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Connected Women's Program

The QPS Connected Women's Program Evaluation Report:
Pre- & Post-program Survey Findings

Executive Summary

In 2017, a Suncorp Grant was provided to the Queensland Police Service (QPS) to trial a new police-led program called the *QPS Connected Women's Program*. Working in partnership with the Islamic Women's Association of Queensland, the QPS delivered an 8-week program designed to build strong relationships between police mentors and young Muslim women in the South Brisbane District of Queensland. The Program's underlying objective was to link female police mentors with young Muslim women in order to develop a network of participants who felt supported, educated and empowered in the community. Hence, the program aimed to build young Muslim women's knowledge of police, trust and confidence in police, and their willingness to engage with police in the future.

The *Connected Women's Program* was independently evaluated by Professor Kristina Murphy from Griffith University using surveys completed by program participants and depth interviews with police mentors. This report provides the outcome of the participant survey evaluation. The evaluation shows that the Connected Women's Program:

- Enhanced participants' trust of police;

- Enhanced their willingness to contact police if victimised;

- Enhanced their willingness to come forward to police and report crime;

- Empowered women through enhancing their knowledge of who to contact in times of need;

- Improved participants' knowledge of the role that police play in society and improved knowledge of Australian laws.

- Changed the behaviour of participants by raising awareness of steps they could take to protect themselves from crime.

Overall, participants were extremely positive about their involvement in the Connected Women's Program. The findings of the post-program survey certainly demonstrate that the program met its key objectives.

Recommendation: That the QPS consider funding the Connected Women's Program on an ongoing basis and broaden its delivery beyond the South Brisbane District.

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Background

In 2017 the Queensland Police Service (QPS) trialled the new *'Connected Women's Program'*. The trial involved running and evaluating an eight-week program designed to build strong relationships between police mentors and young Muslim women in the South Brisbane District of Queensland. Many of the Muslim women selected to participate in the program were new immigrants to Australia. The project partner was the Islamic Women's Association of Queensland (IWAQ) and the project was funded by a Suncorp grant. IWAQ worked closely with the QPS to ensure that cultural needs and appropriateness of content were maintained throughout the program. The program commenced on the 15th of July, 2017 with an initial intake of 22 Muslim women. As the program continued over the 8-week period an additional 5 Muslim women joined the program. All participants graduated from the program on the 2nd September, 2017.

The Connected Women Program's eight phase concept was designed to increase awareness of personal safety, home security strategies, identity theft, fraud and scams, the role of police and Police liaisons (PLOs), knowledge of Australian laws, violence prevention (including domestic and family violence), and how to report information to Police and anonymously through Crime Stoppers. The Program's underlying objective was to link female police mentors with young Muslim women in order to develop a network of participants who felt supported, educated and empowered in the community. Hence, the program aimed to build young Muslim women's knowledge of police, trust and confidence in police, and their willingness to engage with police in the future. Much of the previous and ongoing engagement with the Muslim community in South Brisbane District has

predominantly been conducted with Muslim men. The Connected Women's Program is the first program of its kind in the District.

Professor Kristina Murphy from the Griffith Criminology Institute at Griffith University was retained to conduct an independent evaluation of the program's success. This involved surveying program participants both before and after the program. The evaluation also involved interviewing the 7 police mentors involved in the program. Police mentor's perceptions of the program, what they felt worked well, and what they felt could be improved if the program continues to be rolled out in the future were canvassed (for findings police mentor interview outcomes see Murphy, Mutongwizo, Madon & Williamson, 2017).

On the first day of the program the initial 22 Muslim participants were invited to fill out a survey. On the last day of the program, all participants (the 22 original and 5 new women) were invited to fill out a post-program exit survey. The surveys can be used as an evaluation tool to ascertain the program's success against its objectives. The results from the post-program exit survey can be compared against participants' responses at the beginning of the program. This report presents the findings from both the pre-program survey and the post-program exit survey. It explores whether the program had a positive influence on the Muslim participants.

Of the 22 original participants, only 11 completed the post-program exit survey (50%). The 5 new participants also completed the post-program exit survey (N=16). It should be kept in mind that both the pre- and post-program surveys were only completed by a small number of women. As such, the limitations of a small sample should be taken into consideration when interpreting findings. In particular, comparing differences between groups of people or across answer categories may suffer reliability problems. Changes in responses between pre- and post-program survey responses will also have to be interpreted with caution. Statistical analyses on such a small sample are unreliable. As such, reference to

statistical tests will be limited, with preference given to examining patterns in the data; specifically, whether Muslim participants' attitudes and knowledge about police, laws and safety improved after the completion of the Connected Women's Program.

Demographics of Sample

The inaugural Connected Women's Program commenced on 15th July 2017. A total of 22 women participated in the first intake of the program. To be eligible to participate in the Connected Women's Program all participants needed to speak English proficiently. The pre-program survey included some key questions about participants' demographic backgrounds. The questions were asked to gauge the characteristics of the program participants.

All participants were Muslim women. Participants in the original intake were between 14 and 37 years old, and the average age was 20.64 years old. Five of the 22 respondents reported being born in Australia, while the remaining participants were born in Afghanistan (N=1), Canada (N=1), Congo (N=), Iran (N=2), Iraq (N=1), Kuwait, (N=1), Indonesia (N=1), Sudan (N=5), Syria (N=3) or Tunis (N=1). Of the 17 overseas-born participants, the average number of years since they had migrated to Australia was 7.5 years ago (SD=6.1 years). 81% of the sample reported being single (never been married), and 62% reported being full-time students. These figures are likely indicative of the fact that 50% of the participants in the program were younger than 18 years of age. 91% of the sample reported living with family members, and only 4 of the 22 participants had children. In terms of educational attainment, 13 of the participants were still in high school, while 7 respondents indicated they had obtained a diploma or certificate qualification. Only 1 respondent reported having a University degree (1 participant did not answer the question about

educational achievement). Table 1 presents a summary of some of these key demographic variables for the original 22 participants.

