejudice.

- Consider ways that Victoria Police can address SSASGD young people's perception that police do not understand their identities and needs and/or are likely to subject them to prejudicial or discriminatory treatment. These could include:
  - ➢ Ongoing SSASGD education for Victoria Police
  - ➢ Promoting Victoria Police's LGBTIQ+ and SSASGD young people's inclusive education through LGBTIQ+ community and SSASGD youth networks; and
  - ➢ Promoting Victoria Police's commitment to LGBTIQ+-inclusive practice

- Provide GLLOs with the training and resources needed to be the first point of contact for the reporting of crimes by SSASGD young people who are less likely or unwilling to report crimes to Police; and
- Consider a diversification of reporting mechanisms for SSASGD young people including anonymous on-line and third party reporting.

Appendix A

Members of the Project Steering Group

Member	Position/Organisation*
Lee Carnie	LGBTI Rights Unit lawyer, Human Rights Law Centre
Dahni Houseman	Community Portfolio Manager (LGBTI), Victoria Police, Priority Communities Division
David Broderick	Community Portfolio Manager (Youth), Victoria Police, Priority Communities Division
Georgie Ferrari	CEO, YACVic
Gabby Tyacke	North West Metropolitan GLLO, Victoria Police
Suzanne Prosser	Team Leader Youth Planning and Development, City of Greater Geelong
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Admin Support	
Jen Sykes	Administration Officer, GLHV@ARCSHS, La Trobe University

*Position at time of appointment

Appendix B

Key acronyms[22]

Acronym	
CALD	Culturally and linguistically diverse
DHHS	Victorian Department of Health and Human Services
GLHV@ARCSHS	GLHV at the Australian Research Centre in Sex, Health and Society (previously Gay and Lesbian Health Victoria)
GLLO	Victoria Police lesbian, gay, bisexual, transgender and intersex liaison officer (previously Gay and Lesbian Liaison Officer)
HEY	Healthy Equal Youth Project
LGBTI/Q/+	Lesbian, gay, bisexual, trans and gender diverse, intersex/queer/plus
SSASGD	Same sex attracted and sex and gender diverse
UNSW	University of New South Wales
YACVic	Youth Affairs Council of Victoria

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[22] For a comprehensive glossary of LGBTI terminology and LGBTI quality improvement terms see *The Rainbow Tick guide to LGBTI-inclusive practice* (2016) at **www.glhv.org.au/lgbti-inclusive-practice**

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