



**Your police, efficient  
and responsive**

Our innovation  
partnership keeping  
New Zealanders safe.

The future is exciting.  
**Ready?**

New Zealand Police



**vodafone**  
business



## This is the whole story

**“The Vodafone Mobility Innovation Lab and Experience Centre was amazing. It provided the collaborative environment required to create an app from hundreds of police interviews. We now have an app that police actually want to use. That wouldn’t have happened without the Vodafone Mobility Innovation Lab and Experience Centre.”**

**Bronwyn Marshall**

Acting Superintendent Safer Whānau, New Zealand Police.

There are over 138,000 incidents of family violence reported in New Zealand every year, with women and children the vast majority of victims. It’s a shocking statistic that NZ Police are committed to reducing, with a goal to transform New Zealand into the safest country it can be.

But with an incident of family violence occurring approximately once every four minutes\* and a system that wasn’t designed to deal with those numbers, front-line officers were being bogged down by administrative paperwork at the scene and back at the station. Overwhelmingly, staff felt their time would be better spent assisting the victims. Often victims of violence wait up to two years before reaching out for help, so the more support they receive during the initial police callout, the better.

Family violence accounts for 40% of police visits in New Zealand but the amount of paperwork required to log each incident meant time that could be spent helping victims, was being spent filling out reports. Police needed a new approach to better meet the needs of the community. The Vodafone Mobility Innovation Lab and Experience Centre played a pivotal role where it provided a collaborative hub that police could use to help them develop a new way forward, the Family Harm app.

\* ‘Every 4 minutes’ report on domestic violence prevention presented to Government, Newshub 11 December 2018

## No one knows what the police need, like the police

Vodafone’s Mobility Innovation Lab and Experience Centre became a vital tool to deliver the Family Harm app. Ideas generated by officers in the collaborative environment of the Mobility Innovation Lab and Experience Centre were shared with Vodafone’s strategic partner, Smudge, to facilitate the development of the Family Harm app.

### The app

- Immediately eliminated more than 1.5 million pages of paperwork.
- Officers have access to live and historical information from the national intelligence database.
- Alerts are automatically sent to the national intelligence database, giving instant visibility of an investigation to the entire organisation.
- A locked down kiosk mode allows victims to enter information directly into the app.
- A desktop version has been developed to further improve the exchange of information.
- 68% of reports are now being generated from the app since launch in May 2018.







## Building a safer community now and into the future

**“Our front-line staff have access to better information so they can take appropriate action towards perpetrators and victims. 68% of reports have been generated from the app since launch, allowing police to focus on the people involved rather than filling out paperwork. None of this would be possible without a Technological solution.”** says Bronwyn.

Now the ideas generated at the Mobility Innovation Lab and Experience Centre have been put into practice, further development and ongoing feedback will ensure the app stays relevant to meet the needs of officers and the community. The Family Harm app was adopted readily by police with the first report being generated just 3 minutes after implementation.

**“The reason why the app has been so successful is because the Mobility Innovation Lab and Experience Centre provided the environment to capture the thoughts of our staff. We don’t have another way to gather that information. In addition, the esteem with which Vodafone is held by its strategic partners, enabled the cohesive development of the app,”** Bronwyn explains.

However, New Zealand Police aren’t the only ones to sing the app’s praises. The technology and the ideas within it are generating interest around the world. Other law enforcement agencies, including the FBI, have visited New Zealand to see it in action.

The Family Harm app is just one example of technology-based process improvement for police. Before Family Harm, there was the OnDuty app. Developed by police in partnership with Vodafone, this allows police to use iPhones to make inquiries and issue traffic violations in the field, all while linking seamlessly with the Police Infringement Bureau (PIB) and NZTA systems.

## Benefits summary

As a result of the ideas and solutions generated at the Vodafone Mobility Innovation Lab and Experience Centre, the police have seen improvements in the following areas:

**Increased efficiency.** Before the app, a 10-15 page report needed to be completed for each incident, taking approximately 20-30 minutes. With the app this takes half the time and provides information they didn’t have before at the scene.

**Improved communication.** The findings generated at the Mobility Innovation Lab and Experience Centre brought about technology that ensures reports are shared efficiently between front-line and office staff.

**Better information.** The app allows better quality information to be shared with partner agencies and non-governmental organisations involved in providing services for victims and perpetrators.

**Efficient information sharing.** The app’s advanced features mean officers are more prepared when attending an episode.

**Prioritising people, not process.** Thanks to the app, there are more officers out and about, spending more time being visible in the community and making a difference.

**Adaptability.** Vodafone’s high-speed connectivity and greater access to information means police are able to see the benefits of mobile reporting.

Business issues	Solutions
✗ Police needed a new approach to family violence incidents to better meet the needs of the community.	✓ The Vodafone Mobility Innovation Lab and Experience Centre played a pivotal role in helping the police develop the Family Harm app.
✗ Police staff were bogged down with paperwork and unable to spend more time on assisting victims.	✓ The Family Harm app immediately eliminated over 1.5 million pages of paperwork and allows staff to spend more time assisting the victims.
✗ Police needed better information sharing between agencies.	✓ The Family Harm app allows information to be shared with partner agencies involved in providing services for victims and perpetrators.
✗ Police were looking for a solution to meet the needs of a tech savvy workforce.	✓ Digital record keeping allows police to meet these needs and provides a user-friendly method of data collection.

If you would like to learn more about how innovation can help transform your organisation, talk to your Vodafone Account Manager or visit [vodafone.co.nz/business](https://vodafone.co.nz/business)