Table 1. Demographic Background Variables for the original 22 participants

Variable	Mean	Median	Standard Deviation	%	Range/Count
Age	20.6	18	6.9		14-37
Gender					
Male				0.0	
Female				100.0	
Country of Birth					
Afghanistan				4.5	1
Australia				22.7	5
Canada				4.5	1
Congo				4.5	1
Iran				9.1	2
Iraq				4.5	1
Kuwait				4.5	1
Indonesia				4.5	1
North Sudan				4.5	1
Sudan				18.2	4
Syria				13.6	3
Tunis				4.5	1
Employment Status					
Working full time				9.5	2
Working part time				9.5	2
Not employed but looking for work				14.3	3
Studying full time				61.2	13
Studying and working part time				4.8	1
Educational Attainment					
No schooling				4.8	1
Primary School				14.3	3

Variable	Mean	Median	Standard Deviation	%	Range/Count
High School				42.9	9
Certificate or Diploma				33.3	7
Bachelor Degree				4.8	1
Marital Status					
Married (including defacto)				9.5	2
Single (never married)				81.0	17
Divorced or separated				9.5	2

As noted earlier, after the commencement of the program, an additional 5 women joined the program. Table 2 presents the age composition for these 5 new women. Table 2 also presents the age composition of the 16 participants who completed the post-program exit survey.

Table 2. Demographic Variables for the 16 participants who completed an exit survey

Variable	Mean	Median	Standard Deviation	%	Range/Count
Age (N=5) – new participants	35.1	24	25.3		18-72
Age (N=16)	24.1	19	15.1		14-72
Country of Birth					
Australia				25.0	4
Canada				6.3	1
Congo				6.3	1
Egypt				6.3	1
Iran				12.5	2
Iraq				6.3	1
Sudan				12.5	2
Syria				18.8	3
Illegible				6.3	1

Findings from pre- & post- surveys

The findings from the pre-and post-surveys will be presented as follows. First, findings will be presented by the section they appeared in each survey. Second, findings comparing the pre-survey results (N=22) and post-survey results (N=16) will be presented. Third, analysis of the 11 women who completed both the pre- and post-survey will be presented. Analysis of these 11 participants and the changes in their attitudes over time is a more reliable method of ascertaining if the program met its objectives. Exploring how changes in views may have changed after completing the program will give insight into whether the Connected Women's Program met its objectives.

Section 1: Australian Identity and Perceived Social Inclusion

After collecting some demographic information from participants, they were asked about their level of identification as an Australian and about their feelings of social inclusion in Australia. Prior research has indicated that the strength of one's identification with their nation is a good indicator of their willingness to engage with key authority figures such as police (e.g., Bradford, 2014; Bradford, Murphy & Jackson, 2016). Likewise, feelings of social inclusion have been shown to be important for participation in society (including engaging with police; reporting crime and victimisation to police; Murphy & Cherney, in press).

Three identity questions were presented in both the pre- and post-program surveys. To answer these questions, participants were instructed to answer the question on a 5-point Likert scale, where participants responded to the items on a 1 (strongly disagree), 2 (disagree), 3 (neither disagree nor agree), 4 (agree) or 5 (strongly agree) scale. The three individual identity items can be merged to produce an Australian identity scale. A higher average score on this three-item scale (i.e., a score closer to 5) indicates respondents identify

more strongly as Australian and feel more pride in being Australian. All questions used to construct scales reported in this report are presented in the Appendix 1.

Importantly, the original 22 Muslim women in the Connected Women's program reported high levels of identification with Australia in the pre-survey. An average pre-program Australian identity score of 4.11 (SD = 1.01) was obtained. Identification with Australia was found to be slightly higher in the post-program survey (Mean = 4.31; SD = 0.63). For the 11 women who completed both a pre- and post-survey there was a substantial improvement in their Australian identification scores (Pre-Program Mean = 3.73; Post-Program Mean = 4.18), suggesting the Connected Women's Program enhanced their sense of identity with, and pride in, Australia. Table 3 presents the average score responses for this identity scale for the pre- and post-program survey individually (N=22 vs N=16), as well as for the 11 women who completed both the pre- and post-program survey.

In the next series of survey questions, participants were asked about whether they believed members of the Australian public respected how they lived their life, respected what they contribute to Australia and respected their religion. These three questions can be combined to measure feelings of social inclusion within Australia. The three survey items were again measured on a 1 (strongly disagree) to 5 (strongly agree) scale, with a higher average score indicating higher feelings of social inclusion in Australia. The original 22 Muslim women in the Connected Women program had a pre-program average score of 3.77 out of 5 (SD = 1.13) on the social inclusion scale, suggesting feelings of social inclusion were generally positive, but could be strengthened further. At the conclusion of the Connected Women's Program, social inclusion scores were actually lower for the 16 women who completed the post-program survey (Mean = 3.63; SD = 0.90). However, comparing social inclusion scores for the 11 participants who completed both a pre- and post-program survey it can be seen from Table 3 that social inclusion scores actually remained relatively stable

over time, with a very small improvement (Pre-program Mean = 3.39; Post-program Mean = 3.45). This finding suggests that the Connected Women's Program had little effect in improving participants' feelings of social inclusion in Australia, at least for the women who chose to complete the post-program survey.

Table 3. Average scores on Australian identity and social inclusion measures.

