

Sharing information with the NSW Police Force

Overview

This policy explains how and when we will exchange information with the NSW Police Force under the existing Record of Understanding and meet our legal duties.

Scope

This policy applies to St George Community Housing and its subsidiaries (we, our and us). Our workers must follow this policy.

The Record of Understanding (ROU)

The ROU is an agreement that makes it possible for the NSW Police Force and registered community housing providers like us to share information about crime and offensive acts.

Guiding principles

- We will only be given information when it directly relates to preventing or reducing crime in or around our properties or when we are helping police to reduce crime, offensive acts and fear in or around our properties.
- Information that we ask for will only be used for the reason that we asked for it.
- We will not give out information unless we are allowed to by law or where we believe a person may be at serious risk of harm (e.g. to lessen or prevent a serious threat to the life, health, or safety of any individual, or to public health or safety).
- All information that we get will be stored in line with the ROU, as outlined in the [‘Storing and Assessing’](#) section below.

Requesting information under the ROU

We will only ask for information so that we can consider applying to the NSW Civil and Administrative Tribunal (NCAT).

A request for information under the ROU with NSW Police needs to be approved by the CEO, or the Group Executive, Customers (GMC), Head of South West Sydney or Metro

North East Sydney on behalf of the CEO (or another person delegated by the CEO) using the ROU Briefing Note and ROU Request form.

Release of information

The NSW Police Force will only give information to people who need to know and are directly involved with the matter and need the information to meet their duties.

We will only share information that we are given with other employees that are directly involved with the matter and have signed a Deed of Confidentiality.

We will only share information with other people when we are allowed to by law.

Information is to be kept in the strictest confidence and must only be used:

- For the purpose of ensuring that anti-social or criminal behaviour within the property is monitored and/or addressed,
- With the view to either preparing evidence for submission to New South Wales Civil and Administrative Tribunal:
 - For such tenants to be evicted; or
 - Alternative to eviction, encouraging such tenants to enter into specific contracts, orders or agreements either controlling or restricting their own, their invitees', or their adolescent children's anti-social behaviour, as means of reducing violence, crime and fear within the environs of the tenancy.

We will not submit any written information received through the ROU at the NCAT, unless approved to do so by the NSW Police Force but may reference the nature of the information received from the Police at the hearing or in our application. For example, we may say that we have received information from the Police that tenant X was arrested on XX date.

Storing and accessing information

Applications and information received under the ROU will be kept securely in a locked folder on the shared drive. The Group Executive, Customers and any other person who will have access to the information must sign a Deed of Confidentiality.

Giving information under the ROU

We try to respond quickly to any requests for information from the NSW Police Force. We will only provide information when it is requested by an officer for their official duties. We will only respond to requests once the identity of the police officer making the request has been verified.

This may include:

- When there is an emergency that poses an imminent threat to life or property
- In the investigation of an alleged criminal offence
- When carrying out community protection functions.

All requests for information must be made in writing and approved by the CEO, Group Executive, Customers, Head of South West Sydney or Metro North East Sydney, or another person delegated by the CEO.

The CEO, Group Executive, Customers, Head of South West Sydney or Metro North East Sydney or another person delegated by the CEO, may accept a verbal request for information where there is an urgent need or an emergency that poses a threat to life or property.

Other requests for assistance

We will consider requests for help from law enforcement that are not covered by the ROU. We will consider a number of factors when we decide whether to help including the law and any possible risks. Decisions will be made by the CEO, Group Executive, Customers, Head of South West Sydney or Metro North East Sydney or another person delegated by the CEO.

Some examples of requests are:

- Conduct surveillance at a block or property.
- Information on stolen goods or vehicles.

Policy information

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