

## Ombudsman recommendations improve ACT Policing approach to engaging with ACT Aboriginal and Torres Strait Islander communities

Today the Commonwealth and ACT Ombudsman, Mr Iain Anderson, published the latest Actions Speak report, which shows that ACT Policing has been taking active steps to improve its engagement with ACT Aboriginal and Torres Strait Islander communities.

In March 2021, the Ombudsman's report [ACT Policing's administrative framework for engagement with the ACT Aboriginal and Torres Strait Islander community](#) made 9 recommendations to ACT Policing aimed at improving its approach to supporting members' engagement with ACT Aboriginal and Torres Strait Islander communities in a positive and respectful manner.

In response, ACT Policing has developed an [ACT Policing Strategy for Engagement with First Nations People and Communities 2023-2028](#), reviewed the role of First Nations Liaison Officer, and provided a two-day cultural literacy training program to more than 750 public facing ACT Policing members.

The Ombudsman found 4 recommendations had been fully implemented and 5 recommendations partially implemented.

Statements attributable to the Commonwealth and ACT Ombudsman, Mr Iain Anderson:

*"I am pleased that ACT Policing has been consulting with ACT Aboriginal and Torres Strait Islander communities and that this feedback has been reflected in ACT Policing's new engagement strategy.*

*Building positive engagement between ACT Policing and ACT Aboriginal and Torres Strait Islander communities is an ongoing process, requiring demonstrated action by ACT Policing over the coming years.*

## OFFICIAL

*The cultural literacy training for all public facing members shows a commitment from ACT Policing to improve its engagement.*

*I encourage ACT Policing to prioritise finalising and implementing a monitoring and evaluation framework. This is essential to enable ACT Policing to demonstrate effectiveness and to make timely adjustments to its engagement strategy.*

*My Office will seek updates from ACT Policing on its work to address the outstanding recommendations to ensure these are delivered."*

[Read the full report on our website.](#)

For more information visit [ombudsman.act.gov.au](https://ombudsman.act.gov.au) or for media enquiries email [media@ombudsman.gov.au](mailto:media@ombudsman.gov.au).