Scale	Pre-Survey Mean (N=22)*	Standard Deviation	Post-Survey Mean (N=16)	Standard Deviation
Australian Identity	4.11	1.02	4.31#	0.63
Social Inclusion	3.77	1.13	3.62	0.90
Change in scores over time for the 11 women who completed both pre- and post-surveys				
Scale	**Pre Mean (N=11)***	**Standard Deviation**	**Post Mean (N=11)**	**Standard Deviation**
Australian Identity	3.72	1.25	4.18#	0.69
Social Inclusion	3.39	0.95	3.45#	0.72
*higher scores indicate more favourable evaluations; #indicates an improvement after Program completion				

Section 2: Perceptions of Police

Section 2 of the pre and post-program survey asked participants about their trust and confidence in police in Australia. The pre-program survey also asked about trust in police in participants' country of origin. Also measured were participants' perceptions regarding the Australian police being procedurally just. There is a growing body of literature that suggests that Muslims' sense of identity with the country they live in, as well as their trust in police, can be enhanced if police treat them with procedural justice (e.g., Bradford, 2014; Bradford et al, 2016). Australian research also finds that Muslims are more willing to engage with police if they feel that police will treat members of their community in a procedurally fair way

(Madon, Murphy & Cherney, 2016; Murphy, Madon & Cherney, 2017; for research from the U.S. see Tyler, Schulhofer & Aziz, 2010). Importantly, research also finds that people will be more likely to report victimisation to police if they trust police and feel the police are more procedurally just (Murphy & Barkworth, 2014). Procedural justice entails police treating citizens with respect, being polite, being neutral in their decision making, and providing citizens an opportunity to express their concerns or opinions to police in interactions.

Before answering questions about trust and procedural justice, participants in the pre-program survey were first asked to indicate how many times they had contact with an Australian police officer (excluding work contact) in the previous 12-month period. The frequency of contacts ranged from 0 to 6, with an average number of contacts being reported at 1.13 (SD = 2.01). Of those who had contact with police, they were asked to indicate whether the contact had been 1 (much worse than expected), 2 (worse than expected), 3 (not worse or better than expected), 4 (better than expected) and 5 (much better than expected). An average score of 3.77 was obtained on this satisfaction with contact question. Fortunately, 61% of respondents reported that their contact with police was 'better' or 'much better' than expected.

Four survey questions were used to build a trust in Australian police scale. Seven questions were used to form a procedural justice scale. The trust and procedural justice questions were all measured on a 1 (strongly disagree) to 5 (strongly agree) scale. Higher average scores on the trust and procedural justice scales (i.e., those scores closer to 5) indicate stronger trust in Australian police and greater perceptions that the Australian police treat citizens with procedural justice. Average scores on the trust (Mean = 4.14) and procedural justice (Mean = 4.12) scales in the pre-program survey were very high, suggesting that the Muslim women in the Connected Women's Program had high levels of trust in Australian police and also felt Australian police were generally procedurally just (see Table 4).

When asked about their level of trust in police in their country of origin, the result was very different. Respondents reported being very distrusting of police in their country of origin (Mean score = 2.79). The difference between the two mean scores was statistically different, indicating that program participants trusted Australian police significantly more than police in their country of origin, $t(20) = 7.14$, $p<0.001$. Figure 1 presents the different levels of trust women felt in Australian police versus police in their country of origin.
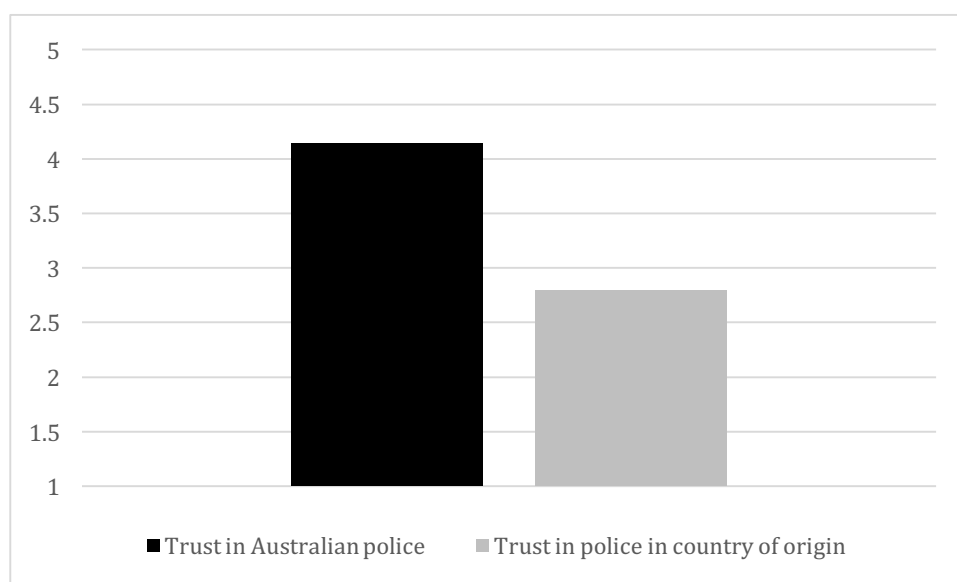

Figure 1. Level of trust in Australian police, and police in country of origin.

Program participants were asked to report their level of trust in Australian police after completing the Connected Women's Program. As can be seen in Table 4, trust in Australian police was quite a bit higher in the post-program survey relative to the pre-program survey. For the 11 women who completed both the pre- and post-survey, their trust in Australian police was found to improve substantially after completing the Connected Women's Program. However, there was only a very small improvement in these women's procedural justice assessments after completing the program, suggesting the program had little effect in changing participants' views about police being procedurally just.

Table 4. Pre- and Post-Program scores on trust and procedural justice.

Scale	Pre-Survey Mean (N=22)*	Standard Deviation	Post-Survey Mean (N=16)	Standard Deviation
Trust in Australian police	4.14	0.44	4.36#	0.44
Trust in police in country of origin	2.79	0.84	-	-
Procedural justice of Australian police	4.12	0.54	4.11	0.58
Change in scores over time for the 11 women who completed both pre- and post-surveys				
Scale	**Pre Mean (N=11)***	**Standard Deviation**	**Post Mean (N=11)**	**Standard Deviation**
Trust in Australian police	4.02	0.38	4.34#	0.55
Procedural justice of Australian police	3.96	0.49	4.09#	0.55
*higher scores indicate more favourable evaluations; #indicates an improvement after Program completion				

Figure 2 presents a summary of how the Connected Women's Program changed the views of the 11 women who completed both the pre- and post-program surveys. Identity, trust in Australian Police, and willingness to report crime and victimisation all improved after completing the Program (Section 5 discusses more about participants' reporting behaviour). While the positive changes presented in Figure 2 might appear small, had the sample size been greater than 11, it is anticipated that many of the changes over time would have reached statistical significance.
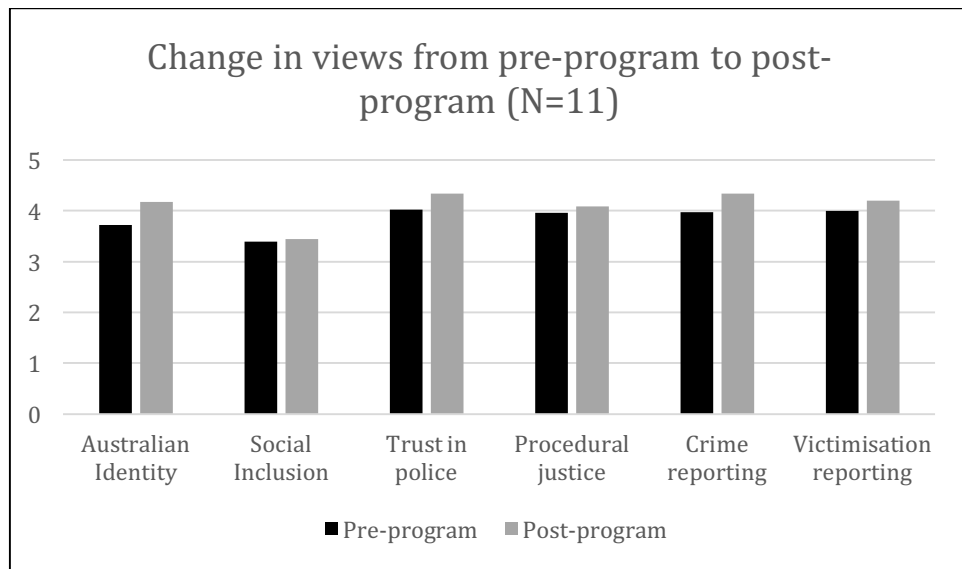
Figure 2. Comparison of views before and after completing the Connected Women's Program (N=11)

Section 3: Personal and Vicarious Discrimination

Section 3 of the pre-program survey asked program participants about their experiences of discrimination in Australia. Discrimination from members of the public as well as police were measured. Both personal experiences and vicarious experiences were measured. Vicarious experience refers to discrimination that has affected someone you know, not you personally, while personal experience refers to an experience you have personally experienced. Figure 3 presents the percentage of participants who responded they had experienced either personal or vicarious discrimination in Australia. As expected, vicarious experiences were more common. Few respondents reported having personal experiences of discrimination from police. However, a substantial proportion (>40%) have personally experienced discrimination from members of the Australian public.
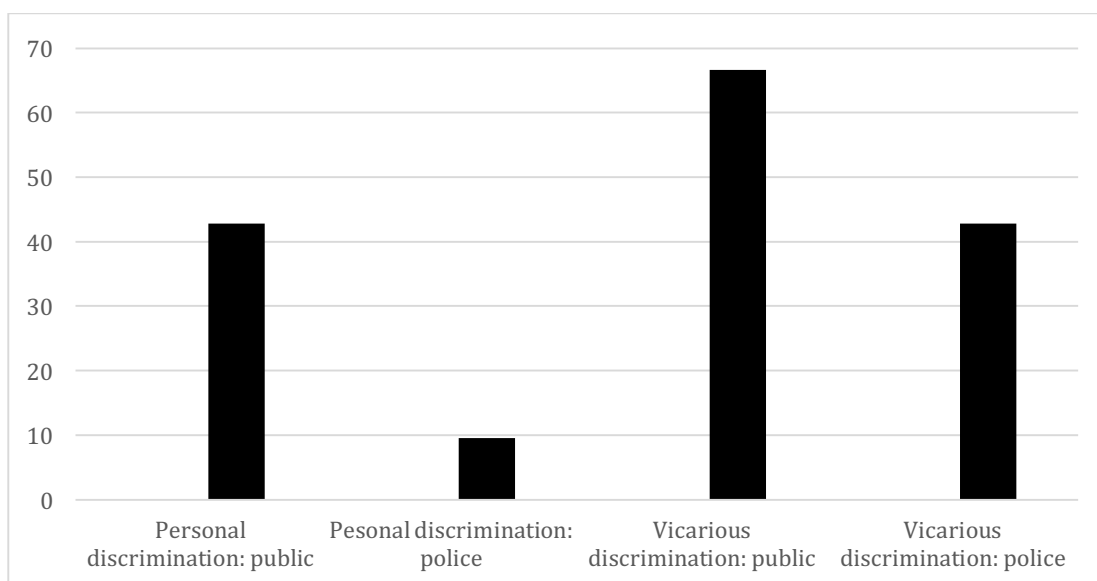
Figure 3. Percentage of respondents who indicated they have experienced personal or vicarious discrimination from members of the public or police.

Section 4: Personal safety and Protecting against Crime

Section 4 of the pre-program survey asked respondents about their feelings of safety, as well as the things they did to protect themselves from becoming a victim of crime. A series of questions first asked respondents about their feelings of safety in their neighbourhood, at home, when walking alone, or when taking public transport (during the day or at night). A safety scale was constructed using five survey items. This was measured on a 1 (strongly disagree) to 5 (strongly agree) scale. An average score closer to 5 indicates greater feelings of safety. An average safety score of 3.65 (SD = 0.82) on the 5-point scale was obtained, suggesting fairly positive feelings of personal safety. Ideally, this figure would have been higher. Figure 4 provides a breakdown of how participants responded to each of the five safety questions in the pre-program survey. Travelling on public transport (either during the day or night) seemed to be the most problematic for respondents (evidenced by fewer strongly agree or agree answers to these two safety questions). At the conclusion of the Connected Women's Program, participants were again questioned about their feelings of

personal safety. Feelings of safety remained at similar levels at the conclusion of the program (Mean = 3.65, SD = 0.63). There was also no change in feelings of safety over time for the 11 women who completed the pre- and post-survey.
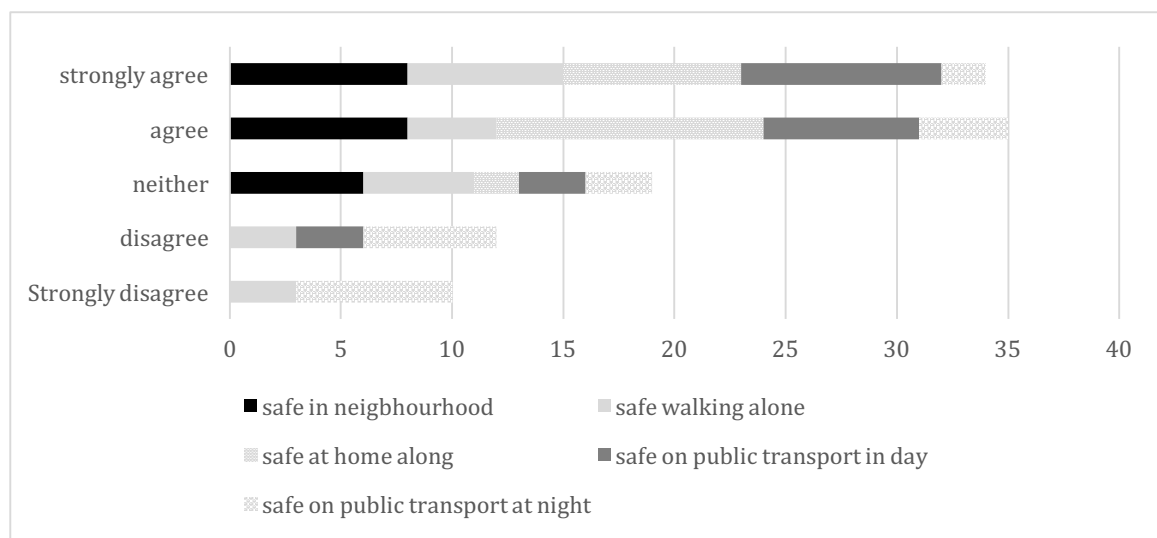

Figure 4. Feelings of safety at home and in the community.

Program participants were also asked a series of questions about whether they had taken any steps to protect themselves against crime or cybercrime. As can be seen in Table 5, the pre-program survey shows there was a significant portion of women who did not take steps to protect themselves against the crimes listed. However, since completing the Connected Women's Program, the majority of participants had either taken steps to protect themselves from crime or cybercrime, or had thought about doing so in the future. There were large differences between pre- and post-program results, suggesting that the Connected Women's Program did a good job building awareness of personal safety and the means by which women could protect themselves better.

Table 5. Measures taken to ensure protection against crime.

To protect yourself from *crime*, have you done any of the following… / Since completing the program have you considered the following?	Pre-Program Survey (N=22)		Post-Program Survey (N=16)	
	Yes (%)	No (%)	Yes (%)	No(%)
Had someone collect your mail while you're away / Considered asking someone to collect your mail	27.3	72.7	75.0	25.0
Had someone watch your home while you're away / Considered asking someone to watch your home	47.6	52.4	62.5	37.5
Marked identification on valuables	33.3	66.7	-	-
Used security stickers on your car or house windows	9.1	90.9	-	-
Installed an alarm at your home	36.4	63.6	-	-
Installed a car alarm	28.6	71.4	-	-
Put security screens on your home windows and doors	45.5	54.5	-	-
Have you reviewed your security	-	-	68.8	31.3
Have you installed or thought about installing extra lighting	-	-	68.8	31.3
Have you installed or thought about installing extra security at home	-	-	75.0	25.0
Have you installed or thought about installing a peephole on your door	-	-	93.8	6.3
To protect yourself from *cybercrime*, have you done any of the following… / Since completing the program have you done any of the following	Yes (%)	No (%)	Yes (%)	No (%)
Changed your computer password regularly	50.0	50.0	87.5	12.5
Run up to date security software on your computer	40.9	59.1	75.0	25.0
Used a strong and unique password	63.6	36.4	87.5	12.5
Limited the amount of personal information you share online	77.3	22.7	87.5	12.5
Only used secure websites when making online payments	59.1	40.9	87.5	12.5
Avoided clicking on links sent to my email that I don't know the source	13.6	86.4	93.8	6.3
Used a separate device for online banking and payments	18.2	81.8	75.0	25.0

Section 5: Knowing who to contact

Section 5 of the survey asked program participants about whether they knew who to contact in the event they needed assistance. Questions regarding contacting someone if they witnessed a crime, if they were the victim of a crime, or if they needed information about crime prevention were presented. Table 6 presents the percentage of respondents who selected 'neither', 'disagreed' or 'strongly disagreed' to the questions. In other words, findings in Table 6 represent the proportion of participants who did NOT know who to contact in the event they needed assistance. The pre-program figures indicate that there was a high proportion of Muslim women who did not know who to go to in times of need. At the completion of the Connected Women's Program, however, there was a substantial improvement in knowledge about who to contact in times of need. In fact, the vast majority of program participants indicated they knew who to contact at the end of the program. This suggests the program did a good job in disseminating information about who women could turn to in times of need.

Table 6. Proportion of program participants who indicated they did NOT know who to contact.

Do you know what authorities to contact in the following situation…	% who did NOT know who to contact Pre-Program Survey (N=22)	% who did NOT know who to contact Pre-Program Survey (N=16)
I would know who to contact if I have questions about crime prevention	50.0	12.5
I would know who to contact if I was a victim of crime	22.7	6.3
I would know who to contact if I witnessed a crime	22.7	6.3
I would know who to contact if a member of the public discriminated against me	59.1	25.0
I would know who to contact if a police officer discriminated against me	72.7	18.8
I would know what to do if I had a traffic accident	31.8	18.8

Do you know what authorities to contact in the following situation…	% who did NOT know who to contact Pre-Program Survey (N=22)	% who did NOT know who to contact Pre-Program Survey (N=16)
I would know who to contact if I was a victim of cybercrime or internet fraud	63.6	18.8
If I were struck by my partner (boyfriend/husband) I would know who to contact	31.8	6.3
If my partner prevented me from having any money I would know who to contact	59.1	18.8

Section 5 of the survey also asked program participants a series of questions about their likelihood of calling police or other services to report a crime or their own victimisation. All questions in this series were measured on a 1 (very unlikely) to 5 (very likely) scale. Four items were combined to form a 'cooperation in crime' scale. A number closer to 5 indicates a greater likelihood that the respondent would go to police or CrimeStoppers to report crime. Four additional items were combined to form a 'report victimisation' scale. A number closer to 5 indicates a greater likelihood that the respondent would go to police if they were the victim of a crime. As can be seen in Table 7, willingness to report crime and victimisation were relatively high prior to commencing the Connected Women's Program (Mean = 4.20 and Mean = 4.28, respectively). Importantly after completing the Connected Women's Program, participants reported even higher levels of willingness to go to police for assistance (see Table 7). For the 11 women who completed both a pre- and post-program survey, Table 7 suggests that the Connected Women's Program had a positive effect in increasing women's likelihood of going to police to report crime and/or victimisation. Figure 2 also demonstrates the change over time for the 11 participants who completed both a pre- and post-program survey.

Table 7. Pre- and Post-Program scores on willingness to report crime or victimisation to police.

Scale	Pre Mean (N=22)*	Standard Deviation	Post Mean (N=16)	Standard Deviation
Cooperation in crime reporting	4.20	0.75	4.50#	0.61
Cooperation in victimisation reporting	4.28	0.81	4.39#	0.72
Change in scores over time for the 11 women who completed both pre- and post-surveys				
Scale	**Pre Mean (N=11)***	**Standard Deviation**	**Post Mean (N=11)**	**Standard Deviation**
Cooperation in crime reporting	3.98	0.94	4.34#	0.68
Cooperation in victimisation reporting	4.00	0.96	4.20#	0.79
*higher scores indicate more favourable evaluations; #indicates an improvement after Program completion				

Section 6: Knowledge of police rights and Australian laws

Section 6 of both surveys asked program participants about their knowledge of certain laws in Australia. This included knowledge of the rights of police and knowledge of road rules and laws regarding personal violence (e.g., domestic violence, striking a child). Participants were presented with a series of questions and were asked to answer the statement with a 'Yes' or 'No' response. Table 8 presents the findings for these series of questions both before the Connected Women's Program commenced and at the conclusion of the program. In general, there seems to be good knowledge of the law in Australia among program participants. However, the Connected Women's Program further increased knowledge of the laws and the rights of police.

Table 8. Knowledge of police rights and Australian laws.

Knowledge of the following police rights…	Pre-program Yes (%) (N=22)	Post-program Yes (%) (N=16)
Police have the right to stop you in your car if you have violated a traffic law	100.0	100.0
Police have the right to stop you in your car to test you for drugs or alcohol	100.0	100.0
Police have the right to stop you in your car even if you have done nothing wrong	63.6	81.3
Police have the right to stop you on the street to ask you what you are doing there	68.2	75.0
Police have the right to ask you for your name and address	77.3	93.8
Knowledge of the following laws…	Yes (%)	Yes (%)
You need an Australian drivers licence to drive in Australia	95.5	100.0
If you had a drivers licence in your home country you are fine to drive here	18.2	43.8
If you get a learner's licence you can drive a car by yourself	0.0	12.5
If police ask you for your name and address you must give it to them	90.9	85.7
In Australia, it is against the law to strike your child	86.4	100.0
In Australia, it is against the law for your partner to strike you	86.4	100.0
In Queensland, it is against the law to leave a child under 12 at home alone	86.4	93.8

Section 7: Mentoring & Views of Program

The final section of the pre-program survey asked participants about mentoring and access to female mentors in their community. Seventeen of the 22 program participants indicated they had a female role model in their community to look up to (77.3%). When asked how important it was for them to have a strong female role model in their life, 82% of the sample indicated it was 'important' or 'very important' to them to have a female role model. One

respondent indicated it was not at all important to them, while another three participants indicated they were indifferent.

In the post-program survey, participants were asked about their views about the police mentors in the QPS Connected Women's Program (all of whom were senior female police officers from the QPS). Participants were asked if the police mentors were approachable, helped them to feel welcomed and valued, and gave them greater understanding of what police do in the community. Figure 5 shows that the police mentors scored well on all three of these measures. Participants were also asked about whether the information they were given in the program was useful and would help them in the future. Again, Figure 5 shows that the Program did provide useful information and that the information provided would help Muslim women in the future.
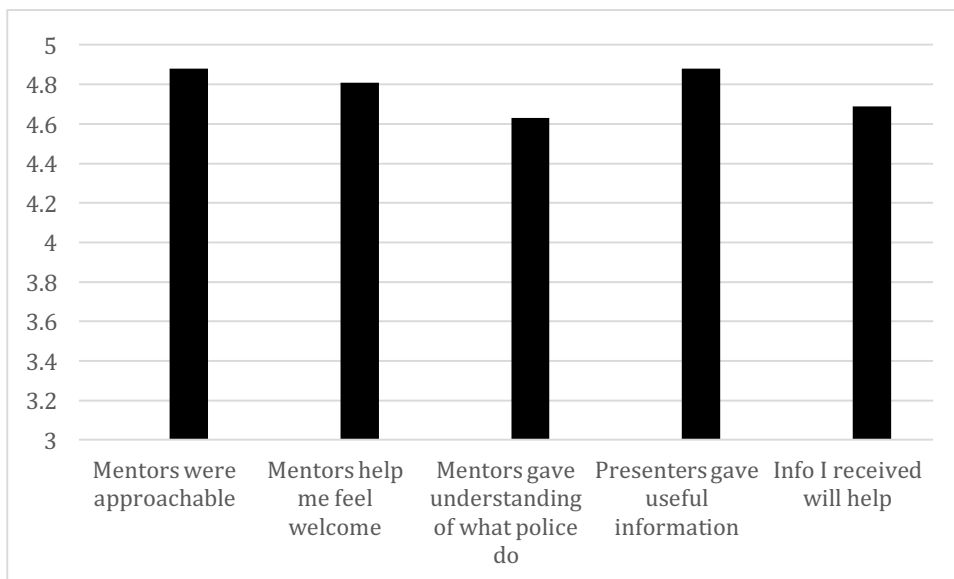

Figure 5. Participant evaluations of police mentors and presenters.

Finally, in the post-program survey, participants were asked about their general views of the Connected Women's Program. A series of 9 questions assessed whether the program changed their views about police, gave them a greater understanding of Australian laws, and gave them knowledge to protect themselves from becoming victims of crime. These

questions were measured on a 1 (strongly disagree) to 5 (strongly agree) scale. Scores closer to 5 suggest more favourable evaluations. Table 9 presents the average responses to these 9 questions. Table 9 shows that participants were extremely positive about the program, with almost all participants circling '5' for the item 'I am pleased I participated in the program'.

Table 9. Participants' evaluation of the Connected Women's Program

Question	Mean* (N=16)	Standard Deviation (N=16)
The program has empowered me to feel safer in the community	4.63	0.50
The program has given me knowledge to protect myself from crime	4.56	0.51
The program has given me knowledge to protect myself from cybercrime	4.56	0.51
The program has given me greater understanding of the laws in Australia	4.56	0.63
As a result of the program, I now know who to contact if I become a victim of crime or need help	4.69	0.48
I am pleased I participated in the program	4.94	0.25
The program has given me access to strong female mentors	4.94	0.25
The program has made me trust police more	4.81	0.40
Since the program, I am more interested in learning more about the Queensland Police Service	4.81	0.40
*Maximum score = 5		

One final open-ended question in the post-program survey asked participants for any suggestions they had for improving the Connected Women's Program. Of the 16 participants who completed a post-program survey, 10 provided a comment. Comments can be categorised into two groups: 1) comments that provided suggestions for topics the participants would like to see more of in a future program; and 2) general comments about their views of the program. Appendix 2 presents the comments in full.

The following quote gives a sense of how participants' generally viewed the Connected Women's Program:

'I love this program. I personally got good benefits and useful information which would help me in Australia community.' (Participant #24)

Associations between some key measures

The previous sections presented some descriptive findings from the pre- and post-program Connected Women's surveys. This section presents some relationships between some of the measures. As noted earlier, research has indicated that when citizens have greater trust in police they are more willing to work with them to report crime and victimisation (e.g., Murphy & Barkworth, 2014). Key to building trust is for police to be treating all members of the community with procedural justice (i.e., fair, neutral, and respectful treatment). Table 10 presents some bivariate relationships between some of the scale measures reported in this report. Relationships can range from –1 to +1. A negative score suggests as one variable increases the other decreases (e.g., as trust increases, willingness to report crime decreases), while a positive score suggests as one variable increases so too does the other variable (e.g., as trust increases, so too does willingness to report crime). A score closer to 0 indicates a weak relationship between two variables, while a score closer to either -1 or +1 indicates a stronger relationship between the variables. The data presented is taken from the pre-program survey only. Given the sample only comprised 22 participants, the power to detect relationships can be obscured by the small sample size. Hence, had the size of the sample been larger, non-significant relationships would likely have been significant.

As can be seen in Table 10 all relationships are positive. Despite there only being 22 participants, several of the associations between the scales were also significant. For example,

procedural justice was found to be positively correlated with the Trust in Australian police, Australian identity and social inclusion scales. The positive relationships suggest that Muslims who perceived Australian police as more procedurally just were also more likely to trust Australian police, were more likely to hold a stronger Australian identity, and also felt more socially included in Australian society. While procedural justice was unrelated to willingness to report crime or victimisation, the size of the correlation scores suggests that had the sample size been larger these relationships would have been statistically significant.

Interestingly, Muslims who reported having higher levels of trust in Australian police were also more likely to say they would report crime or victimisation to police. Given procedural justice was positively associated with trust (r=0.49, p<0.02), this suggests that one way police can foster trust among Muslim women is to be seen to be procedurally just. Police can demonstrate procedural justice in interactions with members of the public by acting in a neutral, respectful, and fair manner, and providing Muslims with an opportunity to voice any concerns they have.

Table 10. Relationships between some of the key scales measured in the survey.

Scale	1	2	3	4	5
1. Procedural justice	1	-	-	-	-
2. Trust in Australian police	.49*	1	-	-	-
3. Australian identity	.52*	.60*	1	-	-
4. Social inclusion	.67*	.35	.57*	1	-
5. Crime reporting	.17	.49*	.14	.10	1
6. Victimisation reporting	.15	.61*	.26	.25	.84*
*significant relationship at the p<0.05 level					

Conclusion

To conclude, this report provides an overview of the findings collected from the pre- and post-program surveys, designed to evaluate the success of the Connected Women's Program. Overall, the participants held very favourable views about the program. This was indicative from the open-ended comments provided about the program (see Appendix 2) as well as from the positive change in various attitudes after completing the program. While participants' attitudes toward Australian police were already generally positive coming into the program, the findings demonstrate that the Connected Women's Program helped to enhance participants' positive views of police. As one participant stated *'We all got very useful information and assisted us to be more trust the police'* (Participant #25). Another participant found the information so helpful that she stated: *'Can I get notified of the next class'* (Participant #10).

Importantly, the Connected Women's Program improved participants' knowledge of what police do in the community, and benefited the women through providing information to better protect themselves from crime. Women came out feeling more empowered, and had greater knowledge of who to turn to in times of need. Importantly, they garnered additional knowledge about Australian laws, giving them greater clarity for what is expected of them as law-abiding members of the Australian community. The Connected Women's Program aims to link female police mentors with young Muslim women in order to develop a network of participants who feel supported, educated and empowered in the community. The findings of the post-program survey certainly demonstrate that the program met its key objectives.

Recommendation: That the QPS consider funding the Connected Women's Program on an ongoing basis and broaden its delivery beyond the South Brisbane District.

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Appendix 1

Scale Construction

Australian Identity

Measured on a 1 (strongly disagree) to 5 (strongly agree) scale

How you see yourself within Australia?

- I am proud to be an Australian

- I identify strongly as being Australian

- Being Australian is important to the way I think of myself

Social Inclusion

Measured on a 1 (strongly disagree) to 5 (strongly agree) scale

Do you think that the majority of Australians:

- Respect how you live your life

- Respect what you contribute to Australia

- Respect your religion

Procedural Justice

Measured on a 1 (strongly disagree) to 5 (strongly agree) scale

- Australian police are approachable and friendly

- Australian police are biased against Muslims (reverse coded)

- Australian police treat Muslims fairly

- Australian police treat Muslims with respect

- Australian police let people speak before they make a decision

- Australian police care about Muslims

- Australian police are polite

Trust in Australian police

Measured on a 1 (strongly disagree) to 5 (strongly agree) scale

- I trust the police in Australia

- I have confidence in the police in Australia

- I fear the police in Australia (reverse coded)

- Australian police will help me when I need them

Trust in police in country of origin

Measured on a 1 (strongly disagree) to 5 (strongly agree) scale

- I trust the police in my home country

- I have confidence in the police in my home country

- I fear the police in my home country (reverse coded)

- Police will help me when I need them in my home country

Willingness to report crime

Measured on a 1 (highly unlikely) to 5 (highly likely) scale

If the situation arose, how likely would you be to…..

- Call the police to report a crime

- Provide police with information to catch a criminal

- Report dangerous/suspicious activities to police

- Call CrimeStoppers to report a crime anonymously

Willingness to report victimisation

If the situation arose, how likely would you be to…..

- Call police if you were a victim of crime

- Call the police if you need help

- Call the police if you had a car accident

- Call the police if your partner struck you

Appendix 2

Participants' open-ended comments about the Connected Women's Program

Comments for how to improve the Program

Participant #12: Preventative methods to counter domestic violence/trauma. How to deal with trauma.

Participant #13: 1) When the cybersafety session, have more stories to share. 2) Actually that could be done for other sessions as well. 3) Input on how the police and the Muslims will begin working together.

Participant #14: A more intricate program discussing more focused aspects of what women/Muslim has to deal with within the community, and how to deal with these issues. Such as domestic violence, substance abuse, child abuse, people who take advantage of the system.

Participant # 17: Name tags would be nice (I'm terrible at names).

Participant #19: Perhaps how to defend ourselves – basic self-defence skills? (no problem, mate ☺).

Participant #26: 1) To have more of this workshop for women and man. 2) child abuse.

General Comments about the Program

Participant #10: Can I get notified about the next class.

Participant #22: I am so grateful and happy that I had attend the training. Thanks to you all.

Participant #24: Thankyou very much for help us to learn about the law generally. I love this program. I personally got good benefits on useful information which would help me in Australia community.

Participant #25: Actually, I don't have anything specific, but I would like to thank you about having the QPS Connected Women's Program because I think we all got very useful information to assist us to be more trust the police. Thankyou for being kind with us and having this great opportunity to letting us learn more about Australian laws/rules.